

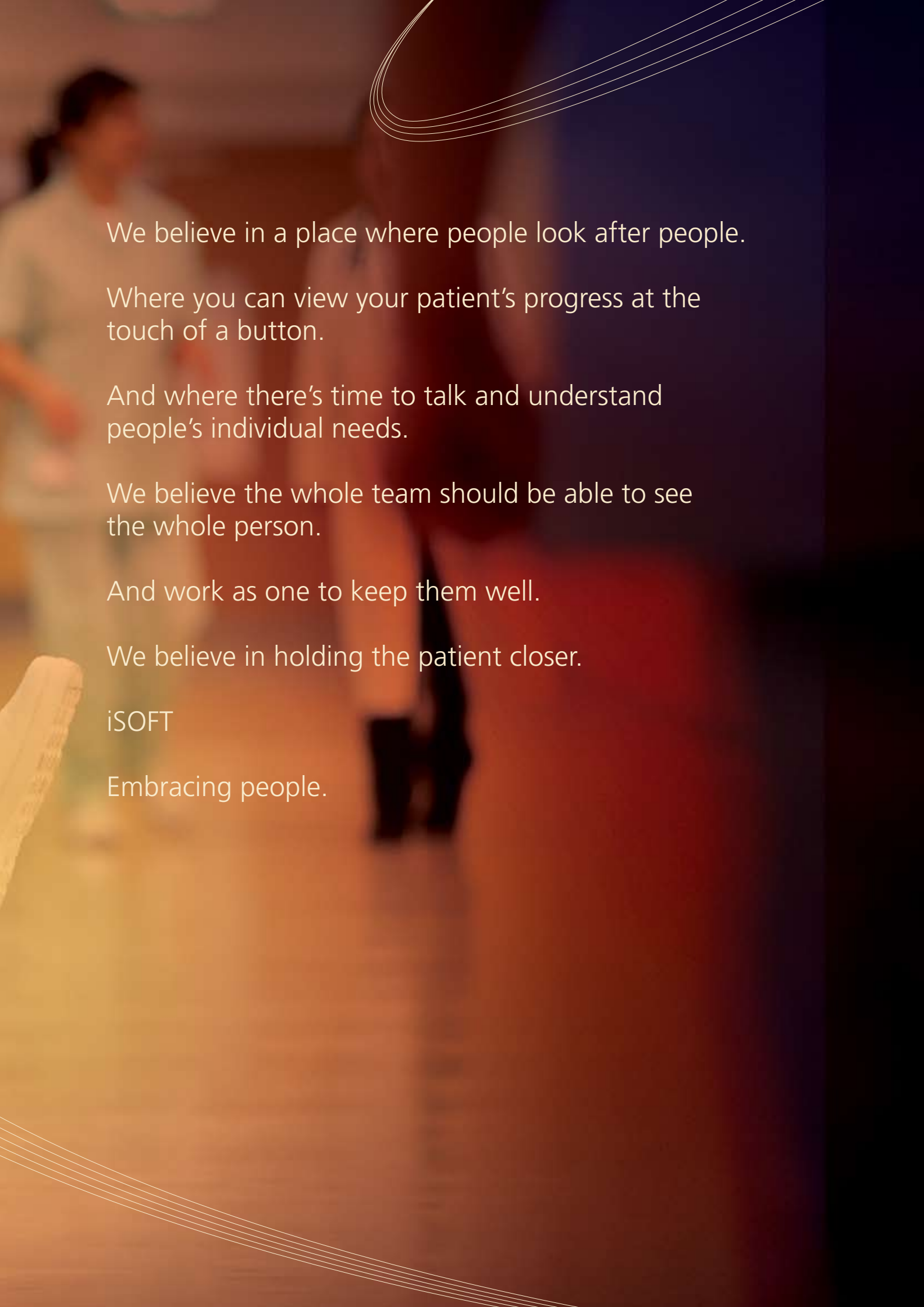
iSOFT
An IBA Health Group Company



LORENZO

Embracing people





We believe in a place where people look after people.

Where you can view your patient's progress at the touch of a button.

And where there's time to talk and understand people's individual needs.

We believe the whole team should be able to see the whole person.

And work as one to keep them well.

We believe in holding the patient closer.

iSOFT

Embracing people.

