G-Cloud 11

Service Definition Document

Version: 1.1 (22/05/2019)

Core RIS

What is it?

State of the art web based system which effectively and efficiently manages the Patient through the Radiology process, from a GP referral, communication and planning, management and preparation, scan delivery, reporting and results.

We have worked extensively with all people involved in the process, to focus on the patient; improving communication and their experience from managing their appointment, managing the workflow, staff availability, scheduling, in clinic registration, managing the examination process, reporting and results to getting back to the patient in the timeliest efficient way.

Benefits

Patient

The patient has complete choice and control over their procedure. They can choose the time and location of their appointment, even the practitioner if required. There is only one patient record created for each patient, from whichever source whether our own or third parties. All the data, work relating to that patient will be stored in their record. This minimises the risk of losing documents, duplicating records, loose ends.
The Aptvision Core RIS delivers an optimum process which will facilitate the earliest appointment for the patient, an efficient management of that appointment and the earliest possible reporting and results.

Practitioner

The Scan
The practitioner is not inconvenienced by patients not turning up for their appointments. Time is not wasted and can be maximised. The technician or doctor has instant access to all patient information and medical history. They can select materials used during the scan.

Reporting the scan:
The reporting module has fully configurable reporting screen layouts as well as light or dark theme. Our software also allows shared and home reporting, and is rich in features:

o Multi-monitor support
o Instant access to:
  o All medical documentation
  o All forms
  o Medical history (all previous reports)
  o Images (current and previous)
o Voice recording, dictation workflow
o Voice recognition (using 3rd party, eg. Nuance)
o We are also PACs and Viewer neutral

Provider

The provider can offer a much improved patient experience. The two way communication reduces DNA's and saves the organisation a lot of money.
Resource is not wasted and enables KPI's to be more readily achieved.

KEY FEATURES

o Improved Patient communication and experience
o Flexible and adaptable to meet the needs of an organisation
o Fully configurable to effectively manage bespoke workflows
o Business rules driven which can be configured to suit, include:
  ✓ Requirement for a referral letter in advance of the appointment or on the day
  ✓ Requirement for a review by a medical professional (based on procedure type and other rules)
  ✓ Scan safety questions with assigned actions (MRI metal implants, heart valves, etc.)
  ✓ Scan preparation requirements (fasting, full bladder, etc.)
  ✓ Requirement for a defined staff member being present during the scan
  ✓ Insurance type based billing requirements
  ✓ Insurance type based scan limitations
  ✓ Colour coding of all important elements simplifies the booking process
o Fast access to all information about the patient and the appointment (clinical history, patient communications history, appointment audit log and notes)

o   Easy to use - any member of staff can work on the system with high accuracy.
o   Unified "google style" search functionality: One search box finds everything: Access all information easily and quickly:
    Patients, Doctors, Practices, Appointments, Procedures, Reports
o   Extensive Management of Appointments from all sources
o   One Patient Record
o   Easy management and delivery of scans
o   Easy for the clinician: scan delivery and reporting clinician
o   Effective management of results and significant findings to the referring clinician
o   Unified worklist which can be personalised and filtered according to the users needs

Centralised Network Scheduling

What is it?

The software enables management of appointments across multiple organisations and sites and it can also work on top of existing or even multiple RIS / PAS systems.

First available slots in clinics		
	NHS	BUPA
The Birmingham Centre 1 Acton Lane, Park Royal, London, NW10 7NS	09.05.19 09:05 (in 1 days)	09.05.19 09:05 (in 1 days)
The Liverpool Centre 1 Uxbridge Road, Southall, Middlesex, UB1 3HW	09.05.19 09:05 (in 1 days)	09.05.19 09:05 (in 1 days)
The London Centre 1 Watford Road, Harrow, HA1 3UJ	09.05.19 09:05 (in 1 days)	09.05.19 09:05 (in 1 days)

