Secondary Care
Customer Services Handbook

iSOFT

Welcome

Welcome to the iSOFT Secondary Care Customer Services Handbook. This guide provides the information required to contact the iSOFT Service Desk to log incidents and get help with your iSOFT solution. It details the various Service Desk numbers you can contact, the core hours of our standard service and the information that you need to consider prior to logging an incident with our Service Desk teams as this is information that our consultants are likely to request to understand and resolve your incident.

This guide covers how your incident will be dealt with, from logging the incident, investigation of the issue, through to resolution and closure. Generic information about the severity of incidents, how to escalate problems if necessary and details of how any data provided to iSOFT is treated is also included.

The aim of this guide is to give you an overview of how the Service Desk works and to act as a quick reference when you need to contact us. Our teams are here to help you with product related issues and will be happy to provide further information around our Service Desk and the services iSOFT can provide.

How to contact UK&I Customer Service

There are several options available:

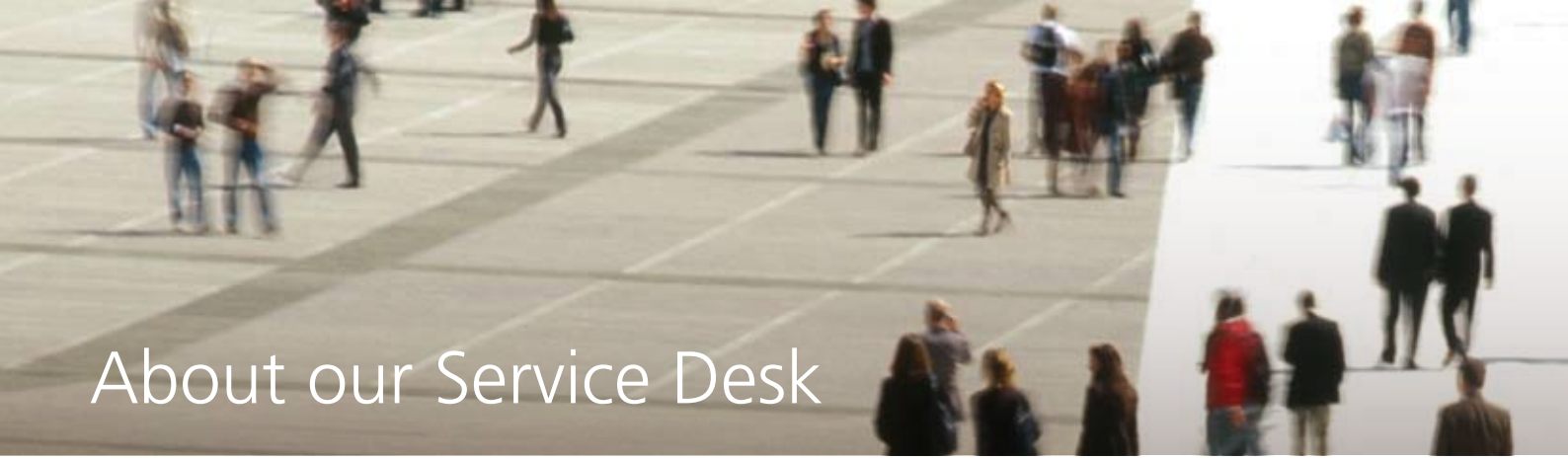
- Telephone our Service Desk on **0844 736 9455**
  or international free phone number **00800 47638 000**

- Website address: **www.isofthealth.com**

- For UK Patientcentre/CLINiCOM or IBA PAS please call **0844 736 9454** or log the issue directly on the Incident Tracking System (ITS)

- Irish CLINiCOM customers should use the international free phone number **00800 47638 000**

- Fax: **0844 736 9434**



About our Service Desk

The iSOFT Service Desk is our United Kingdom and Irish customer's main point of contact and it is based in Banbury and Dublin. Standard support cover is 9.00am to 5.30pm, Monday to Friday, excluding English and Irish national holidays.

iSOFT also offers various extended service cover option extending up to 24 hours a day, 7 days a week, 365 days per year if required. A PIN number system is used for both Irish and UK customers who have purchased extended service cover for critical issues. Extended service cover hours can be discussed with your iSOFT account manager and organised as part of the support contract.