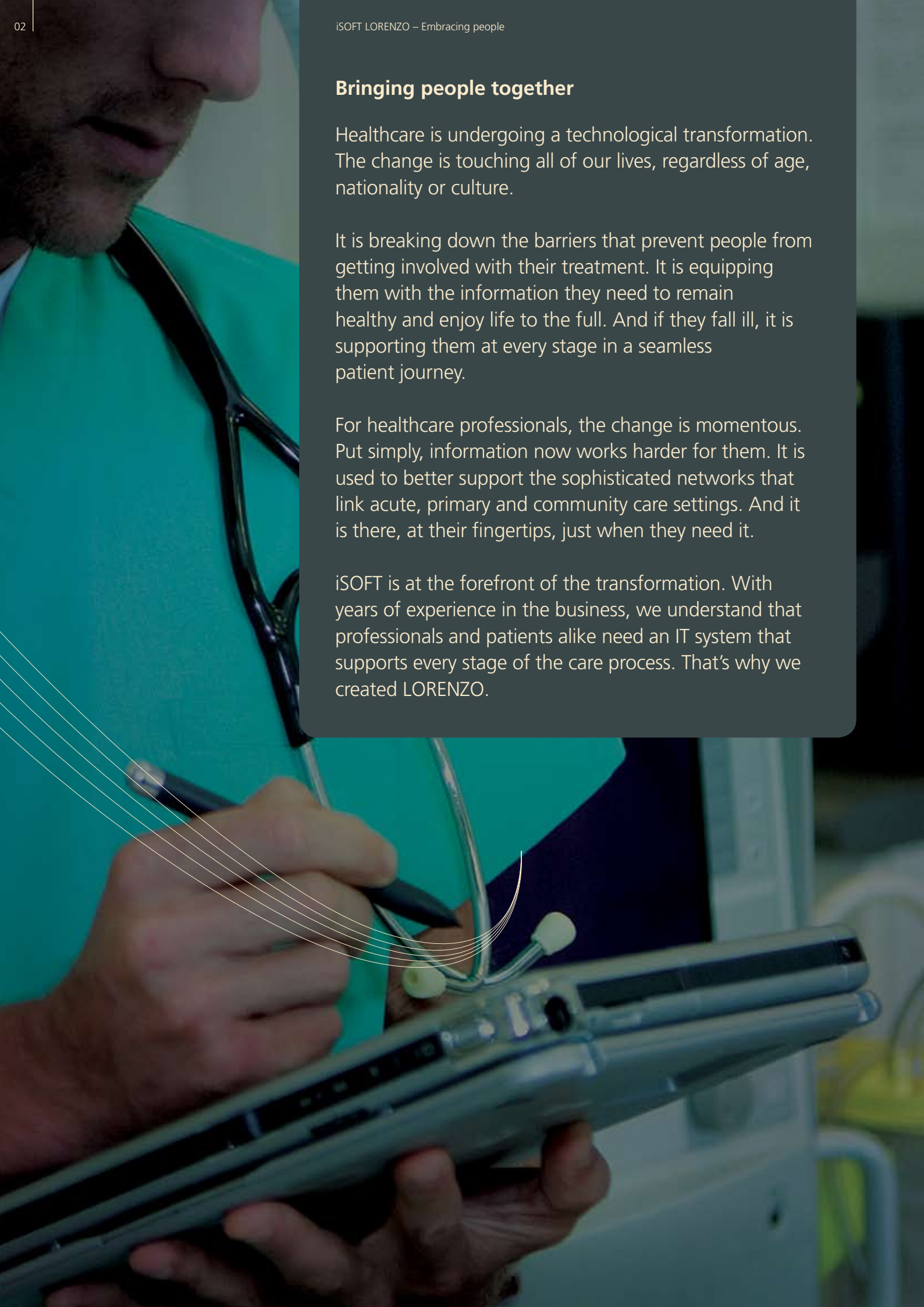
Bringing people together

Healthcare is undergoing a technological transformation. The change is touching all of our lives, regardless of age, nationality or culture.

It is breaking down the barriers that prevent people from getting involved with their treatment. It is equipping them with the information they need to remain healthy and enjoy life to the full. And if they fall ill, it is supporting them at every stage in a seamless patient journey.

For healthcare professionals, the change is momentous. Put simply, information now works harder for them. It is used to better support the sophisticated networks that link acute, primary and community care settings. And it is there, at their fingertips, just when they need it.

iSOFT is at the forefront of the transformation. With years of experience in the business, we understand that professionals and patients alike need an IT system that supports every stage of the care process. That's why we created LORENZO.





A technological transformation

It is hard to imagine an area of our lives that hasn't been changed by technology. The Internet is our shopping mall, travel guide and reference library. Mobile phones and laptops keep us in constant touch with friends, family and business colleagues all over the world.

Most organisations now use these technologies to build sophisticated, personalised services around individual citizens. From retailers to banks to social networks, businesses combine information from many systems and deliver it to customers via easy-to-use interfaces running across a variety of devices.