There are multiple integrated workflows allowing booking appointments in any site:
- Appointment center (call center) bookings can be extended to include our secure, online patient portal
- Cross-site, cross organisation appointments vetting
- Bookings from any source via APIs by third party systems
- Integrated complaints workflow
- Two way SMS messages, confirmation e-mails, e-consent forms enabling a patients to electronically fill-in required medical documentation conveniently prior to the appointment
- Cancellation queue for better utilisation and scheduling

The appointment process flow has been designed in a way that is very consistent and easy to follow. Advanced built in and configurable business rules make sure that the appointment is always booked correctly and the preferred method of contact for a patient is stipulated. Even staff without extensive training or medical knowledge will be able to process all appointments without errors. The software guides the agent through the patient journey using pre-defined and configurable scripts. The business rules that can be configured by system administrators include:

o   Requirement for a referral letter in advance of the appointment or on the day
o   Requirement for a review by a medical professional (based on procedure type and other rules)
o   Scan safety questions with assigned actions (MRI metal implants, heart valves, etc.)
o   Scan preparation requirements (fasting, full bladder, etc.)
o   Requirement for a defined staff member being present during the scan
o   Insurance type based billing requirements

o   Insurance type based scan limitations
o   Preferred method of contact for the patient

Fast access to all information about a patient and the appointment (clinical history, patient communications history, appointment audit log and notes) as well as colour coding of all important elements simplifies the booking process and allows any staff to complete it with high accuracy.

The appointments from the worklist can be verified and confirmed by multiple staff simultaneously.
If an appointment requires a review by a medical professional, it can be sent to another worklist which is being accessed by relevant staff. This appointment can also be personalised and filtered.

The appointment centre facilitates enhanced management of cancellations. This allows the system to identify patients who have indicated their availability for any cancelled appointment slots within timescales they can make.

Benefits

Patient
Patients are able to have a single point of contact with the organisation, and are also able to understand the next steps of their care immediately.
Patients are able to benefit from the possibility of a cancellation which means they can have the opportunity of an earlier appointment becoming available.
It enables prompt and better communication. Patients who cannot be reached by phone or email are listed and a personalised letter can be generated for them instantly, printed out and sent by post.

Practitioner
The practitioner can be confident that the patient is receiving the next stage of their care in a timely and efficient way. In the review process the details of the appointment can be modified to best match the requirements of the scan. The medical professional makes those adjustments based on the referral information as well as clinical history.

Provider
Integrated business logic ensures that all appointments are dealt with according to business rules and that nothing ever gets missed. This applies to all workflows – the appointment registration, the radiographers review as well as reception and billing.

There are also additional views where patients who could not be reached by phone or email are listed and a personalised letter can be generated for them instantly, printed out and sent by post.

The call centre facilitates the need for less medically trained staff, which allows those staff with medical training to be more patient facing.

The call centre is able to manage last minute cancellations and contact patients who have immediate availability.This improves the utilisation of cancelled slots and reduces DNA's.

It ensures a better patient experience, two way communications with the patient and reduction in postal costs.

KEY FEATURES

- Can work on top of existing RIS / PAS
- Efficiencies of being able to manage cross organisational appointments from one location
- Equipment utilisation efficiencies
- Group appointments to enable better optimisation (e.g. changing coil set up)
- Business rules driven with clear indication of workflow progress
- System admin can configure the process to suit the organisations workflows
- Safety questions can be easily managed
- Appointment preparation requirements for every procedure are indicated
- Easy management of diaries and ensuring certain staff are available for certain procedures if required
- Private medical Insurance contracts can be managed
- Extensive patient communication features

Patient Portal

What is it?

