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Ouris Health Catalogue Solution Listing

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Ouris Health

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Ouris Health

Solution Description

- **Summary**

Ouris Health provides a complete healthcare communication solution connecting patients with Primary, Secondary and Social care providers. The solution provides a safe and secure Online and Video Consultations along with Remote Monitoring and Virtual ward features.

- **About Ouris Health**

Ouris Health's Video and Online consultation capabilities allow Health or Care professionals to conduct secure live remote consultations with individuals or group of Patients/Service users/Proxies ensuring they can receive support relating to healthcare concerns. The solution reduces the need for travel and provides a greater flexibility and choice for its users.

The solution offers triage features and to make informed decisions about responses and able to provide instant self-help advice or sign post them to relevant services.

Ouris Health provides a complete Digital Health Experience with features of connectivity between health and care professionals, Remote Monitoring, Virtual wards along with Covid features (Vaccination details and Side effects logs) and Notifications. Solutions are available for patients in APPs to self-manage health and wellbeing (Blood Pressure, Pulse, Temperature, Breathing, Saturations, BMI, Weight, daily mood changes).

[View more information about this Catalogue Solution](#)

Features

- Available as Web application and in IOS and Android (APP store and Google Play store).
- Real time Chat and Messaging with Triage and access control of patients (Virtual practice door).
- One to One and Group video Consultations with consent and recording features.
- Inter Team and Inter Organisational Connectivity – Chats, Messaging, MDT meetings and Video.
- Covid Monitoring and Notifications – SMS, APP, E-mail Alerts.
- Secure access control features with IP lock and Two factor authentications.
- Easy – NHS self-help information and video access to patients.
- Remote Patient Monitoring and Virtual ward features with Digital referral for acute admissions.
- Automated collection of patients' feedback along with reports.
- Detailed reports and analysis on usage of Online and Video Consultations.

Implementation Timescales

Typical timescales and activities for an implementation, addressing any differences when transitioning from another Solution.

Ouris Health is a cloud based standalone solution with no additional installation requirements. Time period may change depending on the size of the practice and for an average size it is within 4 weeks from set up to launch.

https://ourishealth.com/assets/nhs/document/deployment_ouris.pdf

Client Application Type

Minimum recommended technical specifications for a user to implement the Solution effectively.

- **Browser based application**

Specification	Information
Browsers supported	Our minimum supported versions <ul style="list-style-type: none"> • Google Chrome V.48 or later • Microsoft Edge V42 or later • Mozilla Firefox V63 or later • Safari (Mac) 10 or later
Responsive design	Yes
Mobile first approach	Yes
Plug ins or extensions required	No
Minimum connection speed required	10Mbps
Recommended desktop aspect ratio and screen resolution	16:9 - 1366 x 768
Hardware requirements	Integrated or standalone Microphone or webcam

- **Native mobile or tablet application**

Specification	Information
Supported operating systems	<ul style="list-style-type: none"> • iOS 12 and above

Specification	Information
	<ul style="list-style-type: none"> Android 10 and above
Mobile first approach	Yes
Minimum connection speed required	10Mbps
Connection types supported	<ul style="list-style-type: none"> 3G LTE 4G 5G WiFi
Minimum memory requirement	4GB
Additional storage requirements	None
Third party components required	None
Device capabilities required	Smart Phone (IOS and Android)
Hardware requirements	Integrated or standalone Microphone or webcam
Additional information	None

- Native desktop application**

Name of specification	Information about specification
Supported operating systems	Windows 10
Minimum connection speed required	10Mbps
Minimum memory requirement	4GB
Additional storage requirements	Non-Mandatory
Minimum necessary CPU power	Core 2 Quad Q6600 at 2.4 GHz or AMD Phenom 9850 at 2.5 GHz
Recommended desktop aspect ratio and screen resolution	16:9 - 1366 x 768
Third party components required	None

Name of specification	Information about specification
Device capabilities required	Integrated or standalone Microphone or webcam
Hardware requirements	Integrated or standalone Microphone or webcam

Roadmap

Ouris Health's aim is to consult and take feedbacks from users and apply changes to the solution to provide a simplified patient journey.

