

Capita forms exclusive partnership with BMJ to enhance patient care

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Capita Healthcare Decisions and global knowledge provider, BMJ have agreed an exclusive partnership to combine clinical decision support tool, BMJ Best Practice, with Capita's internationally renowned clinical decision support software and triage solutions.

BMJ Best Practice brings together the latest research evidence, expert opinion, and guidelines on over 10,000 different diagnoses. It provides quick, accurate, evidence-based answers to clinical questions to help [clinicians](#) make the best decisions for their patients.

Capita and BMJ clinical teams have now created a sophisticated intelligent digital integration of BMJ Best Practice and Capita's telephone triage algorithms, TeleGuides, to further support [clinical decision](#) making when patients first contact healthcare services.

Global healthcare systems are increasingly under pressure to deliver better healthcare to larger numbers of patients, and effective clinical triage is central in achieving that goal.

By combining TeleGuides, which has already effectively supported 100 million patient encounters, with *BMJ* Best Practice, clinicians assessing patients over the phone can access practical, comprehensive guidance at crucial stages during [triage](#) and are presented with differential diagnoses on completion.

This means that call accuracy and quality of patient assessments will be

higher, delivering better care. BMJ CEO, Tim Brooks, said: "BMJ's vision is for 'a healthier world' and we are really pleased to be partnering with Capita: their reach will mean our guidance will benefit even more clinicians and patients across the globe."

Dr Charles Young, chief medical officer at Capita Healthcare Decisions, said: "The combination of TeleGuides and BMJ Best Practice creates an exciting and powerful new tool providing even more comprehensive [support](#) to clinicians caring for [patients](#) when they first contact a healthcare system. Both products have been extremely successful independently, and their combination will help further increase the quality of care delivered."

Provided by British Medical Journal

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