Secure, web based stand alone patient portal, with or without web booking which in real time:

- Can allow the patient to log in to view their history of appointments or download their results.
- Without the web booking the portal can be used as an online site where the patient can view their appointments, documents and results.
- With web booking the patient can choose and book an appointment which suits them, at a time and place of their choice
-
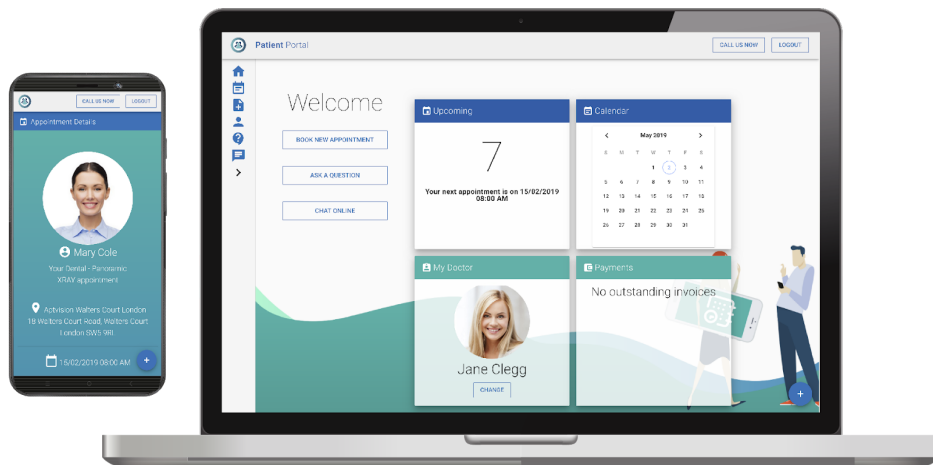
Information made available to patients can be sourced from Aptvision systems or fed by third party systems through various integration channels, including HL7, DICOM or APIs

Benefits

Patient

- Patients do not need to call the clinic or wait for a letter to view their results.
- Results can be viewed immediately on-line as soon as they become available
- Safety questions can also be communicated to the patient, giving them ample notice of the preparations required before their procedure.

Clinician

- Practitioner is re-assured that the patient is able to have access to their results and medical information in a timely manner, which gives them more control over their continuation of care.

Healthcare provider

- The portal facilitates an integrated document upload which saves staff time and automatically logs the information to the patient record.
- It also reduces the need and cost for paper communication, letters and postage costs are reduced.
- Easy management of safety questions, with the portal prompting the patient of any safety questions or requirements in preparation for their appointment.

KEY FEATURES

- 24 hour real time access
- Secure registration process
- Accessible via desktop, tablet, smartphone
- Quicker access to information and results
- Two factor authentication for enhanced security and protection of data
- Easy to use
- Integrated document upload
- Advanced patient management tools
- Less reliance on letters for communication
- Reduces costs and admin effort

Clinician Portal

What is it?

The Clinician Portal can be stand alone or combined with the Clinician e-referral and web booking package.
With the web booking, the Clinician portal is a one stop shop for the referring clinician to view results, acknowledge and manage significant findings, and book or refer further appointments to ensure continuity of care for their patients.

Without web booking the Clinician Portal allows the Clinician to see the status of the Patients care, view results, acknowledge and manage significant findings and see the patient record, with full history of patient care.

Benefits

Patient

Patients are able to understand the status and next steps of their care immediately.
This is reassuring and can possibly lead to earlier diagnosis.

Practitioner

- The portal provides the practitioner with a one stop solution for the management of patient requests, results and significant findings.
- It facilitates less chasing of results, allows the clinician to see the status of requests and appointments and manage patient care more effectively. It can inform the clinician of every step of the patient's journey.
- With the E-referral and Web booking it allows the clinician to immediately affect the next stage in a patient's care and gives the Clinician the option of securing the next appointment whilst the patient is still in consultation. The patient can also be given the opportunity to manage their next appointment by choosing the time and place, with their referral letter already uploaded by the clinician.

Provider

- The portal will keep all stakeholders informed in the care of a patient, reducing the administration of managing appointments, minimising manual errors, providing a better service.
- The portal facilitates better management of KPI targets.
- With E-referral and web booking 'Choose and book' can actually be achieved. The portal reduces the need and cost of paper driven communication.
- Significant Findings are appropriately managed and all stakeholders have easy access to those findings to continue a patient's care pathway.

