Telefónica Tech

Hewlett Packard Enterprise
Platinum Partner

Healthcare's
next chapter

Taking the digital leap with EPR infrastructure experts you can trust.

The road to improving quality of care, enhancing efficiency, and benefiting patients and healthcare providers alike with Electronic Patient Records (EPR).

01
Connecting
healthcare systems

At the heart of a truly connected healthcare system is the need for reliable, secure and effective Electronic Patient Records (EPR). But to effectively leverage and maximise their EPR investments, most healthcare customers find that building secure digital foundations with the support of a trusted partner is key.

The goalposts to digitise National Health Service (NHS) Trusts may have shifted to March 2026 but that doesn't make transitioning to EPR easier. Every organisation requires a roadmap because putting an efficient, intelligent and robust EPR system in place can be complex. But with the right partner, you'll be able to plan, spec, implement or fast-track a comprehensive EPR system to meet NHS England's extended deadline.

❝ EPRs are the essential prerequisite for a modern, digital NHS. Without them we cannot achieve the full potential for reform…"

Sajid Javid,
former British Secretary
of State for Health and Social Care

02
The **EPR** *advantage*

It doesn't matter if you're in the advanced or early stages of EPR implementation, when used effectively, EPRs have the potential to transform healthcare services. EPRs are one of the most critical components of modern healthcare IT infrastructure and are designed to help healthcare providers store, manage and share patient information more efficiently and effectively.

> ❚❚ Good to work with a supplier that truly wants to make a difference and is in support of what the client wants."
>
> **Head of ICT,**
> NHS Trust

EPRs support clinical decision-making by providing clinicians with information at the touch of a button, to help them make more effective healthcare decisions for their patients. This information includes not only a patient's full medical and treatment history, but also access to a range of decision-making tools.

- Reduce administrative burden
- Improve workflow
- Create a smoother care journey
- Facilitate department collaboration
- Encourage more in-depth health research
- More accurate record keeping
- Save money
- Enable electronic prescribing
- Improve the quality and safety of care

03
EPR *challenges*

EPRs are vital tools for healthcare workers, enabling them to provide better and more effective care for their patients. But despite the many benefits of EPRs, there are challenges to note, especially within an on-premises EPR environment.

COMPLEXITY

EPRs can be complex and challenging to implement and maintain, particularly for smaller healthcare organisations with limited resources. They require significant investment in hardware, software and IT resources, which can strain budgets and IT teams.

INTEROPERABILITY

Many healthcare organisations use multiple clinical systems from different vendors, and these systems often do not communicate effectively with one another or integrate easily with a centralised EPR. This can create data silos and make it difficult to share information between providers, leading to inefficiencies and potential patient data security issues.

SECURITY

On-premises EPRs require significant investment in security measures to protect patient data from cyber threats. NHS organisations may not have the same level of expertise or resources to implement and maintain these measures, which can leave them vulnerable to security breaches.

SCALABILITY

EPRs can be challenging to scale as healthcare organisations grow or face increased demand for their services. Upgrading hardware, software and IT resources to accommodate growth can be expensive and time-consuming.

UNDERSTANDING HIMSS EMRAM STAGE 5

The HIMSS Electronic Medical Record Adoption Model (EMRAM) measures clinical outcomes, patient engagement and clinician use of EMR technology to strengthen organisational performance and health outcomes across patient populations. NHS Trusts have been divided into four groups ranging from the lowest Group 0 (which have no EPR) to Group 3 (equivalent to EMRAM Stage 5). All NHS Trusts are expected to meet Stage 5 standards for healthcare IT, or at the very least be on the road to a high level of digitisation.

> Meeting the EMRAM Stage 5 standards is a significant achievement for any hospital but especially for those who have not yet started on their EPR journey. Using the Stage 5 standards as a common baseline... should be a national target for all."

John Rayner,
regional director for EMEA at HIMSS

04
EPR *everywhere*

In a recent BusinessWire survey, 90% of respondents said that hybrid multicloud provides an optimal solution for meeting the healthcare industry's unique challenges but when it comes to cloud adoption, the healthcare industry has been reluctant to let go of traditional, on-premises data centres.

The adoption of EPR systems in NHS Trusts has faced several challenges, such as technical complexities, cultural resistance and data security concerns. However, cloud technology has emerged as a potential solution to some of these challenges.

Flexible, hybrid cloud service models like HPE GreenLake enable healthcare providers to run mission-critical workloads anywhere—from on-premises to colos to all hyperscalers, moving data securely from edge to cloud.

