

Digital Continuing Healthcare Platform

End-to-end platform for managing CHC, AACC and complex care pathways.

A single digital platform for managing the full CHC and AACC journey, from first referral to final payment — designed for ICBs and aligned with the National Framework.

Bring referrals, assessments, documents, decisions, provider activity and payments together in one connected patient record, while supporting the requirements of the All Age Continuing Care Dataset (AACCDs).



£1.4m

Two-year savings with Digital CHC



57%

Reduction in incomplete referrals



4 hrs

Saved per Decision Support Tool (DST)



£30–50k

Annual print and postage savings

Why ICBs choose this solution

- ✓ Manage CHC, Fast Track, FNC, CYP, S117 and joint-funded pathways
- ✓ Improve referral quality with mandatory validation
- ✓ Standardise workflows across AACC pathways
- ✓ Track deadlines and caseloads in real-time
- ✓ Support audit, reporting and statutory returns

Built for operational impact

- ✓ Bring referrals, assessments, documents and decisions into one record
- ✓ Automate workflow and outstanding-task prompts
- ✓ Connect clinical, finance and provider data
- ✓ Digitise confirmations, payments and reconciliation
- ✓ Give patients and providers secure access



This software is critical in supporting our All Age Continuing Care teams' transformation agenda, as we look to further improve and innovate the way we work.

Shelley Lewis

Deputy Director AAAC, Hampshire & Isle of Wight ICB

[Read the announcement →](#)

6,200+*

Active cases across multiple AACC pathways at Hampshire & Isle of Wight ICB

*Based on figures from September 2026

LATEST CUSTOMER STORY

Somerset ICB's digital CHC transformation

See how Somerset ICB is using IEG4's Digital CHC Platform to reduce administration, improve access to data and create greater transparency across the patient journey.

[Read the Somerset case study →](#)

20 minutes per week

Care provider payment processing

— PLATFORM CAPABILITIES

What the Digital CHC Platform does



Digital Forms

National Framework-aligned forms — Checklist, Fast Track, DST, CYP, S117, Appeals and Retrospective Review — with mandatory validation.



Workflow & Case Management

Pre-configured workflows link referrals, assessments, documents, care packages and timelines in one record, with automated task prompts.



Finance Module

Care packages, configurable payment schedules, joint-funded arrangements, service confirmations, clawbacks and PHB payments.



Provider Portal

Providers accept Individual Placement Agreements, confirm delivered services, review remittance advice and flag differences.



Patient Portal

Real-time case status, documents, MDT meeting information and clear guidance on what happens next for patients and families.



Directory of Services

Configurable services, provider rates, annual uplifts, national FNC rates, VAT and approved services.



Reporting, Analytics & Data

Real-time Power BI dashboards, AACCCDS extracts, NHS and PHB returns, an AACC data warehouse and Build Your Own Reports.



AI Transcribe

OPTIONAL MODULE

AI transcription cuts MDT write-up from 3–13 hours to minutes, creating structured CHC-domain summaries linked to the case record.

Useful resources



Explore the patient journey

Watch the Digital CHC video series and follow each stage of the patient journey through the Continuing Healthcare process.

[Explore our videos →](#)



Calculate the potential ROI

Use the Digital CHC ROI Calculator to explore the potential efficiency and administrative savings available through a more connected digital service.

[Use the ROI Calculator →](#)

Ready to modernise your AACC service?

Bring referrals, assessments, workflows, providers, payments and reporting together on one connected platform, giving ICB teams greater consistency, visibility and control.

[Request a demo →](#)

ieg4.com/platform-healthcare/