If you do not know your account manager, please contact our Service desk as normal and they will be pleased to provide the details you need.

On telephoning iSOFT you will be presented with a number of options. Select the correct option for you to be connected to the relevant customer service team for your product. If you get stuck, press * to hear the options again.

Checklist prior to logging an incident

Dependant on your iSOFT solution, please consider some of the checks below before logging a new incident. This will reduce the time on the call as you will have the answers to likely questions you will be asked.

Check	Definition
Version?	What version of the product are you logging the incident for?
Did it work?	Has this function worked before? If so, when?
Any changes?	Has anything else changed (PC, network, new system or new functionality?)
Process?	Can you describe the process that generated the error (ideally exact keystrokes)?
Impact/Severity?	Do you know the impact of this on your business and have you stated severity of the issue?
Where?	Production/testing/training. Confirm which database environment the incident occurs on.
More than one Workstation?	Does this happen on more than one workstation or terminal, can it be repeated?
More than one user?	Will this happen for a different user name?
More than one site?	If you have a multi campus environment does the incident occur across the separate locations?

Details required when logging a new incident

When you log a new incident, you are required to provide specific details relating to your issue. It is essential that you include as much detail as possible and be prepared to give, as a minimum, the following information:

- Details from your check list investigations
- Any messages appearing on screen
- What was running when the error occurred
- Any recent upgrades to your system, or to the hardware, that may have affected functionality.

In addition, if you have any documentation, print outs or screen dumps that may help clarify the details, these should be attached to the incident on iASSIST or ITS or emailed, on request, to the Customer Service consultant investigating your issue to help expedite the resolution of your incident.

Completion of incident log details

Please refer to the severity indicator summary as shown below for guidance on severity level interpretation.

Severity levels in your contract may differ slightly from these standard definitions. You will be issued with a unique reference number, which should be noted for future reference and progress checks.

Classification of incident severity levels

The following table summarises the standard severity levels:

Severity/Priority	Fault	Description
1	**Critical fault**	System is down. Users cannot log in, the application is completely in operable
2	**Major fault**	System is partially unavailable. Business-critical system function or group of functions are inaccessible or suffering a serious malfunction or a system error has left data corruptions or there is a clinical risk
3	**Minor fault**	System is inconvenient to use. Non business critical system function or group of functions are inaccessible or not operating correctly.
4	**Residual fault**	System has a cosmetic problem or a system function has a fault but continues to be usable

Severity level 1 and 2 incidents must always be telephoned through to the Customer Service desk.

How your incident will be dealt with

Once you have submitted details of your incident, you will be given a unique reference number. The details logged will then be verified and acknowledged for investigation to commence in the Customer Service team.

Incidents and requests can be viewed on-line. In addition, you will be able to receive electronic updates from iSOFT (if you have provided a valid email address) advising when updates have been made to the record. Information may need to be added for several reasons:

- to pass on information to/from the Customer Service team
- to request additional details on the incident
- to inform you of the possible identification or resolution of a fault
- to inform you that an enhancement of the software is necessary
- a training requirement has been indentified

In such cases, you will be contacted to discuss the way forward.
If the incident has been identified as a software fault, it will be scheduled for an emergency software release or placed as a candidate for a future planned software release The incident log will be updated with these details.

Closing an incident

An incident will be considered closed when:

- the information passed to you results in a satisfactory conclusion to the incident
- a fix has been put in place and the fix has been tested by you confirming resolution of the incident
- a fault has been identified, a fix agreed, and you are satisfied that the incident has been resolved
- we are waiting for a customer response on an open incident and the call has not been updated by the customer for 30 days

Customer surveys

To help us improve the service offered to our customers, where requested to do so, please can you take the time to complete our transactional customer satisfaction survey.

Customers are selected randomly and will receive an email from iSOFT containing a url through which the survey can be accessed. The survey should only take a few moments to fully complete and we would appreciate your assistance in completing all fields to ensure that we collect as much information as possible to identify where we have got things right and where we need to improve.

Service requests and change requests

You can also raise Service and Change requests via our Customer Service in exactly the same manner in which you would log an incident.

