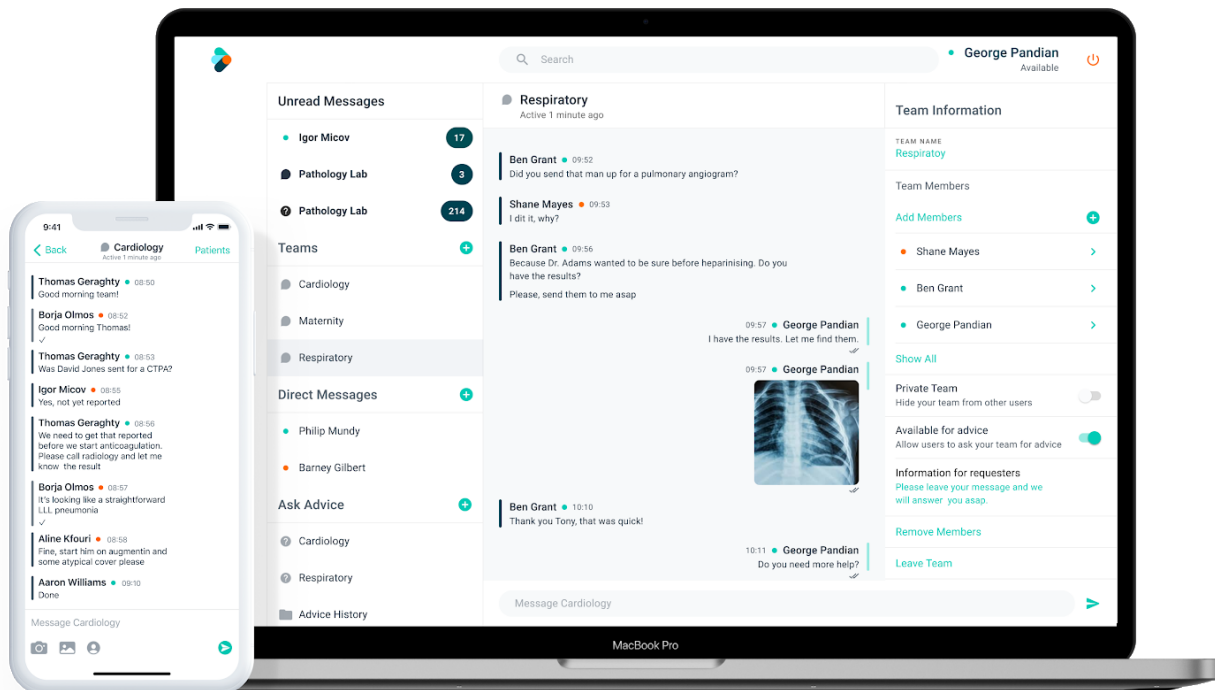




Connecting Healthcare.



Service Definition

Pando by Forward Clinical Ltd offers secure communication solutions for healthcare teams to collaborate within and across organisations. Pando offers best-in-class features that help healthcare teams share clinical information securely, save time, and make better decisions. Available for mobile/desktop use.

Today Pando is used across **more than 300 organisations** and trusted by over **50,000** NHS healthcare professionals. Pando processes in excess of **1 million** clinical messages every month, making it the most widely used clinical messaging system in the NHS.

Proven to replace WhatsApp and Pagers by [Kent Surrey Sussex AHSN evaluation](#).

Testimonial

“One of the best organisations I have worked with in 20 years in health tech. We have seen WhatsApp use reduce nearly as quickly, which is down to the comfort clinical teams have with the app.”

Richard Corbridge

Former CIO Leeds Teaching Hospital NHS Trust

Privacy & Security



Available now in the [NHS Apps Library](#)

Services Pando Offers

Pando Messenger

Leading clinical communication platform for healthcare professionals, making collaboration easy, instant, secure and accountable.

Pando Control

User-friendly control centre and management tool with customisable metrics providing insight into your organisation.

Pando Premium

Additional unique plugins: **Pager+** (Pager/Bleep replacement) and **Ask Advice** (advice and guidance).

Pando Messenger

Leading clinical communication platform for healthcare professionals, making collaboration easy, instant, secure and accountable.

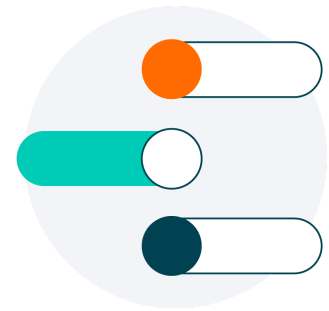


A secure clinical messaging platform tailored for healthcare professionals.

- **Compatible with iOS, Android, and Web (Desktop)**
- **Single Sign-On via NHS mail**
- **Directory:**
 - Access to active local, regional and national user directories.
- **Three Messaging Formats:**
 - Direct messaging (**1:1** messages).
 - Team messaging (**private group** messaging, up to 999 users).
 - Forums (**open group** messaging).
- **Secure Image sharing:**
 - Built-in image gallery (unlimited storage).
 - Image capture and editing.
 - Image import
 - Image export to NHS email.
- **Secure File sharing:**
 - Document viewing/sharing.
 - PDF, Word documents.
- **Digital Patient Cards:**
 - Lists.
 - Clinical notes.
 - Task management.
 - Collaborative workflow.
- **Software Updates & Ongoing R&D**
- **Pando Self-Serve Help Centre:**
 - Automated FAQ support for all users.
 - How-to articles and videos for all users.
 - Webinar-style training videos for team leads.
 - 24/7 user feedback.

Pando Control

User-friendly control centre and management tool with customisable metrics providing insight into your organisation.



- **Pando Admin Control Centre:**
 - Control and oversight of Pando data and accounts
 - Access control via email addresses and domains.
 - User onboarding and offboarding.
 - Analytics and reports.
 - Data trail access and audit.
 - Broadcast messaging (organisation-wide, or for user/group subsets).
- **Optional Device Provision and Mobile Device Management (MDM)**
- **Seamless Integration with Microsoft Teams**
 - FHIR standards met.
 - Integration run by your organisation.
- **Support and Uptime Services:**
 - Support 7 days per week 09:00-17:00 GMT, via In-app Helpdesk, phone, email and website.
- **99.5% Guaranteed Uptime and SLA**
 - 24/7 Systems uptime monitoring and response.
- **Pando Self-Serve Help Centre:**

For Users:

 - Automated FAQ support for all users.
 - How-to articles and videos for all users.
 - Webinar-style training videos for team leads.
 - 24/7 user feedback.

For Comms departments:

 - Helpful resources to run on-site comms.
 - Pre-launch; launch; follow-up.
- **Software updates and ongoing R&D**

Pando Premium

Additional unique plugins: **Pager+**
(Pager/Bleep replacement) and
Ask Advice (advice and guidance).



- **Pando Pager+:**
 - Replace pagers in full across your organisation.
 - Searchable Directory of assigned and unassigned pagers.
 - Claim, drop off and hand over pagers in-app.
 - Contact pager holders; 2 way messaging and read receipts supported.
 - Overview of inbound and outbound pager messages held on the home screen.
- **Pando Ask Advice:**
 - For real-time advice and guidance.
 - Contact specialist teams or individuals in your trust or region.
 - Works within and across organisations, for advice between community, primary and secondary care.
 - Share patient cards, text and images.
 - Organised into open and archived conversations.
 - Controlled by the user and customisable.
- **Bespoke Services:**
 - EPR Integration.
 - Bespoke support.