LORENZO brings the benefits of this approach to healthcare. Individuals can use secure websites to find personalised information on their treatment, as well as day-to-day advice on common diseases and drugs. They can book appointments with a family doctor or at an outpatient surgery using the Internet or digital television. And they can receive appointment reminders and repeat prescriptions on mobile devices.

For healthcare professionals, administrators and governments, LORENZO has answered many of the urgent questions at the heart of healthcare today. Accurate, on-demand information supports the delivery of more timely and consistent patient care. In addition, LORENZO supports the efficient redistribution of workloads into local settings, such as community care.

By supporting better management of existing resources, LORENZO increases efficiency at every point in the supply chain. And at a time when accountability is so crucial, the system's data collection capabilities also help healthcare providers to promote both corporate governance and clinical responsibility.



A seamless patient journey

Gastroenterology consultant Dr Frank Pirez has a patient diagnosed with colonic cancer. Before he decides to recommend a course of treatment or surgery, he first needs to make an assessment of the co-morbidity in this case, to determine whether surgery would be the most appropriate course of action.



Dr Pirez already knows that his patient has asthma and diabetes, but by looking up the patient's electronic patient record, he can quickly access information that can help him make a decision at the point of care. In this case he is able to immediately assess that the patient has good lung function and normal blood pressure in spite of these conditions, and has previously undertaken surgery without complication.



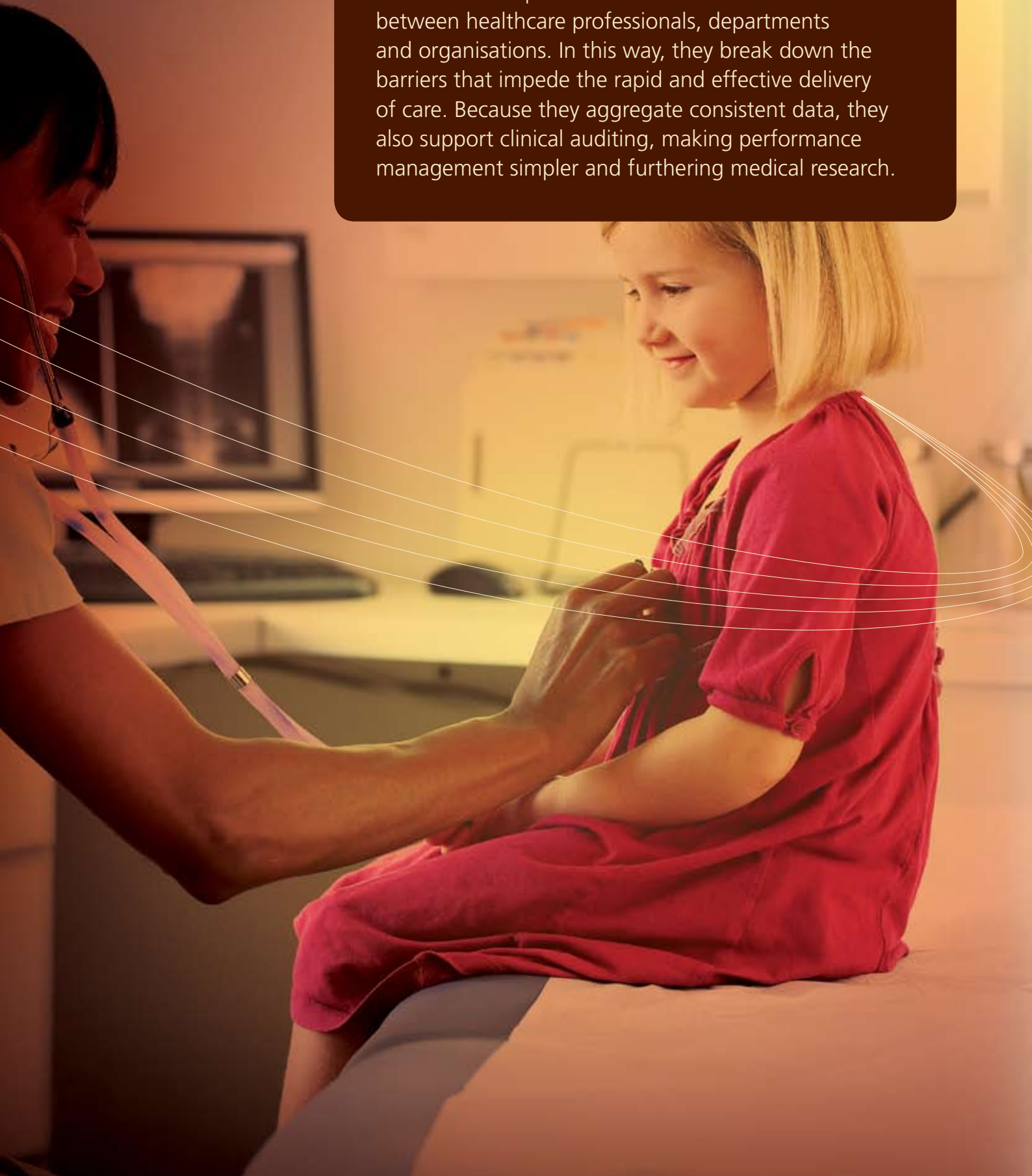
With the necessary information at his fingertips, Dr Pirez can confidently recommend surgery as the most appropriate course of action. After consulting the patient, he uses the system to initiate the booking of an anterior resection to remove the affected section of the colon.



