

ICE

Optimising your order communications

Market leading software that joins primary, secondary and non-connected social care settings to optimise diagnostic ordering and results reporting.





Widespread integration

An end-to-end solution

Our Order Communications Software, ICE (Integrated Clinical Environment), is a web-based requesting and reporting system relied upon by thousands of healthcare professionals across primary, secondary and community care.

ICE supports multiple diagnostic specialties including pathology, radiology, cardiology, and endoscopy and bridges the technology divides that exist between different healthcare organisations.

The primary use of ICE is to provide you with an electronic requesting platform to order diagnostic tests and procedures within both primary and secondary care. ICE is heavily relied upon by all our customers for pathology-based tests, and works equally well with a wide range of diagnostic specialisms including radiology, cardiology, endoscopy and a variety of other auxiliary services.

The application supports all platforms including PC and mobile devices.

ICE - Order Communications Software statistics

123

NHS Trusts use ICE

60%

Scotland market share

71%

coverage of primary care

98

radiology customers

35%

coverage of secondary care

2 million

reports published each year

74%

England market share

40 million

patients processed each year

Comprehensive solution

ICE integrates with all the key clinical systems around laboratory, radiology, mental health, EPR, primary care and sexual health, with over 35% coverage in NHS Trusts. This gives you the freedom to rely on best of breed systems for your individual disciplines, while taking full advantage of a single, coordinated test and reporting system across your health system or Trust.

The ICE product suite provides additional functionality to make it easier for you to manage patient information efficiently and effectively, including:

- Electronic view of patient records such as diagnostic tests, procedure or examinations information
 - Additional information can be presented, including patient alerts and clinical documentation such as discharge summaries.
- Assess and escalate results
- Ability to manage patients
 - Generation of patient lists based on clinician, location or clinical team or patient status.
- Refer patients between departments
- Generate and transmit results and clinical documentation including discharge summaries to primary care.
- Support for sample collection.

Share data safely with OpenNet

ICE OpenNet allows you to see requests and reports from connected ICE systems in use at other NHS Trusts. This allows you to create a diagnostic hub to support patients that are under the care of multiple NHS Trusts, which is increasingly common for patients with chronic conditions. ICE OpenNet provides a full view of the patient regardless of where the results reside and ensures a complete diagnostic history without the need for repeat tests.



Thanks to the Working Together Programme, results of specialist diagnostic and investigative tests are now available to GPs and hospital sites across Barnsley, Chesterfield, Doncaster, Mid Yorkshire, Rotherham and Sheffield via the ICE OpenNet system, improving care and ensuring a complete diagnostic history is available without the need for repeat tests.

Annette Davis-Green,

Business and Service Manager for Barnsley and Rotherham Integrated Laboratory Services



Reducing paper workflows

ICE removes the need for paper-based workflows and referrals which often lead to a fragmented view of the patient record or even loss of data. Our advanced interfacing ensures good quality, fully audited data for all services. The more data that is available in each ICE, the more it becomes available to share across disciplines and regions through ICE OpenNet, according to your specific requirements.

Underpinning national NHS services

ICE is used by practices across England to order a wide range of tests for patients and it can be easily configured and connected for national services. Currently ICE is widely used as part of NHS England's HPV screening service.

Supporting community and mental health services

ICE connects healthcare services through interoperability, providing a centralised ordering and result reporting platform, integrating the care environment. The interoperable connection allows users to launch their patient in context

to a connected ICE system. ICE supports result lookup, result forwarding and result transfer via NHS Message Exchange for Social Care and Health (MESH) to meet the needs of all service users. In addition to results, other clinical correspondence such as discharge letters can also be shared to primary care.

ICE Portal

The ICE Portal offers electronic ordering and reporting to wider social care settings (care homes, prisons, schools) where no such system is available. The portal feeds the underlying ICE system, which in turn feeds the relevant hospital systems, such as a LIMS - joining the dots to provide full traceability of the testing that is occurring in all care settings.