Data protection, Confidentiality, Clinical safety, Usability, Information security is set at the heart of the solution to assist patients, Health and care professionals.

Ouris Health has a few immediate goals to achieve with integrations to provide a fully integrated solution for health and care professionals.

- IM1 Integrations
- Hospital solution integrations
- Integrations with GP Connect and EPS
- NHS Log in for Patients.
- NHS 111 Integration
- Development of QOF and Chronic disease management forms to GP Practices
- To achieve WCAG 2.1 AAA compliance
- More automated and integrated features with Alexa.
- New features for the APP – Medication Reminders and Diabetes and Mental Health monitoring

[Learn more about the future plans for this Catalogue Solution.](#)

About Supplier

Ouris Health aims to provide a simplified affordable fit for purpose cost effective health technology to NHS in line with its long-term plan. Ouris Health is developed by medics and patients understanding the core needs of end users.

[Learn more about the Supplier of this Catalogue Solution.](#)

Contact Details

Commercial Team

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DFOCVC Framework

Ouris List Price

The Supplier shall invoice NHS Digital for the Periodic Service Charges applicable to the Catalogue Solution and any Additional Services and shall invoice the Service Recipients directly for any Associated Services via a process that the Supplier shall agree with each Service Recipient. All invoicing to be monthly in arrears

The base pound value of the Solution is displayed in varied units of pricing. The price of a Solution can offered as either or all of Flat List price(s), Tiered List price(s) and Bundle List price(s).

- **Flat List Price**

Price	Unit of price
£0.36	Per patient per annum

Unit of Price : Per patient per annum

Ouris Health Capabilities Met - NHS Assessed

Capabilities have been assessed by the NHS.

For a Capability offered as a Full Capability, all Must Epics within the Capability must be met. For a Capability offered as Full or Partial Capability, at least one Must Epic must be met. For details of all Capabilities [view the Capabilities and Standards model](#).

A met Capability may be subject to a Work-off Plan, meaning the supplier is completing the requirements to meet the Capability in an agreed timeframe. You can find details about any Work-off Plans relating to this Catalogue Solution further down the page.

Sections	Information
Capability name	Online Consultation
Description	The Online Consultation Capability allows Patients/Service Users/Proxies to request and receive support relating to healthcare concerns, at a time and place convenient for them.
Further information about the Capability	Learn more about this Capability
DFOCVC Must Epics	E00001 - Online Consultation
DFOCVC Must Epics that have not been met	

Sections	Information
DFOCVC May Epics	<p>E00002- conduct Online Consultation with a Proxy</p> <p>E00003- Patient/Service User requests for Online Consultation support and provides information</p> <p>E00004- Proxy requests for Online Consultation support and provides information</p> <p>E00005- respond to Online Consultation requests for support from Patients/Service Users</p> <p>E00006- respond to Online Consultation requests for support from Proxies</p> <p>E00007-include attachments in Online Consultation requests</p> <p>E00008- include attachments in Online Consultation requests from a Proxy</p> <p>E00009-automated response to Online Consultation requests for support from Patients/Service Users</p> <p>E00010-automated response to Online Consultation requests for support from Proxies</p> <p>E00011-Patient/Service User makes an administrative request</p> <p>E00012-Proxy makes an administrative request</p> <p>E00013-respond to administrative requests for support from Patients/Service Users</p> <p>E00014-respond to administrative requests for support from Proxies</p> <p>E00015-automated responses to administrative requests from Patients/Service Users</p> <p>E00016-automated responses to administrative requests from Proxies</p> <p>E00017-link Online Consultation requests for support and responses</p> <p>E00018-link Online Consultation requests for support from a Proxy and responses</p> <p>E00019-self-help and signposting</p> <p>E00020-Proxy supporting self-help and signposting</p> <p>E00021-symptom checking</p> <p>E00022-symptom checking by a Proxy</p> <p>E00023-Direct Messaging</p> <p>E00024-Direct Messaging by a Proxy</p> <p>E00026-electronically share files during Direct Messaging</p> <p>E00027-electronically share files during Direct Messaging with a Proxy</p> <p>E00029-report on utilisation of Online Consultation requests for support</p> <p>E00030-report on outcomes or dispositions provided to the Patient/Service User</p> <p>E00031-report on the status of Online Consultations</p> <p>E00032-report on Patient demographics using Online Consultation</p> <p>E00033-manually prioritise Online Consultation requests for support</p> <p>E00034-assign Online Consultation requests to a Health or Care Professional manually</p> <p>E00035-categorise outcome of Online Consultation requests</p>

