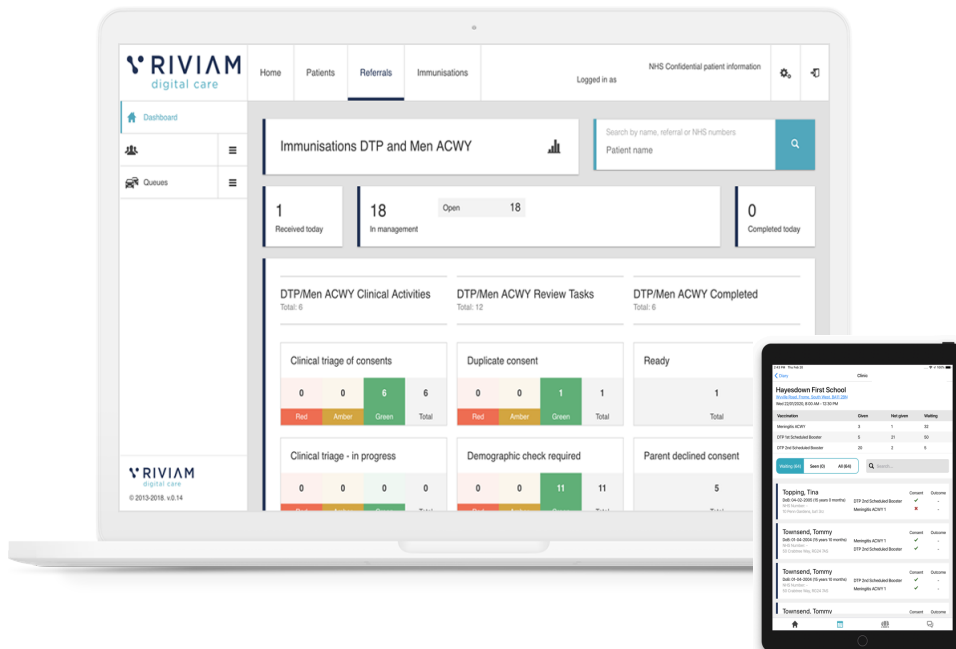**RIVIAM**
digital care

Immunisations eConsent Service

Improved Vaccination Rates

90%* Savings on Clinician Time

£500K* Cost Savings

* Approximate figures based on evidence from RIVIAM Digital Care's current customers

HM Government **G-Cloud** Supplier

Increasing the uptake of children's vaccinations

RIVIAM's Immunisations eConsent service enables NHS customers to co-ordinate a digital, paper-free immunisation programme to improve vaccination uptake and create efficiencies. RIVIAM's solution enables customers to digitise the entire immunisations process from beginning to end, including a mobile app for school nurses and the ability to update the clinical system with the outcome of the child's vaccination.

Service description

1. eConsent websites for the secure collection of eConsents from parents.
2. Efficient online triage and administration of immunisations by service centres and the ability to keep track and co-ordinate what's been done to whom and when.
3. A Mobile Immunisations Application for digital clinic management.
4. Ability to update clinical systems with vaccination outcomes from a clinic spreadsheet or the app.
5. Reporting and Dashboards to provide data insights for increasing the uptake of immunisations.

Benefits

Based on customer feedback, we have found the service saves over £500k of costs per annum (based on reducing the number of staff needed to triage eConsents, reducing mileage and removing printing costs). The service:

1. Increases the uptake of vaccinations and enables providers to meet vaccination targets.
2. Reduces clinical triage time by approximately 90% resulting in a decrease in staff costs.
3. Saves money on printing paper and mileage costs by approximately £35K.
4. Improves data security and reduces the risks of missing consent.

Key features

Parent eConsent website and form

RIVIAM's eConsent websites enable parents to provide consent 24/7 using any modern mobile device or computer. There is no need for parents to login and our customers believe this approach increases uptake. RIVIAM has a standard NHS design which is then customised and branded to a customer's specifications.

Triage and administration

Once an eConsent is received in RIVIAM, an authorised nurse will easily be able to view it, make any notes against the form and carry out administration.

A Dashboard to see status for different immunisation pathways

An Immunisation Dashboard displays the status of all live immunisations. From this dashboard, the user is able to drill down into more detail. They can click to see the schools that are included in the immunisation programme and the number of digital responses per school. This transparency enables data analysis and proactive interventions with schools to encourage vaccination uptake.

Triage consents needing attention

For each vaccination type, a Pathway Dashboard displays all the consents assigned to the pathway across a series of steps or queues. These have a RAG status that is calculated by the number of hours since a consent was received. RIVIAM uses the data in the eConsent form to determine if the consent should be seen by a clinician, requires admin review or is issued straight to a "ready" workflow queue. This can reduce the clinician triage time by over 90%.

Automatic child look-up

RIVIAM looks up each child's details against a list of known children and then checks that the NHS number and the demographic details match. Where there is no NHS number, RIVIAM uses the demographics to identify the patient. This creates efficiencies.

Triage consents

When a user clicks on a specific consent that requires triage, RIVIAM displays the patient demographics for the selected patient. It's easy to view the consent and record any events (such as a call to a parent to check information).

Setting up schools

RIVIAM enables schools, year groups and classes to be set up.

Scheduling sessions

Clinic sessions can be scheduled and organised. RIVIAM provides a downloadable electronic session list available by school or RIVIAM's Mobile Immunisations app can be used to manage sessions.

Setting up clinical teams including ad hoc sessions

RIVIAM provides a scheduling service that allows clinicians to be added to clinics.

Session management and RIVIAM's Immunisations Mobile app

With RIVIAM, there are three ways that a clinician can run a session and record the outcome of an immunisation:

1. Using the spreadsheet which has been downloaded for a school
2. Using RIVIAM's new Immunisation Mobile app
3. Directly on RIVIAM using an online form.

Using the Immunisations Mobile app

RIVIAM's Immunisation Mobile app works online and offline ensuring that clinics can be undertaken regardless of internet connection. With the app, school nurses are automatically sent their immunisation clinic list and all consent information about each patient to the app. The outcomes of immunisations are digitally recorded via the app. If the app is able to get a connection, it automatically updates RIVIAM.

Communicating the outcomes to parents

Once a child has been immunised, RIVIAM automatically sends an email to the parent/carer confirming this.

Updating the clinical system in real-time

Currently RIVIAM updates TPP SystmOne™ automatically with immunisation outcomes. We also provide the specific codes for updating Care Plus.