Key features

- One stop solution for the management of patient requests, results and significant findings for practitioners.
- Accessible securely via desktop, tablet or smartphone
- With the web booking it facilitates patient choice of available appointments, whilst in consultation
- Quicker access to appointments
- Easy to use
- Slot utilisation is increased
- Results are immediately available to the clinician
- Increased utilisation of resource
- Streamline and optimise services
- NPSA/2007/16 compliant : Alerts for significant findings – confirming that they have been received and acknowledged

Patient Web Booking

What is it?

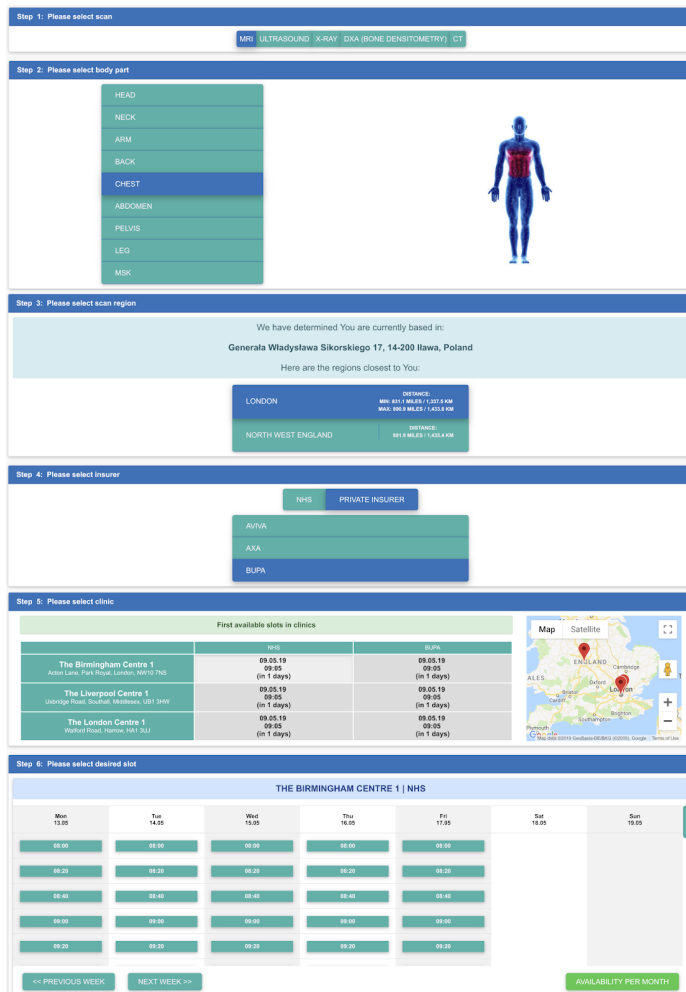This is a stand alone package which can be combined with the Patient Portal.

Secure, web based booking which in real time:

- Allows a patient to choose an appointment which suits them, at a time and place of their choice
- facilitates the ability of groups of clinical centres within a region to share resources and more effectively manage workloads leading to increased efficiencies, financial as well as optimisation of resources.

Healthcare Providers can set up appointments on-line through a white labelled booking engine which can be part of their existing on-line presence via website or app.

In the case of our Radiology workflow Patients, once in receipt of a GP referral letter, can go online and provisionally book their appointment direct. They simply search by scan type, then body part and then they can book a time of their choosing. Some procedures are then further vetted as some patients are not aware of the exact procedure they need. Patients can even opt for a cancellation slot for an earlier appointment and feed in their preferences and availability should a slot become available.

An additional unique workflow allows booking of confirmed/vetted studies directly by patients online. Where traditionally a staff member had to schedule such patients

manually and send letters by post, patients are now given the opportunity to go online and select a suitable day and time as well as location and thus limiting re-scheduling overhead as well as decreasing DNAs (Did not Attends).