Sections	Information
	E00038-assign Online Consultation requests to Health or Care Professional automatically E00056-disable and enable Direct Messaging for a Healthcare Organisation E00057-disable and enable Direct Messaging for a Patient/Service User E00058-disable and enable electronic file sharing during Direct Messaging for a Healthcare Organisation E00075- Patient/Service User feedback for Online Consultation E00082-notification to Patients/Service Users E00083-customisation of instructions to Patients/Service Users using Online Consultation Solution E00084-categorise administration requests E00085-disable and enable Direct Messaging for an Online Consultation request for support E00090-Health or Care Professional initiates an Online Consultations request E00091-Proxy Verification
DFOCVC May Epics that have not been met	

Sections	Information
Capability name	Video Consultation
Description	The Video Consultation Capability allows Health or Care Professionals to conduct secure live remote video consultations with individual or groups of Patients/Service Users/Proxies ensuring they can receive support relating to healthcare concerns when a Video Consultation is most appropriate
Further information about the Capability	Learn more about this Capability
DFOCVC Must Epics	E00039 - conduct Video Consultation
DFOCVC Must Epics that have not been met	
DFOCVC May Epics	E00040-conduct Video Consultation with a Proxy E00041-conduct Video Consultation with the Patient/Service User without registration E00042-conduct Video Consultation with a Proxy without registration E00043-end Video Consultation with a Patient/Service User E00045-Direct Messaging during a Video Consultation E00048-conduct group Video Consultations E00051-electronically share files during a Video Consultation

Sections	Information
	<p>E00053-Health or Care Professional can share their screen during a Video Consultation</p> <p>E00059-Health or Care Professional can record a Video Consultation</p> <p>E00060-Patient/Service User can record a Video Consultation</p> <p>E00062-waiting room</p> <p>E00063-disable and enable Direct Messaging during a Video Consultation for the Patient/Service User</p> <p>E00065-Patient/Service User name is not automatically visible in a group Video Consultation</p> <p>E00066-invite new participants to an existing Video Consultation with a Patient/Service User</p> <p>E00067-disable and enable electronic file sharing during a Video Consultation</p> <p>E00068-disable and enable screen sharing during a Video Consultation</p> <p>E00069-Patient/Service User feedback on Video Consultations</p> <p>E00070-test the Video Consultation settings</p> <p>E00071-consecutive consultations with multiple Patients/Service Users via a single Video Consultation</p> <p>E00072-reminder of upcoming or scheduled Video Consultation</p>
DFOVC May Epics that have not been met	

Ouris Health Associated Services

These are optional services associated with the implementation or optimisation of the Solution.

Sections	Information
Associated services name	Ouris SMS
Description	Ouris SMS service sends Text messages to Patients and End users to assist with communication (Event Notifications and Reminders) of the catalogue main solution (Online and Video Consultation)
Order guidance	The cost is calculated per SMS fragement which is 160 characters , which is calculated on a usage basis . The customer can then bulk buy as many sms fragments as they think they will need .

Price:

- **Flat List price**

Price	Unit of price
£ 0.100	Per SMS fragment

Definition of unit:

Per SMS Fragment

Sections	Information
Associated services name	Ouris Cloud Call
Description	Video and Audio call minutes are part of the main solution
Order guidance	The cost is calculated per min of usage, which is calculated on a usage basis . The customer can then bulk buy as many fragments as they think they will need .

Price:

- **Flat List price**

Price	Unit of price
£ 0.052	Per minute per end user

Definition of unit:

Per minute per end user

Associated services name	Ouris Data Storage
Description	Ouris health offers secure data storage for theis Catalogue solution . Audio , Video and others files are stored in a secure cloud AWS server and backed .
Order guidance	The cost is calculated per GB , which is calculated on a usage basis . The customer can then bulk buy as many fragments as they think they will need .

