

Key Features

Operator/Call Centre

- Doctor Appointments and room bookings for patients with SMS confirmation for the bookings.
- Appointment dashboard where all doctor appointments can be seen on the same screen.
- Appointment schedule print.

Receptionist

- Creating new patient files indicating patient details (name, nationality, date of birth, national ID etc).
- Automatic Insurance Card/ID Scanning and upload into the system.
- Options to search existing patients with several patient fields.
- Registration of existing patients to the doctors, laboratory, radiology and treatment rooms.
- Capturing patient signature on request forms, consent forms using Electronic Signature Device and saving the forms in the system (paperless).
- Printing labels for the patient.
- Printing medicine prescriptions, lab requests, radiology requests, referral forms.
- Patient waiting time report as per government requirement for quality team.

Cashier

- Generating invoices for patients with option to update the co-payment percentage, deduction and dental co-payment percentage.
- TOP-UP card functionality is also now available.
- Adding advance payment for a patient, this can be used while generating invoices.
- Option available for creating two invoices for a patient visit, separating the lab invoice from other services. Single encounter with multiple invoices - one for cash services and another for insurance services.
- Printing patient receipts.
- Daily report available for tallying the cash collections.
- Editing the created invoices like changing insurance name, amount etc.

Treatment Room/Nurse Desk

- Adding vital signs, capturing medical and family history, review of system for the patients. These will be reflected automatically in doctor's module.
- Internal medicines/Injection prescribed by the doctor will be shown in the nurse desk and nurse can document the required details.
- Adding procedures for patients directly coming to nurse desk.

Doctor

- Automatically visit types for the patient based on previous visits.
- Treatment steps/process for patients include capturing of details as mentioned below:

- Previous Visits – Here all the details of previous visits can be seen.
- HPI/ROS/PFSH – Details like history of present illness, Vital Signs, Pain Assessment, Review of System, Allergy, Family and Social History, Medical History, Gynaecology History, Dental History, Paediatric Growth Charts are captured.
- Examination – Findings of the examination for the patient are entered here. The list displayed is as per the specialty of the doctor.
- Clinical Orders – Adding diagnosis codes, procedures, lab/rad orders etc. are done here. Here also prescription medicines can be added, and prescription can be printed. Dental procedures with tooth diagrams can be ordered here.
- E&M – Here the patient evaluation management code is automatically calculated based on data entered by the doctor.
- Refer to doctor – Patient can be referred to any internal/external doctors.
- Booking Appointments.
- Checking Lab/Radiology test results.
- Checking medical records of the patient.
- E-Authorization requests.

E-Claims

- Code review of claims by checking the medical records, changing diagnosis, CPT edit etc.
- Validating each claim during coder audit before approving. This will reduce the errors during generating claims in batches.
- **Coder and** doctor communication for the documentation edit.
- Approving the claims, which are ready for submissions.
- Generating Submission batches company wise.
- Automatic uploading of claims to Health Authority.

Reconciliation

- Automatic remittance advice downloads from the Health Authority.
- Selecting files to be reconciled in system from the available downloads.
- After reconciliation, different reports are available for the management to track the payments. Reports like shortage report with fully rejected, fully paid, partially paid claims, ageing report to track the outstanding payment with different time periods, denial analysis reports, etc.

Resubmission

- Automatic Remittance Advice downloads from Health Authority.
- Selecting files to be reconciled in system from the available downloads.
- All the claims with rejections can be resubmitted.
- System can track different levels of resubmission with reports for the same.
- Resubmission claims auditing for coders with all required data is available along with attaching reports to the claims.
- Generating the resubmission batches and automatic uploads are available.