Benefits

Patient

- Patients, once in receipt of a GP referral letter, can go online and book their procedure at a clinic, day and time of their choice at any time of the day or night.
- In the case of Radiology, patients simply search by scan type, then body part and then they can book their choice of time. Some procedures are then further vetted as some patients are not aware of the exact procedure they need.
- Patients can even opt for a cancellation slot for an earlier appointment and feed in their preferences and availability. When a slot becomes available, the patient will be informed and can take up an earlier appointment.
- Because the patient is able to choose their appointment they are less likely to not turn up. Should it be the case that they need to cancel their appointment this is easy to do.
- Safety questions are also communicated to the patient, giving them ample notice of the preparations required before their procedure.

Clinician

- The Practitioner is re-assured that the patient is able to get a timely appointment, which is required in their continuation of care, and is more likely to be able to attend if they have chosen or have control over their own appointment. In the case of all practitioners this will improve the standard of patient care.

Healthcare provider

- The healthcare provider can make substantial savings by reducing DNA's, not requiring experienced medically trained staff to be tied up in admin roles and optimise their appointments more effectively.
- By providing on-line booking channels they can generate higher revenues and maximise their existing resources. The web booking facilitates an integrated document upload which saves staff time and automatically logs the information to the patient record. It also reduces the need and cost for paper communication, letters and postage costs are reduced.
- Web booking also allows management of cancellations, allowing call centre admin staff the ability to easily fill appointments.

- Easy management of safety questions, with the system prompting the patient and call handler of any safety questions or requirements in preparation for the patient's appointment.

KEY FEATURES

- 24 hour real time availability for every appointment
- Accessible via desktop, tablet, smartphone
- Facilitates patient choice of available appointments
- Quicker access to appointments
- Two factor authentication for enhanced security and protection of data
- Easy to use
- Integrated SMS / Email notifications / reminders / SMS cancellations
- Slot utilisation is increased
- Integrated document upload
- Advanced patient management tools
- Easy management of cancellations
- Less reliance on letters for communication

Clinician E-referral and Booking

What is it?

The Clinician E-referral and Web booking package can be stand alone or combined with the Clinician Portal
.
Secure, web based booking for Clinicians to refer and book further appointments for a patient to ensure continuity of care and facilitate quicker appointments.

Benefits

Patient

Patients are able to understand the next steps of their care immediately.
The web booking can facilitate a quicker appointment, which is reassuring and can possibly lead to earlier diagnosis.

Practitioner

- The E-referral and Web booking allows the practitioner to book a further appointment for the patient in a quick and timely manner suitable for their needs.
- It allows the clinician to see the status of e-referrals, requests and appointments, which helps manage patient care more effectively.
- Gives an option either to refer only when the patient chooses the time of the appointment post consultation or the practitioner can create an actual booking with an actual slot whilst the patient is still in consultation.

Provider

- The portal will keep all stakeholders informed in the care of a patient, reducing the administration of managing appointments, minimising manual errors, providing a better service.
- The portal facilitates better management of KPI targets.
- Choose and book can actually be achieved. The portal reduces the need and cost of paper driven communication.

Key features

- One stop solution for the management of patient requests, results and significant findings for practitioners.
  Accessible securely via desktop, tablet or smartphone
- Facilitates patient choice of available appointments, whilst in consultation
- Quicker access to appointments
- Easy to use
- Slot utilisation is increased
- Results are immediately available
- Increased utilisation of resource
- Streamline and optimise services
- NPSA/2007/16 compliant : Alerts for significant findings – confirming that they have been received and acknowledged

Shared and Home Reporting

What is it?

The shared and home reporting module is all about convenience for the reporting clinician. Our reporting tool has fully configurable reporting screen layouts as well as light or dark theme. Templates can be configured for the individual or departmental use. Multiple global or private templates are possible with a dedicated template editor. The system also supports structured reporting.

It is PACS and RIS neutral and works within the Aptvision RIS or can be used in conjunction with third party products. It is very easy to configure remote reporting so clinicians can report from home or any location.

The information necessary to perform reporting is received through HL7 or can be extracted from DICOM. This includes patient and study details as well as supporting medical documentation.

The required scanned documents may also be retrieved from third party integrations or APIs, shared folders or XDS.