Price:

- **Flat List price**

Price	Unit of price
£ 0.046	Per GB

Definition of unit:

Per GB

Ouris Health Additional Services

These are optional add-ons you can purchase in addition to the main Catalogue Solution. They come with an additional cost and have their own Capabilities, Standards and Associated Services.

- **Ouris Remote Monitoring**

Ouris Health solution connects Health Care Professionals with Patients at home and in Nursing home to monitor vitals and to provide advice and management remotely by messages and Video consultations. Health care professionals could remotely monitor patients Blood Pressure , Pulse , Saturations , Temperature , Respiratory Rate , BMI , Weight and daily mood changes and be able to set target and goals . This solution allows patients to record symptoms and its daily severity and be able to record Covid Vaccination details and monitor its side effects .

- **Ouris Remote Monitoring List Price**

The base pound value of the Additional Service is displayed in varied units of pricing. The price of the Additional Service can offer as either or all of Flat List price(s), Tiered List price(s) and Bundle List price(s).

- **Flat List Price**

Price	Unit of price
£0.00	Per patient per annum

Unit of Price: Per patient per annum

Capabilities Met by the Additional Service

Sections	Information
Capability name	Online Consultation
Description	The Online Consultation Capability allows Patients/Service Users/Proxies to request and receive support relating to healthcare concerns, at a time and place convenient for them.

Sections	Information
Further information about the Capability	Learn more about this Capability
DFOCVC Must Epics	E00001 - Online Consultation
DFOCVC Must Epics that have not been met	
DFOCVC May Epics	
DFOCVC May Epics that have not been met	

Sections	Information
Capability name	Video Consultation
Description	The Video Consultation Capability allows Health or Care Professionals to conduct secure live remote video consultations with individual or groups of Patients/Service Users/Proxies ensuring they can receive support relating to healthcare concerns when a Video Consultation is most appropriate
Further information about the Capability	Learn more about this Capability
DFOCVC Must Epics	E00039 - conduct Video Consultation
DFOCVC Must Epics that have not been met	
DFOCVC May Epics	
DFOCVC May Epics that have not been met	

NHS Standards

All Standards which are displayed are subject to an ongoing assessment by the NHS. Some Solutions may have a Compliance Work off plan. This means the supplier is completing the requirements to meet the Standard in an agreed timeframe. You can find details about any Work-off Plans relating to this Catalogue Solution further down the page.

Overarching Standards

Sections	Information
Standard name	Business Continuity and Disaster Recovery
Description	Ensures that suppliers Solutions are supported by robust business continuity plans and disaster recovery measures.
Further information about the Standard	Learn more about the Business Continuity and Disaster Recovery Standard
Standard name	Clinical Safety
Description	Supports the management of clinical risk and Patient safety.
Further information about the Standard	Learn more about the Clinical Safety Standard
Standard name	Commercial Standard
Description	This Standard underpins all commercial activity relating to the Catalogue. It does this by defining a number of rules governing the commercial relationship of relevant parties and by setting out standards of behaviour and principles of access to data and services charges.
Further information about the Standard	Learn more about the Commercial Standard
Standard name	Data Migration
Description	Supports the secure migration of Practice data between Solutions.
Further information about the Standard	Learn more about the Data Migration Standard
Standard name	Data Standards
Description	Defines detailed technical standards for the storage, management and organisation of data and specifies standardised reference data, terminology and codes.
Further information about the Standard	Learn more about Data Standards
Standard name	Hosting & Infrastructure
Description	Supports best practices for infrastructure and hosting of systems. For example, ensuring that systems are cost effective, secure and energy efficient.