Feedback and reports

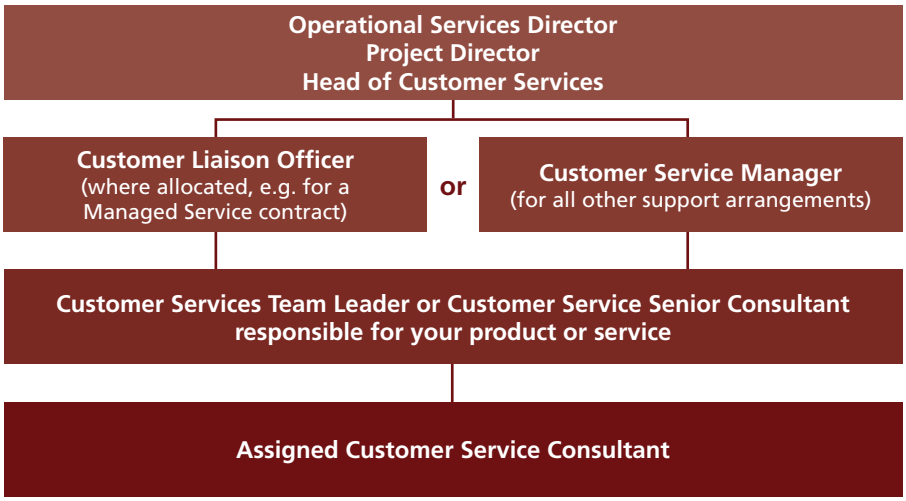
iSOFT is committed to providing regular feedback on open incidents, this can be in the form of:

- updates being made to iASSIST or ITS logs, giving details on the progression of the incident
- reports detailing the status of all open incident, service requests and change requests, where requested.
- where a Customer Liaison Officer is assigned, reports/feedback may also be distributed as agreed with the customer.

Escalation procedures

Incidents may be escalated using the iSOFT contact details outlined in this document; it is recommended that escalations be telephoned through the Customer Service Desk.

The first point of escalation should be the Customer Service Senior Consultant and/or Customer Service Team Leader responsible for your product or service. Where your contract includes an allocated Customer Liaison Officer (e.g. for a managed service), this is your second point of escalation, otherwise the Customer Service Manager responsible for the product or service concerned will deal with the escalation.



Support confidentiality

Any requirements to confirm the confidentiality or data protection policies should be forwarded to the Head of Customer Service.

In order to investigate incidents, it is often necessary to access your system.

All details relating to remote access and passwords are treated in strictest confidence.
All records containing such information are maintained in a secure environment by the Customer Service Team. Changes to access codes should be notified to the Customer Service Team.

iSOFT will not pass on any details of this information to any third party without prior customer approval

Customers must NOT attach any documents containing patient identifiable data, or make updates that include patient identifiable data, to any iASSIST or ITS log. This would be a breach of your Data Protection responsibilities.

Other useful numbers

Primary Care Sevice Desk	**0844 736 9433**	Belfast Reception	**0844 736 9450**
Primary Care Sales	**0844 736 9444**	Banbury Fax	**0844 736 9411**
Secondary Care Sales	**0844 736 9445**	Prestwich Fax	**0844 736 9421**
Banbury Reception	**0844 736 9410**	Letchworth Fax	**0844 736 9431**
Prestwich Reception	**0844 736 9420**	Glasgow Fax	**0844 736 9441**
Letchworth Reception	**0844 736 9430**	Belfast Fax	**0844 736 9451**
Glasgow Reception	**0844 736 9440**	Dublin Fax	**00 353 1 862 5082**

About iSOFT Group
iSOFT Group Limited (ASX: ISF) is the largest health information technology company listed on the Australian Securities Exchange, and among the world's biggest providers of advanced application solutions in modern healthcare economies.

iSOFT works with healthcare professionals to design and build software applications that answer all of the difficult questions posed by today's healthcare delivery challenges. Our solutions act as a catalyst for change, supporting free exchange of critical information across diverse care settings and participating organisations.

Today, more than 13,000 provider organisations in over 40 countries use iSOFT's solutions to manage patient information and drive improvements in their core processes. The group's sustainable development is delivered through careful planning, in-depth analysis of the market, and anticipation of our clients' evolving requirements.

A global network of iSOFT subsidiaries, supported by an extensive partner network, provides substantial experience of national healthcare markets. As a result, we offer our clients comprehensive knowledge of local market requirements in terms of culture, language, working practices, regulation and organisational structure.

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