



Dedalus launches ORBIS PAS across UK and Ireland

The new patient administration system from Europe's largest health tech provider aims to move patient administration from the background to the heart of operational transformation, cutting the time staff spend on routine administration, improving patient flow and strengthening operational performance.

3 September 2026: Dedalus has launched ORBIS PAS, its next-generation web-based patient administration system, in the UK and Ireland. As part of the wider ORBIS ecosystem, ORBIS PAS helps organisations reduce system fragmentation by bringing administrative and clinical workflows closer together. It provides a modern administrative foundation using advanced analytics and modern interoperability standards.

Built around the principle of “most used, first used” by an organisation with decades of extensive healthcare experience, the platform puts the information and actions staff use most at the heart of their workflow. The new PAS includes an AI-powered referral management component, capturing paper/email referrals and automatically recreating them within the PAS. It will incorporate AI, speech recognition, and ambient voice technologies to support PAS workflows, helping teams identify priority patients, long waiters, and potential breaches earlier. In addition, historical trends and patient preference data will be leveraged to predict and reduce outpatient appointment DNAs, improving patient engagement and service efficiency.

NHS Humber Health Partnership (HHP) will deploy ORBIS PAS as part its Unity EPR Programme

Longstanding Dedalus customer HHP chose ORBIS for its integrated EPR and PAS in December 2025. HHP is expected to go live with ORBIS PAS in 2028 as part of the second phase of their Unity EPR Programme. The first phase is scheduled for 2027 and will focus on the clinical functionality of ORBIS.

ORBIS PAS, builds on Dedalus' 40 years of experience of patient administration in healthcare in the UK and Ireland. In England, 26 NHS Trusts use its patient administration systems (PAS') and 95% of acute hospitals in Ireland use the i.Patient Manager (iPM) PAS. The launch of ORBIS PAS provides a clear and structured transition pathway for these customers.

Richard Craven, Managing Director, Dedalus UK and Ireland, said: “Patient administration is too often treated as back-office housekeeping, when it has a direct

impact on patient experience, operational performance and safety. With ORBIS PAS, we are rethinking how patient administration should work for modern teams - making the most common tasks easier, surfacing the right information at the right time, and helping staff move from reactive administration to proactive patient management.”

Feature-rich, future-proof PAS designed around daily healthcare user needs

ORBIS PAS is designed to make patient administration simpler, smarter and more intuitive with time-saving features that reduce complexity and are more aligned to the way healthcare professionals and patients need services to work.

The “most used, first used” approach reduces clicks and unnecessary navigation, makes typical tasks easier to complete, and helps staff complete high-volume activity more efficiently.

End-to-end visibility across referrals, appointments, admissions, transfers and discharge processes improves patient flow, whilst integration with EPR and other healthcare systems reduces system fragmentation.

Operational worklists, dashboards, and workflow automation enable organisations to capture high-quality data at the point of administration and care, aiding statutory activity reporting, performance management and quality compliance.

Help shape the next PAS

Dedalus is inviting NHS and HSE operational, administrative and digital leaders to preview ORBIS PAS and provide structured feedback using the System Usability Scale (SUS). Your experience will further help create a platform grounded in modern healthcare realities. Register your interest and become part of the ORBIS PAS journey [here](#).

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Notes to editors

About Dedalus

Dedalus is one of Europe’s leading healthcare technology providers, supporting healthcare organisations across acute, community and integrated care in more than 38 countries. Trusted across the UK, Ireland and Europe, Dedalus technology supports almost one third of European citizens and has been recognised as Best in KLAS for Acute Care EHR for three consecutive years.

For more than 40 years, Dedalus has worked alongside healthcare organisations to improve productivity, connect care and support sustainable transformation. Designed around the realities of clinical and operational practice, its solutions help organisations optimise patient flow, reduce administrative burden and make better use of existing resources.

Through long-term partnerships, Dedalus supports organisations to deliver transformation at a pace that reflects their priorities, capacity and operational needs, building the foundations for continuous improvement, better-connected care and lasting operational performance.

For more information, visit: [Dedalus #Ways: Delivering Value in Healthcare](#)