Administration staff immediately pick this up and organise an appropriate time with the patient using their electronic booking and scheduling system to allocate staff and resources for the surgery. As diabetes was already recorded as one of the patient's problems, the electronic booking service only considers the first appointments of the day as appropriate.

Helping people communicate

LORENZO Solutions are designed to support healthcare processes that operate across organisational and care setting boundaries. Sharing a consistent platform and LORENZO's highly interoperable architecture, these solutions promote more effective collaboration between healthcare professionals, departments and organisations. In this way, they break down the barriers that impede the rapid and effective delivery of care. Because they aggregate consistent data, they also support clinical auditing, making performance management simpler and furthering medical research.



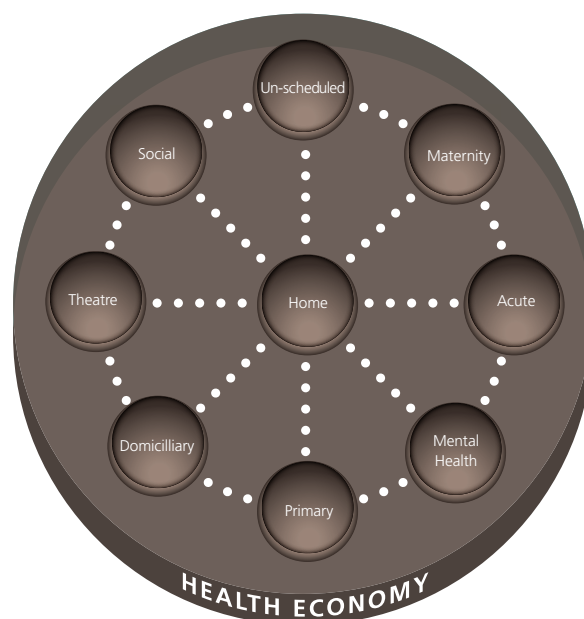
A total view of health

For many healthcare organisations, the lack of communication between legacy systems causes bottlenecks. Information is stored in silos, because existing applications do not communicate with one another effectively. LORENZO solves this problem. With its modular architecture and its compatibility with industry standard terminology lexicons it interoperates with existing and future technologies.

LORENZO forms connections between disparate systems and combines their output in useful ways to deliver information immediately to the people who need it. By breaking down the walls that define traditional care setting boundaries, it helps people, information and systems to collaborate. This makes for more accurate, timely decision making, and a seamless patient experience.

Highly intuitive and easy to use, LORENZO can distribute information across a variety of devices including tablet PCs, handheld computers, digital television and mobile phones. Using LORENZO, clinicians can consult electronic patient records during their ward rounds; family doctors have instant access to discharge summaries; and community care employees can update case notes during home visits.

LORENZO enjoys the support of some of the world's largest systems integrators and healthcare providers. The system builds upon the cumulative wisdom and intellectual property amassed through the development and deployment of solutions to thousands of customers in more than 35 countries. This pedigree was recognised when LORENZO was selected as one of the principal applications for deployment in the National Programme for IT in the United Kingdom. This programme, which supports the country's National Health Service, is the largest civilian IT project in the world and its procurement phase was the most rigorous evaluation ever undertaken of international healthcare IT products.



Care pathways

Selina Jansari, aged 75, is admitted to Dr Nina Patel's team. She has come through Accident and Emergency with a fractured hip and after assessment and discussion, Dr Patel decides to perform a hip replacement.



Dr Patel admits Selina and enters total hip replacement on the problem list in her patient record. Since there is no care pathway readily available, she visits the National Pathways Association (NPA) website and downloads two care pathways that have been in use at different organisations.



Dr Patel re-works the downloaded care pathways and creates a care pathway that applies to Selina. This pathway is later reviewed by Dr Patel's team and sent to other members of the care pathway committee. They review the new definition using collaborative online tools and publish it as a new definition of evidence-based best practice.

