

## Service Definition

Medwise.ai is an AI-powered, customisable search platform that enables healthcare professionals to quickly find actionable answers at the point of care. Medwise.ai can be used in any clinical environment (primary, secondary and tertiary care) to improve healthcare professionals' productivity and increase the adoption of clinical best practice. Medwise.ai is currently used by over 1,000 healthcare professionals from more than 30 NHS organisations.

Medwise.ai is used by NHS orgs to communicate and disseminate information directly to their front line clinical staff. Whether it's the latest communications, referral pathways, or local guideline updates, medwise.ai can put these at your clinicians' fingertips right alongside trusted and verified resources. Medwise also allows organisations to see their workforce information needs in real time, improving uptake of local information, reducing unwarranted variation in care and ultimately improving patient outcome.

An independent evaluation by the Eastern Academic Health Science Network indicates that medwise.ai saves 2.6 minutes per search on average.

## User Testimonials

*"It's honestly the best product I've come across for clinicians to perform searches online!"*

*"It took me 25 minutes to find an answer previously, with Medwise.ai I found it within seconds."*

*"It helps me to quickly find information from reliable resources in a busy clinic. Extremely helpful!"*

*"I often got links to resources that I wouldn't normally have looked at. Would highly recommend!"*

## Privacy, Security & Safety

Medwise.ai is compliant with



## Medwise.ai Service Details

The medwise.ai platform consists of **two elements**:

### Medwise.ai Search

Medwise.ai is a single source of information for your healthcare workforce. It can be fully integrated with NHS organisations. Our platform connects and monitors information sources from public websites to your organisation's local directories, intranets and inboxes to provide healthcare professionals with actionable information at the point of care. Medwise lets your workforce avoid navigating complicated directories / intranets / websites and inboxes, and brings all of these sources together in one search bar.

### Medwise.ai Dashboard

User-friendly administrative interface for healthcare organisations to customise the Medwise.ai Search for their organisation's workforce needs. Integrate local documents, curate online content sources and obtain data insights into the workforce's unmet information needs.

### Additional Services

In addition to licensing medwise.ai for use by providers, Medwise AI Ltd will supply associated services, including

- Initial customisation of the medwise.ai platform to the organisation's requirements, including integration with local documents
- Remote onboarding of administrative users
- Remote training of end users

## Medwise.ai Search

A search platform designed for healthcare professionals



### Service features

- AI-powered search across siloed public and private content sources
- A single source of information for your healthcare workforce
- Instant access to all relevant guidelines, pathways and policies
- Actionable answers provided in snippets retrieved from complex documents
- Messages and update notifications from your organisation
- Compatible with standards-compliant browsers (Chrome, Firefox, Safari, Edge)
- User access via shared link, desktop shortcut or with organisational email

### Service benefits

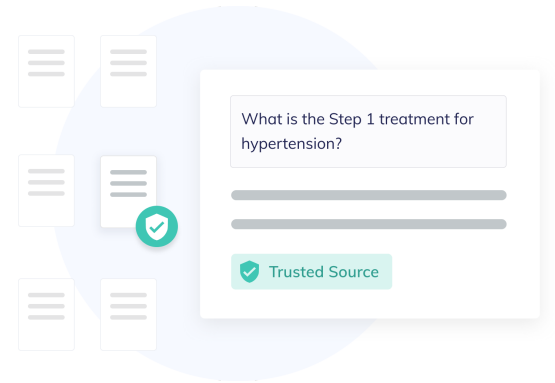
- Save time when searching for public or local information
- Be more confident in clinical decision making
- Be more productive during consultations and shifts
- No more “Googling” in front of patients
- Removed barriers to information seeking and reduce cognitive load
- Discover new content sources and make better decisions for patients

### Configuration

Users access Medwise.ai Search through a unique shared link, a desktop shortcut or with their NHS email. The only system requirements are a standards-compliant web browser (Google Chrome, Microsoft Edge, Mozilla FireFox) and access to the internet.

## Medwise.ai Admin

Customise Medwise.ai Search and tailor it to your organisation's needs



### Service features

- Disease-agnostic and highly customisable platform
- Select, curate and approve publicly available web resources
- Integration with local documents such as guidelines, pathways and policies
- Automatic synchronisation of changes made to local documents after integration
- Send update notifications and messages to users
- Usage reporting and rich analytics (customisable analytics at extra cost)
- Export anonymised analytics data to integrate with existing governance tools and systems

### Service benefits

- Standardise care across teams and practices
- Enable workforce to be more productive and release time for better care
- Support transient staff, locums and telemedicine workflows
- Disseminate approved clinical information to your healthcare workforce
- Improve adherence and reduce unwarranted variation in care
- Reduce clinical risk and improve patient safety
- Upskill workforce and support competency based care delivery
- Identify your workforce's unmet information needs
- Discover and address gaps in local clinical documentation

### Configuration

Medwise.ai Admin is offered in the public cloud in a fully secure manner with shared or dedicated resources (deployment instances, databases etc). As all Medwise.ai services are hosted by Medwise there is no need to invest in additional hardware or on-site software to run the service. The only system requirement to access the Medwise.ai administrative dashboard is access to the internet.

## Additional Services

### Customisation

Medwise.ai can offer an “out of the box” service based on the existing library of national and society guidelines and resources. However, it can also be customised to accommodate specific customer needs.

### Implementation plan and onboarding

As part of the deployment, we work with organisations to discover the information needs of your workforce, and tailor the platform to optimise for this. Once configured, the product can be deployed within a day to be reviewed by your team. Once testing is completed and all requirements and tests are satisfied, Medwise AI Ltd will make the platform available to all users in your organisation.

We will offer onboarding and training to administrators with access to the medwise.ai dashboard. We will then monitor the operation for a period of time. If all works as expected, we are entering the after sales and maintenance phase.

### After-Sales and Support

Post implementation, Medwise AI Ltd will offer support and professional services for the duration of the contract.

### Off-boarding

In case of a contract termination, Medwise AI Ltd will offer the complete dataset to the customer in a standard exchange format (CSV, JSON and/or native database exports) alongside documentation.

The most important and clinically useful data are available for extraction via the organisational dashboard at any time. All personal data will be processed according to our Terms and Conditions.

### Pricing

See separate Pricing document.

### Ordering Process

To order medwise.ai, please complete the G-Cloud form and contact us by email at [hello@medwise.ai](mailto:hello@medwise.ai)