One of the biggest benefits of hybrid cloud is enhanced clinical operations. Having a patient's medical data in the cloud facilitates teams across a person's care to deliver better outcomes. By leveraging the cloud, NHS Trusts can store and access patient data from a central repository, facilitating the convergence of EPRs across the entire healthcare system. Cloud technology can also provide robust security measures to protect patient data and enable cost-effective scalability of EPR systems.

Cloud technology has the potential to play a significant role in the adoption and implementation of EPRs, **improving the quality of care, enhancing efficiency and ultimately benefiting patients and healthcare providers alike.**

HPE GREENLAKE: A ROADMAP TO EASY EPR ADOPTION

Next-gen EPR platforms power data-driven, outcome-focused workflows and optimise care decisions and delivery. HPE GreenLake delivers the power and agility needed to support advanced EPR, making caregivers' jobs easier and improving patient outcomes.

CONSUMPTION AND COST TRANSPARENCY

The HPE GreenLake Central platform provides detailed dashboard views of resource consumption, compliance status and even costs. It further allows IT managers to deploy services and simplify management across their entire hybrid IT estate.

PERFORMANCE AND COMPLIANCE

On-premises solutions delivered through HPE GreenLake align with requirements for data sovereignty and security while reducing latency and eliminating data egress costs. In addition, available solutions can provide system-wide views of regulatory and governance requirements.
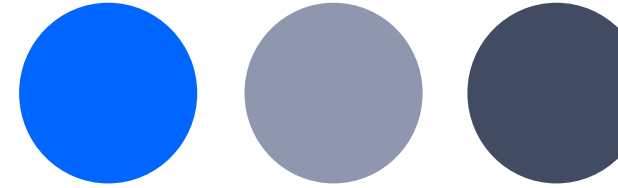
SCALABILITY AND FLEXIBILITY

Traditional infrastructure purchases require you to balance current need against future demand. HPE GreenLake provides pay-per-use, scale-up-and-down freedom: you provision and pay for the resources you use today, while you have the confidence of ready access to additional capacity when you need it.

[1] https://www.businesswire.com/news/home/20220314005012/en/Study-Shows-Healthcare-Industry-is-in-Early-Stages-of-Multicloud-Adoption-but-Deployments-are-Rising

05
Our Customers *say it best*

Clinisys - LABORATORY INFORMATION MANAGEMENT SYSTEMS (LIMS)

" This strategic partnership provides the highly secure, highly stable, managed hosting environment we need to support the evolving needs of our NHS pathology customers."

Stephen Hurst,
Chief Commercial Officer, Clinisys

Clinisys, a leading supplier of Laboratory Information Management Systems (LIMS), partnered with Telefónica Tech for secure managed hosting. This partnership allowed Clinisys to consolidate pathology services into efficient regional hub and spoke networks, supporting the needs of NHS pathology customers effectively.

GUY'S AND ST THOMAS' NHS FOUNDATION TRUST

" You have supported the Trust to deploy Microsoft Teams at a time where we are under unprecedented pressure due to COVID-19. Feedback on Microsoft Teams from all areas of the Trust has been positive and we look forward to leveraging the platform as it evolves in the future."

Gary McCallister,
Chief Technology Officer, Guy's and St Thomas' NHS Foundation Trust

In response to the COVID-19 pandemic, Telefónica Tech helped Guy's and St Thomas' deploy Microsoft Teams in just 94 hours. This solution proved to be instrumental in supporting mission-critical communications, collaboration and capacity expansion during a very challenging time.

OXFORD UNIVERSITY HOSPITALS

" Telefónica Tech has helped us get around a lack of resources and time within our teams. They've given us extra capability and capacity to move projects along faster and deliver better outcomes."

Matt Harris,
Digital Services Director at Oxford University Hospitals

OUH sought to enhance patient care by optimising IT resources. Telefónica Tech, in partnership with ServiceNow, provided an efficient platform-as-a-service solution. OUH now benefits from self-serve IT support and streamlined transformation projects.

06
The Telefónica Tech *advantage*

In the realm of healthcare IT, where lives are at stake, trust and partnership are paramount. At Telefónica Tech, we're committed to helping you meet NHS England's mandate for all NHS Trusts in the UK and Northern Ireland to have fully operational EPR systems in place by March 2026.

We're not just a vendor; we are your dedicated strategic partner and regardless of where you are in your progress toward EPR implementation, we bring years of experience in working with and deploying complex IT solutions, including HPE GreenLake, making us well-equipped to support your EPR journey from start to finish.

A DEDICATED STRATEGIC PARTNER

UNWAVERING DETERMINATION

EFFICIENCY AND COST-EFFECTIVENESS

DEEP EXPERTISE

Looking for assistance with your EPR implementation? We would *love* to hear from you.

Let's Talk

To speak to one of our experts

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📞 0845 605 2100

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