Giving organisations true flexibility

At iSOFT we believe in integrated care – our systems operate seamlessly with one another, and with existing technologies, so that they work in the way that professionals and patients need them to work.

At the same time as delivering on the needs of individuals, LORENZO's modular architecture makes it flexible in a way few other solutions can match. Large organisations can be confident that the solution will scale and evolve in line with their requirements.

As a result, LORENZO can support the strategic goals of modern healthcare organisations – whatever their size – as they develop and respond to new challenges. It also enables the phased migration of established or legacy systems, eliminating the risk and cost associated with new IT investments.



LORENZO Solutions

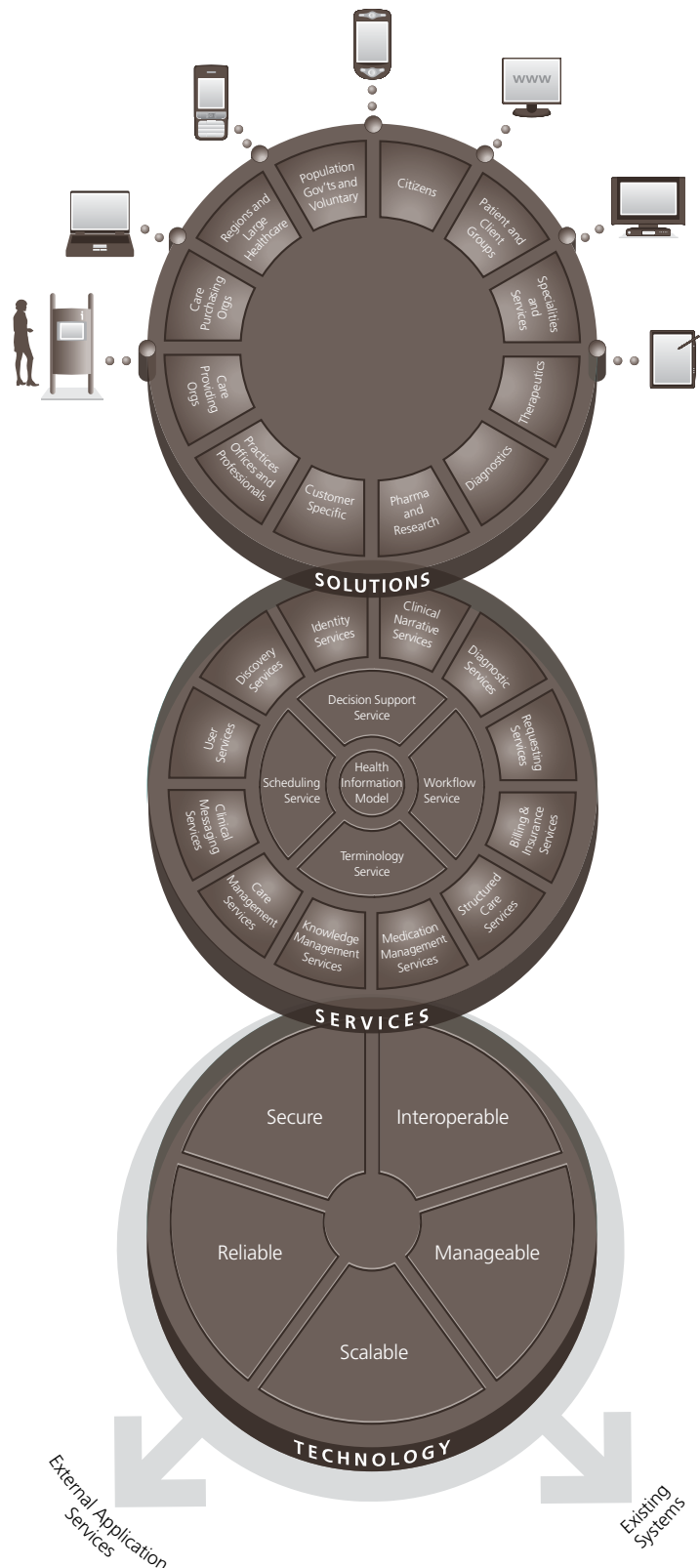
LORENZO Solutions deliver measurable benefits in the quality of care and efficiency across the entire spectrum of healthcare delivery. Highly intuitive and easy to learn, they can be configured for end-user access across many devices and many care settings. For healthcare professionals this includes web-based interfaces delivered to desktop computers or mobile devices, including tablet PCs and PDAs. For direct communication with citizens, this can be extended to familiar consumer delivery channels including kiosks and mobile phones.

