

**Challenge** Reliably provide wireless healthcare services and mobile technology for PHL employees.

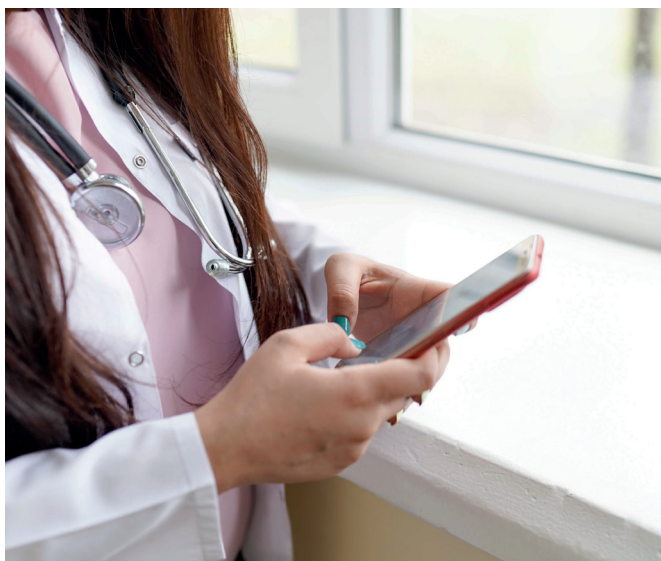
**Solution** Collaborate with Trinsic, a Vodafone Partner, to deliver innovative solutions and outstanding customer service to create a telecommunications solution over the Vodafone network that allows PHL to offer remote patient services such as home visiting and remote patient monitoring.

**Outcome** Trinsic supply and manage Vodafone 4G data SIMs, capable of operating wireless devices in the field and manage over 180 PHL employee mobiles.

**Benefit** Vodafone's 4G mobile network has 99% coverage\* of the UK population providing excellent coverage and an extremely reliable network for PHL remote wireless services.

PHL is an independent healthcare company providing services on behalf of the NHS. Its services include home visiting and remote patient monitoring which are delivered through collaboration with Trinsic, a telecommunications service provider, and Vodafone Partner.

Trinsic provides end-to-end account management and ensure the efficient operability of the wireless devices which are required to run PHL's remote healthcare services.



## PHL mobile phones

As a Vodafone Partner, Trinsic delivers account management for 180 PHL employee mobile phones. The phones operate on the Vodafone network, offering excellent coverage over a 4G network, enabling PHL employees' handsets to operate efficiently and reliably for maximum productivity.

## Home visiting

PHL provide patients with a home visiting service to establish the most appropriate intervention for a patient's need. A PHL GP is dispatched, along with a driver in a non-transporting emergency medical vehicle to either treat the patient at the scene or call for an ambulance if additional help is required to transport a patient to hospital.

PHL GPs and Drivers are both assigned mobile phones which operate over the Vodafone network. All PHL vehicles are equipped with a rugged laptop that ensures performance and manageability in hostile environments and operates with a 4G data SIM from Vodafone, supplied by Trinsic. The data connection enables a GP to remotely connect to the clinical patient monitoring software, Adastra, which interoperates with other systems to enable more informed decision-making and clinical continuity.





PHL Home visiting service

## COVID-19 Hot Hub

During the COVID-19 pandemic PHL delivered 'Hot Hubs', COVID-19 specific clinics, for patients displaying COVID-19 symptoms, have tested positive for the virus or have a family member that has tested positive. Patients visiting the Hot Hubs are kept away from non-symptomatic patients to reduce the spread of the virus in a self-contained mobile unit.

PHL worked with Trinsic to rapidly set up the Hot Hub in the New Forest Hospital car park, where it operates completely self-sufficiently with secure wireless connectivity over the HSCN (Health and Social Care Network) using a 4G router with a Vodafone SIM connected to a CISCO WAN (wide area network). The Hot Hub has been very successful and ensured that all patients visiting the Urgent Treatment Centre in Lymington are seen in a safe environment.



PHL Hot Hub

## PHL Youla

PHL Youla has created the Youla Observation and Response Intelligence Service (YORIS), an integrated solution for remote patient monitoring, connecting homes and mobile healthcare. With the help of Trinsic, PHL Youla uses a Vodafone IoT SIM to send data from patients and their homes in real-time to a 24/7 contact centre. Data gathered from homes feeds into an AI system to continuously learn about patients which improves the accuracy of alerts and updates.

Sensors are fitted in the home (no cameras or microphones) along with connected medical devices for the purpose of collecting behaviour and medical data and sharing it across the secure HSCN (health and social care network). This allows secure access for the Integrated Care team, based in Whiteley, access to the information which they use to carry out patient management including clinical review.

Patients, family and the NHS rely on PHL Youla. Trinsic selected Vodafone as a provider of the IoT SIM as it is critical that no connectivity issues are experienced by patients using the Youla remote patient monitoring system in their homes.

\*Source: [www.4g.co.uk/vodafone-4g-network-summary/](http://www.4g.co.uk/vodafone-4g-network-summary/)