Further information about the Standard	Learn more about the Hosting & Infrastructure Standard
Standard name	Information Governance
Description	Supports the controls needed to ensure that sensitive Personal Data is kept confidential, is accurate and is available to authorised users when required.
Further information about the Standard	Learn more about the Information Governance Standard
Standard name	Interoperability Standard
Description	Defines a comprehensive set of standards, interfaces and protocols that Solutions and systems will use when interoperating.
Further information about the Standard	Learn more about the Interoperability Standard
Standard name	Non-functional Questions
Description	Enables NHS Digital to assess the risk associated with the Compliance Assessment of the Solution against appropriate Overarching Standards.
Further information about the Standard	Learn more about the Non-functional Questions Standard
Standard name	Service Management
Description	Supports suppliers in the delivery and management of services that support and provide their Solutions.
Further information about the Standard	Learn more about the Service Management Standard
Standard name	Testing
Description	Ensures that Suppliers' software delivery test processes are of sufficient quality and rigour.
Further information about the Standard	Learn more about the Testing Standard
Standard name	Training
Description	Defines the training activities and collateral expected from Suppliers to support the buyers and users of their Solutions.
Further information about the Standard	Learn more about the Training Standard

Standards Met to Date

Sections	Information
Standard name	Business Continuity and Disaster Recovery
Description	Ensures that suppliers Solutions are supported by robust business continuity plans and disaster recovery measures.
Standard name	Commercial Standard
Description	This Standard underpins all commercial activity relating to the Catalogue. It does this by defining a number of rules governing the commercial relationship of relevant parties and by setting out standards of behaviour and principles of access to data and services charges.
Standard name	Data Migration
Description	Supports the secure migration of Practice data between Solutions.
Standard name	Data Standards
Description	Defines detailed technical standards for the storage, management and organisation of data and specifies standardised reference data, terminology and codes.
Standard name	Interoperability Standard
Description	Defines a comprehensive set of standards, interfaces and protocols that Solutions and systems will use when interoperating.
Standard name	Service Management
Description	Supports suppliers in the delivery and management of services that support and provide their Solutions.
Standard name	Testing
Description	Ensures that Suppliers' software delivery test processes are of sufficient quality and rigour.
Standard name	Training
Description	Defines the training activities and collateral expected from Suppliers to support the buyers and users of their Solutions.

Work- Off Plan

In order to provide buyers with an effectively functioning marketplace as part of transitioning existing arrangements from the GP IT Futures Framework and the NHS England Dynamic Purchasing System for Online Consultation Systems to the new DFOCVC Framework within a reasonable timescale, this solution has been through an accelerated assurance process. Necessary due diligence has been undertaken in key areas and the supplier is actively progressing through the full steps of assurance with completion expected within six months of the solution completing the accelerated assurance, under management of a Compliance

Work-off Plan. As compliance against Standards is assured for this solution, this information will be updated.

Type of Work-off Plan	Details	More information
Standard	Clinical Safety standard has a Work-off Plan item to achieve full CATR. The proposed delivery date for this item is 30.06.2022.	Learn more about the Clinical Safety Standard
Standard	Hosting & Infrastructure Standard has a Work-off Plan item. The proposed delivery date for this item is 28.01.2022.	Learn more about the Hosting & Infrastructure Standard
Standard	Information Governance Standard has a Work-off Plan item. The proposed delivery date for this item is 28.01.2022.	Learn more about the Information Governance Standard
Standard	Non-functional Questions Standard has a Work-off Plan item. The proposed delivery date for this item is 30.03.2022.	Learn more about the Non-functional Questions Standard

Service Level Information

- **Service Hours**

Category	Time Period	Applicable Days
Support Hours	06:30 - 20:30	Monday – Sunday inclusive and including Bank Holidays.
Non-Support Hours	20:30 - 06:30	Monday – Sunday inclusive and including Bank Holidays.

Appendix 1 Catalogue Solution Data Processing Records

Note, the terms used in the left-hand column are as defined under the GDPR Regulations and other capitalised terms are as defined in the Catalogue Agreement.

Catalogue Solution Personal Data Processing information

The Supplier must complete the right-hand column to describe the Personal Data processing applicable to the provision of the Catalogue Solution (excluding any Additional Services) to a Service Recipient.