LORENZO Services

LORENZO Services embody the fundamental principles at the heart of iSOFT's approach to healthcare. Each service comprises a large number of building blocks that can be used in any combination to assemble distinct LORENZO Solutions, each of which is designed to satisfy the specific needs of end-users within the healthcare supply chain. In addition, LORENZO Services support generic business activities such as workflow, decision support and scheduling, and provide organisations with the ability to undertake radical business process modelling.

LORENZO Technology

LORENZO Services are underpinned by a number of core infrastructure components, each optimised to support the latest web services architecture and designed to enable successful interaction within the typically complex and diverse computing environments found within healthcare. LORENZO Technology facilitates integration with legacy healthcare systems and databases, and assists seamless interoperability with third-party application services in line with emerging national and international standards.



Service Oriented Architecture

While healthcare providers and governments are under pressure to innovate, they must also strive to generate the maximum value from their existing systems. LORENZO has been designed so that organisations can retain existing systems and extend their lifespan, while also creating value by adding new functionality and services.

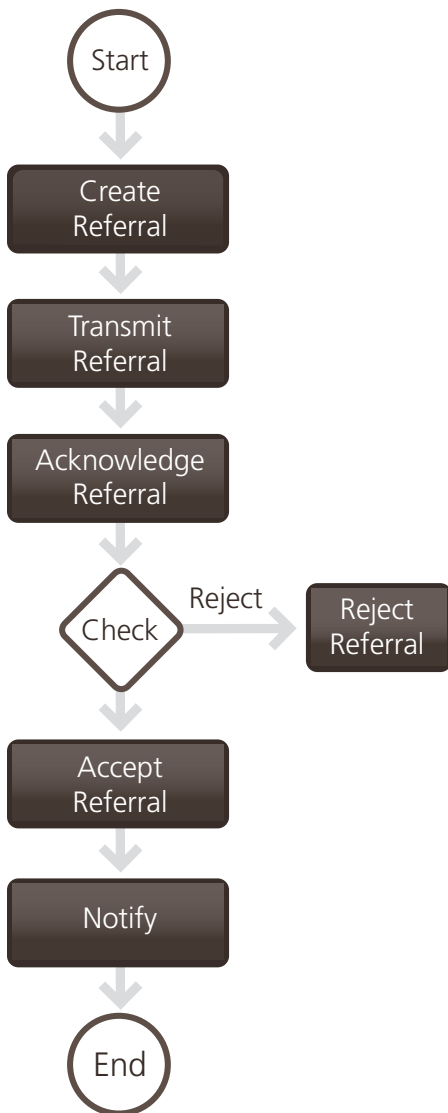
LORENZO's revolutionary Service Oriented Architecture provides the underlying framework that enables this highly flexible approach. Based on international standards and open technologies, it provides the design model for the development of multiple LORENZO Solutions, all of which deliver the interoperability needed to preserve the usefulness of legacy systems.

Benefits of a Service Oriented Architecture

- Designed for interoperability
- Highly flexible
- Standards-based
- Robust – solutions are assembled from proven building blocks
- Facilitates the co-existence of legacy systems and data with new applications
- Scalable – supports individuals, organisations, regions or countries
- Enables workflow and process re-engineering
- Reduces total cost of ownership and vendor dependence
- Extends the life of existing legacy technologies, improving return on investment

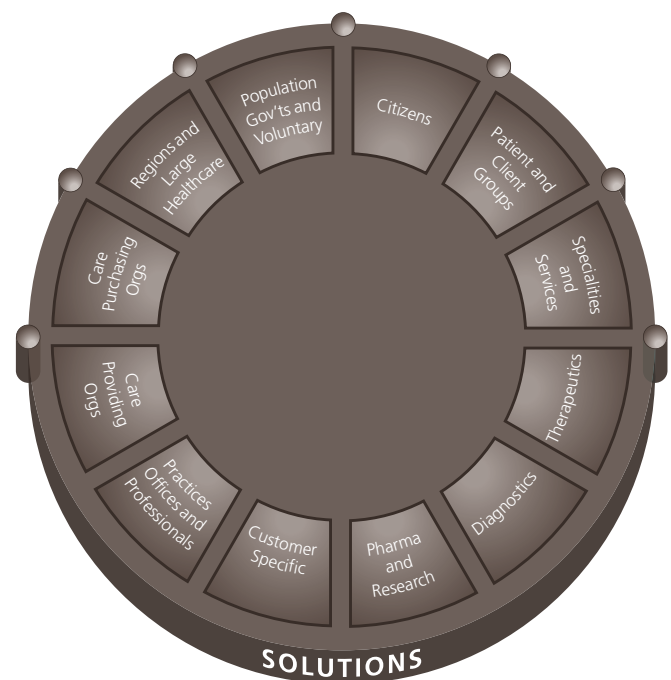


Making information flow



One product, many solutions

The reason for LORENZO's success is simple. Regardless of organisation or care setting, LORENZO can be used to create solutions that support every major activity in healthcare. These solutions do more than simply automate or replicate existing practices. They make it possible to transform traditional roles and responsibilities, furthering collaboration and cooperation across multiple care settings.