Key Features

Requesting

ICE requesting enables diagnostic services such as pathology or radiology, to provide a service catalogue to your Trust, network or region, so they can request diagnostic tests and/or procedures for their patients. This can extend outside your organisation to other healthcare service providers, such as primary care.

ICE requesting features enable you to:

- Capture greater clinical information at the point of request
- Manage demand, avoiding unnecessary duplication of tests
- Restrict requests of certain tests to the appropriate personnel/departments
- Integrate with 'downstream systems', giving the requester a real-time status of their request
- Configure the workflow e.g. include sets of tests that relate to specific clinical conditions

Reporting

ICE allows you to receive reports from downstream systems, such as laboratory, radiology, cardiology and endoscopy. With ICE reporting, you can:

- Use access permissions to control who can see which reports

- Hide sensitive information such as genitourinary medicine (GUM) reports
- View full audit trails for each report ensuring all interactions with that report are recorded
- Sign off results electronically with the 'Results Acknowledgement' feature, ensuring all results are viewed and acted upon
- Generate notifications (SMS and Email) based on an array of criteria, including, abnormal status, % increase or decrease, n fold increase or decrease
- Generate various report types including cumulative views and graphing

Sample collection

ICE provides an in-built sample management solution enabling clinical users to utilise handheld devices for sample collection, reducing sample errors and enabling faster patient discharges and improved outcomes.

Sample collection is a critical step within the pre-analytical process, and errors such as patient misidentification or mislabelling at this stage can cause significant issues. ICE provides the capability for the collection of samples to generate specimen labels. Pre-labelled specimens significantly speed up the pre-analytical step in the laboratory, avoiding the need for re-labelling and minimising the manual booking-in process.

The market leader

ICE is a marketing leading Order Communications Software in both primary and secondary care. That is why so many healthcare organisations use the solution to join up primary, secondary and non-connected social care settings and optimise diagnostic ordering and results reporting.

40 Million

patients processed every
year using ICE

More reasons to choose ICE

Service provider lists (referrals)

Our Service Provider Lists (SPLs) module is perfect for departments that do not have the capability to receive inbound and produce outbound messages e.g. physiotherapy.

It allows the user to make a request (generally a referral for these areas), which can then be reviewed by the receiving department. They can then choose to accept, reject, or reroute the referral to a more appropriate department, or send it back to the referrer for more information.

Clinical letters

Create and complete clinical correspondence such as patient discharge letter using templates within ICE and share easily with other care settings.

Letters are pre-populated with patient information, while clinical information is generally added manually. ICE letters integrate with other systems such as pharmacy solutions to import medications such as To Take Out (TTOs), admission medications and allergy information, reducing the need for and risk of manual entry.

Completed letters from third party systems can also be received within ICE and sent onwards to the Message Exchange for Social Care and Health (MESH) and the patient's GP.

Clinical forms

Clinical forms allow you to create custom templates that can be attached to both a patient record and a request made through the requesting module.

Common use cases include templates for Venous thromboembolism (VTE) assessments and Family Origin Questionnaire (FOQ).

Patient lists

Generate and manage static or dynamic patient lists, based on various criteria. Patients are normally added to lists based on the analysis of received reports e.g. MRSA/COVID-19 positive patients upon receipt of a positive MRSA swab result or COVID-19 test. Additionally, lists can be created based on clinician, location and even linked to outpatient clinics.



Why choose ICE?

- Covers primary and secondary care
- Widespread integration
- Share data easily and safely (OpenNet)
- Reduce paper workflows
- Supporting community and mental health services
- Connecting social care settings

Why CliniSys?

For over 30 years CliniSys Group has been at the forefront of diagnostics workflow, order communications and information management solutions supporting radiology, cardiology and all pathology disciplines including anatomical or cellular, molecular and genetics. These encompass the complete workflow from order, clinical decision support, collection, processing, analysis, results and reporting, through integration into the clinical workflow.

CliniSys has built an unrivalled reputation for the deployment of complex diagnostics networks and academic centres – and is the only vendor repeatably delivering across all disciplines end to end – at scale.

CliniSys

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