Description	Details
Catalogue Solution Name	<i>Ouris Health</i>
Subject matter of the Processing	Personal , Special , Health and Medical data
Duration of the Processing	We hold the Personal , Special , Medical and Health data for patients 10 years after the death of the patient or after permanently leaving the country . (Video and Online consultations , Messaging and chats are treated as a health Record and held in the same way) .
Nature and purposes of Processing	<p>Personal data are held for Identification and communication purpose . Data is shared among authorised health care organisations (NHS) if they are involved in the care of the patient .</p> <p>Medical and Health data purpose is to provide treatment and care of the patient and shared in the same way like personal data only with the treatment providers of the patient .</p>
Type of Personal Data	Name , Date of Birth , Address , Mobile Telephone , Special Categories : Gender , Ethnicity , Health Data – Online Consultations (Online Messages , Notifications , Chats , SMS) and Files . Video Consultations – (Video calls logs , Recordings , chats and Files)
Categories of Data Subjects	Patients , Health and Care professionals and Organisation
Plan for return and destruction of the data once the Processing is complete	Ouris health shall ensure that all data used within the Supplier Service Management Toolsets and Supplier Performance Management Toolsets is retained for a minimum of two years or the duration of the Call Off Agreement (whichever is longer) .
Sub-Processor details:	
Complete the rows below for each Sub-Processor involved in the above processing – the entries will typically be a subset of the information provided above. If you do not use any Sub-Processors, state “None used”.	
Sub-Processor Organisation Name	NHS Organisations using Ouris solution

Subject matter of the Processing	Personal and Health data
Duration of the Processing	For the supply of the contract
Nature and purposes of Processing	For identification and to communicate with patients to provide health care – Personal and Health data
Type of Personal Data	Name , Date of Birth , Address , Mobile Telephone , Special Categories : Gender , Ethnicity , Health Data – Online Consultations (Online Messages , Notifications , Chats , SMS) and Files . Video Consultations – (Video calls logs , Recordings , chats and Files)
Categories of Data Subjects	Patients , NHS Organisations , Nursing and Care home Organisations
Plan for return and destruction of the data once the Processing is complete	Ouris health shall ensure that all data used within the Supplier Service Management Toolsets and Supplier Performance Management Toolsets is retained for a minimum of two years or the duration of the Call Off Agreement (whichever is longer)

Additional Service Personal Data Processing information

For each Additional Service offered for the Catalogue Solution the Supplier must provide a copy of the table below. The Supplier must complete the right-hand column to describe the Personal Data processing applicable to the provision of the Additional Service to a Service Recipient.

Description	Details
Additional Service Name	<i>Ouris Health – Remote Monitoring</i>
Subject matter of the Processing	<i>Personal , Special , Health and Medical data</i>
Duration of the Processing	We hold the Personal , Special , Medical and Health data for patients 10 years after the death of the patient or after permanently leaving the country . (Video and Online consultations , Messaging and chats are treated as a health Record and held in the same way)
Nature and purposes of Processing	Personal data are held for Identification and communication purpose . Data is shared among authorised health care organisations (NHS) if they are involved in the care of the patient . Medical and Health data purpose is to provide treatment and care of the patient and shared in the same way like personal data only with the treatment providers of the patient .
Type of Personal Data	Name , Date of Birth , Address , Mobile Telephone , Special Categories : Gender , Ethnicity

Categories of Data Subjects	Patients , Health and Care professionals and Organisation
Plan for return and destruction of the data once the Processing is complete	Ouris health shall ensure that all data used within the Supplier Service Management Toolsets and Supplier Performance Management Toolsets is retained for a minimum of two years or the duration of the Call Off Agreement (whichever is longer)
Sub-Processor details:	
Complete the rows below for each Sub-Processor involved in the above processing – the entries will typically be a subset of the information provided above. If you do not use any Sub-Processors, state “None used”.	
Sub-Processor Organisation Name	NHS Organisations using the solution
Subject matter of the Processing	Personal and Health data
Duration of the Processing	For the supply of the contract
Nature and purposes of Processing	For identification and to communicate with patients to provide health care – Personal and Health data
Type of Personal Data	Name , Date of Birth , Address , Mobile Telephone , Special Categories : Gender , Ethnicity
Categories of Data Subjects	Patients , NHS Organisations , Nursing and Care home Organisations
Plan for return and destruction of the data once the Processing is complete	Ouris health shall ensure that all data used within the Supplier Service Management Toolsets and Supplier Performance Management Toolsets is retained for a minimum of two years or the duration of the Call Off Agreement (whichever is longer)