Managing diabetes

Lucy Chong takes insulin daily to manage diabetes. She has been prescribed a stock of insulin to last for one month. Each time she self-administers insulin she records this on a personalised web page. When Lucy gets down to a week's supply, she is reminded, via SMS and email, to activate her repeat prescription.



Lucy can also seek advice from a personalised website, which offers contact numbers and email addresses for her family doctor or on-call nurses who can respond immediately to any enquiry.



Lucy's carers can also monitor her information on the website, making sure that Lucy sticks to the correct treatment schedule. Major variations are reported automatically to her family doctor.



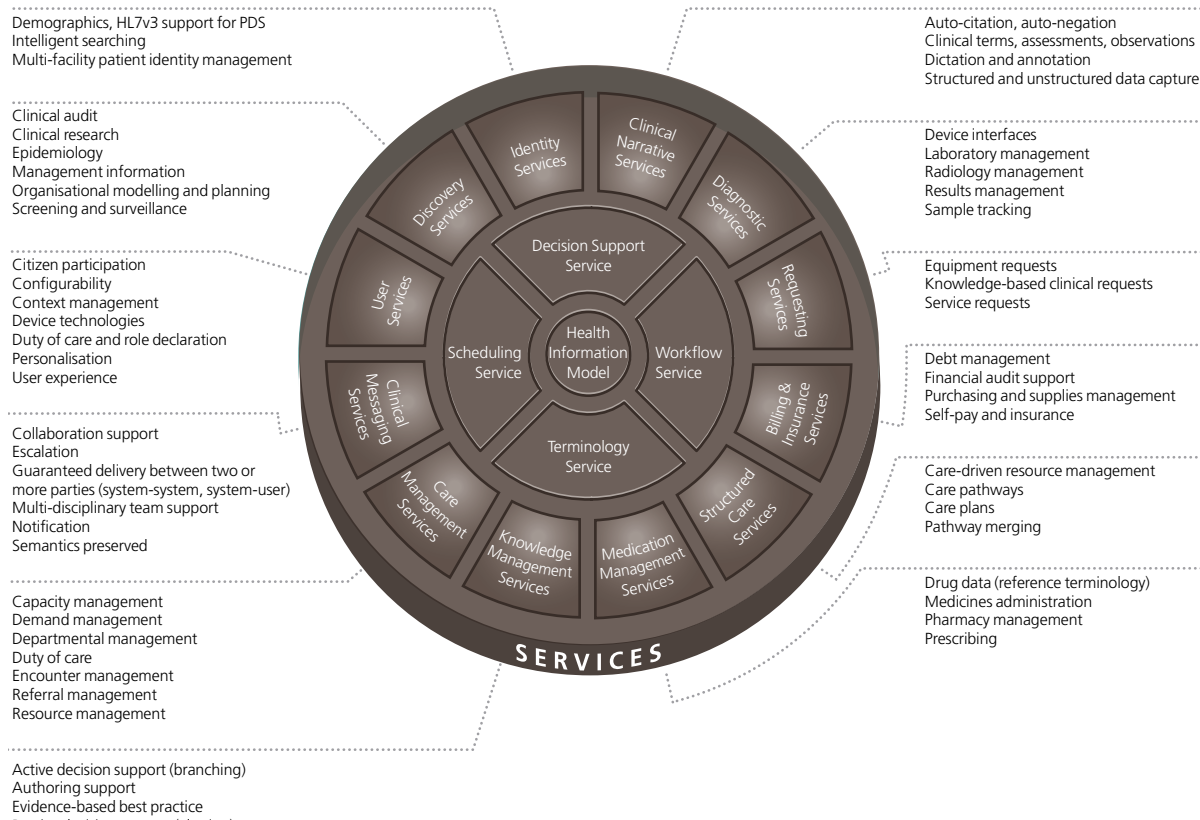
Lucy uses an electronic diary to record her own experiences, creating a journal that can be used as a symptom diary for future reference. The diary can also be used to remind her of appointments and other key events.



Accelerating business process re-engineering

LORENZO Services are used to create real world solutions that serve the needs of healthcare professionals. Many address generic, frequently recurring tasks or activities. New LORENZO Services are constantly being added as the needs of the healthcare marketplace evolve.