The studies to be reported can be combined from across multiple organisations and sites and the system can track the relevant ID's and Medical Record Numbers (MRN's) to ensure the report is sent to the correct sites with appropriate IDs. The worklist is unified and can be filtered by any criteria including site name; modality; scan and all other details associated with the study.

The worklists can use smart study assignment and can trigger pre-fetch of main study and priors from across the sites into centralised storage, if required.

The system is web based and can securely work over an Internet connection (assuming zero-footprint viewer is provided by PACS or an external web viewer is used) with additional 2 factor authentication for enhanced security.

The signed report can be delivered back to the originating system using HL7 or DICOM SR as well as using third party integrations or shared folders.

If the full Aptvision RIS is in use, the home and shared reporting is an integral part of the solution and does not require any additional configuration or integration within the system.

Voice recognition

The reporting clinician can use Voice Recognition to transcribe the report and diagnosis and this works seamlessly within our system no matter where the clinician is situated when making their report.

Multiple voice recognition systems can be used and in most cases no additional installation is necessary.

Benefits

Patient

The patient deserves to have their scan delivered by the most appropriately trained personnel at the right place, in a timely manner and reported on by the most skilled professional.

By allowing the reports to be shared in this way, this can be achieved .

Practitioner

There is a huge demand on practitioners due to a number of reasons
- Lack of appropriately trained staff
- 1 in 10 Radiology posts are vacant * RCR 2018 figures
- 1 in 5 Radiologists in the UK are due to retire
- In order to meet increasing demand for diagnostic imaging, it is essential that traditional boundaries between primary care, community services, and hospitals are broken down, and that reporting is performed 24*7 by the most appropriate professional
- By connecting a larger pool of specialist radiologists, timely expert reporting can be more resiliently provided

- The Aptvision system can improve work life balance, enabling less than full time workers to contribute more easily to patient care and incentivising those thinking of leaving the service to continue in an active role.
- The practitioner can report from home if they have the monitors to allow them to see the images in high enough resolution

Provider

- The Aptvision system allows the use of image sharing and workflow management systems to connect imaging departments across a region and with professionals working in the community or from home, enables the optimal use of imaging tests to deliver actionable clinical intelligence where and most importantly when it is needed.

  It will help to match demand and capacity for imaging reports more effectively across specialties and at times of peak challenge eg holiday periods.
- Work currently outsourced to commercial telemedicine companies could be more easily managed within the network.

KEY FEATURES

o Unified Global reporting worklist
o Allows sharing and locking of studies across local, regional and multiple organisations
o Multi-monitor support
o Instant access to:
  o medical documentation
  o forms
  o medical history (all previous reports)
  o images (current and previous)
o Voice recording, dictation workflow
o Fully integrated voice recognition (using 3rd party, eg. Nuance)
o Desktop / Laptop integration with PACS

Aptvision

Patient 2-way Communication

What is it?

Integrated or stand-alone package to send notifications to patients, which can sit on top of existing systems and workflows. This is ideal for customers whose current provider cannot supply this as an integrated feature.

These notifications include:
- Confirmation email containing information about appointment, address, directions, preparations required, etc.
  Emails may also automatically create calendar entry .
- Confirmation SMS (with optional patient portal access details)
- Reminder SMS (configurable, eg. 5 days, 3 days, 1 day, with optional ability to cancel appointment or request call back by replying to the message)
- Appointment changes SMS/email in case changes have been made in local system (eg. due to modality downtime)
- SMS with links to e-forms (eg. consent)

On a technical level, within this product we receive all the HL7s that go around the customers system, process them and send out notifications as required.

Notifications and reminders to patients about upcoming appointments have been proven to reduce DNA's "Did not Attends" by up to 80% (Aptvision estimates), which translate into substantial savings. Research suggests that DNA's represent a cost of £1 billion per year in the UK. * (NHS England 2018)

Benefits

Patient

- A Patient is in control of their appointment. They are also given early notice of the preparations required from them in readiness for their appointment. Safety questions can be asked of the patient in good time.

- A Patient is able to easily and quickly change an appointment if their circumstances change, even at the last minute.
- The patient receives timely reminders, on appointment time and date, and any preparation procedures they need to follow e.g. no food for 12 hours prior, or full bladder; are all effectively communicated. It is also possible to complete e-consent forms prior to arrival in the clinic.

Practitioner

- The practitioner is not inconvenienced by patients not turning up for their appointments. Time is not wasted and can be maximised.

Provider

- The provider can offer a much improved patient experience. The two way communication reduces DNA's and saves the organisation a lot of money.
- Resource is not wasted and enables KPI's to be more readily achieved.
- Costs are reduced as the provider does not have to pay people to be present when patients do not make their appointment.

KEY FEATURES

- Two way SMS messaging and email confirmations
- More patient control over their appointment
- Reduction of DNA's
- Stand-alone module which can sit above existing RIS / PAS systems
- Management of cancellations
- E-forms e.g. consent forms

MDT Management

What is it?

Aptvision MDT is a standalone, fully web based and mobile enabled system, allowing clinicians and other medical professionals to schedule, manage and hold multidisciplinary meetings. Patient diagnosis, treatment information, medical documentation and history can be shared during the meeting as well as diagnostic imaging viewed using existing PACS or a dedicated zero footprint viewer.
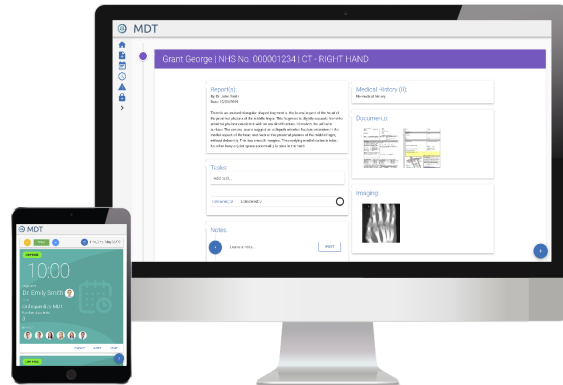
Full MDT workflow:
- Allows teams to be able to remotely schedule and define a patient worklist in advance for individual MDT meetings. Limits of capacity can also be defined for individual meetings.
- Our module enables remote access for Radiologists, one or more clinicians, and MDT co-ordinators who can clearly communicate with one another and create a remote sharing environment,and record outcomes and specialist opinions when making decisions regarding recommended treatment for individual patients. Tasks can be created and assigned to meeting members and later tracked in the MDT portal.

The MDT module is an independent system, however it is tightly integrated into the Aptvision reporting module.

The MDT meetings can be scheduled in the MDT module by any user with the required permissions. Then any patient or study from across an environment can be allocated to the MDTM, either directly - through global search based on demographics or MRNs - or from the reporting module - from the reporting screen. A description and purpose of the MSTM must be described when the study is added. This creates a worklist for each MDTM. Users can be invited from the entire organisation and do not require RIS or PACS access. Users can be authenticated using Active Directory or any other compatible directory service.' Once invited the user will receive an e-mail notification with the details and a button to acknowledge and accept the MDTM.

The integration with other Aptvision systems also allows direct creation of addendums to radiology reports, triggering significant findings workflow or immediately scheduling follow up appointments.

Additionally, built-in HL7 interfaces make it possible to send and receive information from other systems within the organisation.

Benefits

Patient
- The patient deserves to have their scan delivered by the most appropriately trained personnel at the right place, in a timely manner and reported on by the most skilled professional.

  If their case is a complex one it is often required that teams of different clinicians need to collaborate in order to agree the next step of their care. Currently this process is dependent on staff availability, being able to meet in the same location. With this MDT module it allows more timely discussion as the MDT can be reported on remotely.

Practitioner
- The MDT enables clinicians to refer cases to an MDT from the reporting tool, and either add the case to an existing MDT agenda or create a new one if the case is really urgent.
- Business rules can be fed into the MDT to manage more effectively cases which are in danger of breaching their targets
- Much more flexibility is given to the practitioner who can attend the MDT remotely
- Notes can be added even before the MDTM is started and participants will receive e-mail notifications with the note contents.
- System integrates with the calendar ensuring meetings are attended.