As well as supporting role-based tasks, LORENZO Services allow organisations to address their core business activities, including workflow, decision support and scheduling. As a result, LORENZO enables organisations to explore the potential benefits and efficiencies offered by business process re-engineering.



Agile, scalable, manageable, secure

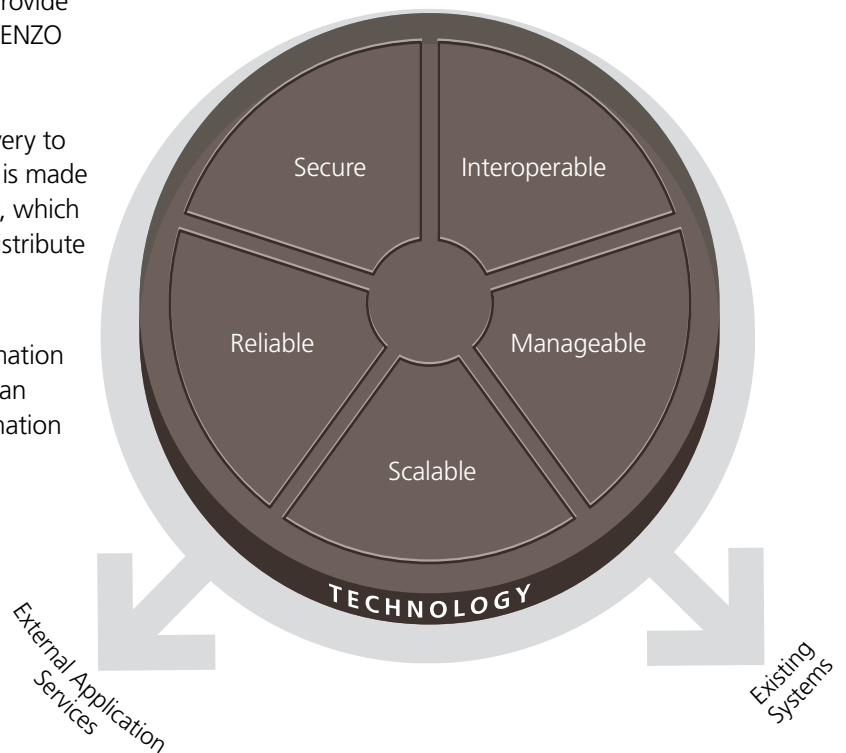
LORENZO Technology ensures the levels of agility, enterprise scalability, manageability and reliability, which organisations need to deliver consistent, effective healthcare.

LORENZO Technology also supports the delivery of healthcare in any location, making use of innovative technologies from the living room to the data centre. The mobile phone and the tablet PC, for example, provide a platform for a mobile worker or citizen to use LORENZO in the home.

Evolution from organisational based healthcare delivery to services delivered direct to the healthcare consumer is made possible by LORENZO's high levels of interoperability, which can take information from system-based silos and distribute it across the wider health economy.

Security is implicit within LORENZO. Access to information can be restricted according to an individual's role in an organisation, as well as their location and the information they have agreed to share.

In support of the evolution to more centralised healthcare delivery, LORENZO is able to scale from a small departmental implementation to an enterprise-wide deployment. This exceptional flexibility supports effective healthcare provision, ranging from the needs of an individual family doctor, through to the demands of a regional or national healthcare provider.



Technology transformation

Jayne Courthold is CIO for a regional healthcare providing organisation delivering primary and acute care to a large population. Jayne is responsible for ensuring that all 10,000 people in the organisation have constant access to health information services.



LORENZO is hosted in a regional data centre, providing a new user experience to staff. Their existing applications interoperate with LORENZO and are online while functional migration takes place. Staff retraining is minimised and users quickly accept the new system.



The completed migration gives Jayne manageable, scalable and reliable enterprise delivery of healthcare applications to all her users across all settings. Jayne now has a unified solution that can satisfy all of her end users' needs.



Following implementation, the new system is used to help model and re-engineer changes to core business processes. This supports Jayne's organisation in delivering further cost efficiencies and achieving its key performance indicators.



LORENZO gives everyone the opportunity to play an active role in the delivery of care. By breaking down barriers that impede the flow of critical information, it helps healthcare professionals make faster, more accurate decisions. And it makes patients equal partners in their treatment.

Critically, it is built upon a truly open architecture, allowing it to work in harmony with other systems. But while its technology is revolutionary, the system has been tested and validated by rigorous procurement processes.

LORENZO is at the forefront of a transformation. One where information works harder, drawing people together in healthcare.

It's about improving the experience for patients and medical professionals at every stage of the journey.

It's about embracing people.

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