Provider

- The MDT's can be much more effectively managed and delivered in a timely manner.
- KPI's can be adhered to and met.
- Notes can be added and viewed directly within the MDTM module.

- Individual patient studies can also have notes assigned independently of the main conversation.

Key features

- Schedule and define a patient worklist in advance for individual MDTM
- Clear communications between Radiologists, MDT co-ordinators and clinicians
- Section of participants and access to the service for all involved staff
- Integration with local MDT services
- Recording of outcomes and specialist opinions
- Independent module yet connected to reporting module
- During reporting the study can be allocated to an existing MDT or a request for a new one
- Multi layered access with varying permissions
- Remote access and management

Peer Review

What is it?

The Aptvision system has a built-in mechanism for anonymous peer review allowing one radiologist the ability to anonymously check the findings of another with integrated workflows for minor and major discrepancies found. This feature includes extensive settings and configuration e.g. 10% of all scans must be peer reviewed as well as comprehensive reporting and KPIs.

We plan to develop this further to not only enable from Radiologist to Radiologist, but also include Radiologist to other Peer Clinicians e.g. Orthopaedic Surgeons with a way of building in feedback and before / after observations.

Benefits

Patient
- The patient deserves to have their scan delivered by the most appropriately trained personnel at the right place, in a timely manner and reported on by the most skilled professional.
- By allowing the reports to be seen by a second clinician, anomalies can be highlighted and there is less risk of things being missed.

Provider

- The Aptvision system allows providers to monitor their work and conduct internal scan audits. This is a legal requirement and is increasingly being measured. e.g. GIRFT process
- Anomalies have more chance of coming to light

Key features

- Unified peer review worklist across organisation
- Set targets based on departmental need

- Easy to conduct audits and see results with extensive KPIs
- Anonymised reports, so the identity of the reporting clinician is not made known to the reviewer
- Instant access to:
    - original report
    - relevant medical documentation
    - medical history (all previous reports)
    - images (current and previous)
- Possibility to define and configurable review forms with granularity up to procedure level
- Integrated workflow for minor and significant discrepancies found
- Desktop PACS integration

Self-service Registration

What is it?

This module provides a smooth and professional self-service registration process which improves patient communication and satisfaction. It ensures a more optimum 'in clinic' management process; fully paperless, integrated registration system within the clinic as well as in advance of the appointment.

Patients may receive a message (SMS or email) in advance of the appointment with a link pointing to a secure web page allowing them to review demographics and also read information regarding the examination they are receiving as well as pre-populate forms (eg. consent form). This can significantly speed up the registration process in reception and ensure the patient is well informed.

During reception registration tablets mounted at reception desk or handed to patients can be used to fill in and sign the required forms fully electronically and these are automatically saved in the patient record.

Benefits

Patient

Patient is able to share any personal information in privacy and does not need to divulge personal information in earshot of anyone in the clinic.
It also facilitates a smoother check in process which should enable faster turnarounds in the clinic.
Patient is better informed and prepared for the scan.

Practitioner

The practitioner can focus more time on caring and guiding the patient than completing administrative tasks, and entering data. It is easier and quicker to look up information and have all the required information to hand in order to safely carry out a procedure. It is possible with some configuration to manage the scan on a mobile device.

Provider

More streamlined in clinic performance, ensuring compliance with GDPR rules, keeping information private and reducing admin time for staff.
Management of patient consents, personal information is efficiently and easily managed.
The patient does not have to state any personal and confidential information out loud to a receptionist in earshot of other people.

Key Features

- o Easy patient identification
- o Document scanning (barcoding)
- o Forms capture (tablet based)
- o Capture of patient signature
- o Easy viewing of patient record, documents and forms
- o Registration checklists for clinics staff
- o Waiting lists for TV screens with video playback and notifications
- o Self-registration on touchscreen kiosks
- o Payment capture