

BPMS | Population Health Management

# DELIVERY MODULE



## The need is the beginning of the story

The onset of the pandemic has put a strain on individual's health and healthcare organizations across the globe. Due to government-imposed lockdown restrictions, as part of the effort to control the spread of coronavirus, many were unable to visit the hospital facility for their medical supplies. To protect and provide for the vulnerable population, there arose a rapid need to establish a system for delivery of pharmaceutical and non-pharmaceutical supplies. The system implemented must link the existing system with the various primary health care facilities around. Through the delivery system, patients should be able to create requests that must go through a process of validation and approval by physicians, pharmacist, or dietician before being sent for delivery. The success of the delivery, is the good communication and coordination of various role-players, tracking and updating the status through every step. The proper engagement and involvement of key players through the system will reduce the overall risk of transmission associated with the movement of people especially in the vulnerable group.

## About the Module

The module allows patients to place orders for Medication, Nutrition and Consumables, and attach files through a user-friendly and secure interface. They can choose delivery options such as home delivery or hospital pick-up and track the order status in real-time. The module integrates care delivery across the facility and helps expand healthcare services.

It serves as one of the important weapons a hospital uses to communicate and deliver required items to the patients without having the patient to visit hospital thereby preventing the spread of virus.

## Module Highlights

- 01 Medication Delivery
- 02 Nutrition Delivery
- 03 Consumables Delivery
- 04 Dermatology Medication Delivery



التوصيل  
DELIVERY

## Key Features

### Medication Delivery

User friendly module that streamlines the telehealth ordering and patient ordering through a secure interface. It provides a customized workflow for the physicians, pharmacists, logistics and drivers to ease the management process and deliver medications.

### Nutrition Delivery

It manages the nutrition orders generated by either patients or physicians. It manages the workflow from the ordering till the delivering or dispensing point. It manages the dispensing part by identifying the expiry order and the allowed dates for next orders for better management.

### Consumables Delivery

The module is designed in to allow the pharmacist to manage any orders/refills created by patients or doctors. It provides a real time notification allows the view of customized queues.

### Dermatology Mediation Delivery

A streamlined and electronic workflow that supports the medication order management beside the delivery management. It allows the patients to place orders in addition, It provides the staff the capability to control and manage the orders through providing a customized status.



## Benefits

At times of a pandemic, due to social distancing and quarantine restrictions, patients should avoid going to Hospitals, Health centres and pharmacies. This is especially true if they have ongoing health conditions like heart disease, diabetes, and other chronic illness, that place them at high risk for complications if infected.

The Delivery module empowers Care Beyond Hospital, one of the important milestones in digital transformation. It helps facilities to provide the needed care to the society beyond the hospital walls caters to all demographics, especially the elderly, those with special

needs and chronically ill patients. Patients can communicate with specialized service providers to request medications or supplements in less than a minute and receive notifications regarding the pick up and delivery date / time. Patients can track their order details and know their next order allowed date.

From a healthcare facility perspective, preventing such unnecessary visits minimizes the risks to healthcare workers and patients who seek urgent care. It also reduces overcrowding in the ER / Pharmacy and plays a vital role in patient satisfaction.

Powered By

**VIRTUS INFORMATICS**

Headquartered in Kuwait, Virtus Informatics (VI) is an Integrator of Health-IT, Digital and business solutions that help healthcare organisations and professionals navigate change, solve complex problems, and deliver impact on patient care. VI builds Health Information Platforms - a combination of specialized technology and services, from datacentres set-up, to converged networks, to workflow analysis, to software implementation and customization, to user training and system adoption, to operation and maintenance. VI is at the forefront of digital transformation of Healthcare in Kuwait.

## System Capabilities | Digital Gateway - Derwaza

- Web based platform that can be accessed using any device and compatible through commonly used browsers.
- A secure and easy way platform that allows sharing Personal Health Information (PHI) through a fully secured platform
- User friendly interface that provides the ease of use to patients and service providers.
- Supports customized workflow that is related to strengthen the ability of the facility to implement the digital transformation projects.
- Send SMS messages to the patient to track the order status
- Controls the privilege of each user via access rights management page.
- Integrates using the standard protocols from HL7, API, xml and other industry standard formats
- Integrates with Pharmacy Information Management System
- Integrates with different databases such as Public Authority for Civil Information (PACI).
- Conforms to Health Information Exchange norms and can integrate with any Electronic Medical Records
- Search with different parameters such as national ID, name, phone number and records number.
- Patients can create orders and attach required documents
- Generate on-demand reports to track the department performance
- Manage logistics services
- Assign orders for drivers and track the delivery date and time
- Customized grid view that allow users to manage and control the queues
- Ability to enter different notes such as dietitian notes, physician notes, driver notes, logistics notes and receptions notes.
- Ability to enter notes for the patient
- Manage items dispensed for nutrition module
- Manage expiration dates for the order
- Ability to manage the next order dates for order
- Integrates with appointment system to manage the pick-ups
- Customized delivery reports and labels
- Integrates with patient chart tracking module to allows dietitians to request patient files if required
- Users will be able to choose home delivery or pick up from the nearest primary healthcare clinics (PHCs) or Hospital
- Manage returned orders with the ability to change departments for orders
- Customized audit trail to manage the order history by mentioning user, date and time.
- Supports the QR-Code scanning via mobiles and tablets.
- Supports the rejection with reason for staff and patients.
- Customized rejections lists. Manage rejections for patients and for the ordering physicians
- Ability to manage pharmacy workload and enhance the performance of pharmacists
- Integrates with patient 360 View
- Customized interface that allows users to access different information from same page
- Unique sequence numbering for the orders created for better management
- Integrates with EMRs for patient demographics, vital signs and allergies
- Ability to manage different department and roles privileges through the control panel
- Allow patient to create requests through a user friendly interface
- Allows patients to attach medical reports and supportive documents such as disability identity and national ID.
- Integrates with different mobile applications.
- Customized alerts and notifications to update the user with the status of each transaction..
- Management screen where a facility can control the different activities such as SMS content, list of items, Appointments types and referral types.
- Ability to integrate with payment module for delivery fees and items dispensed.
- Pull data from different sources and transform it into different statistical diagrams that help the facility in decision making.
- Identify staff members when creating user profiles. This will allow users to access the system and review the required work.
- Allows the activation/deactivation of the modules through a single click
- Allows the controlling of the services based on nationality
- Customized search filter such as by status, by driver or by department.
- Ability to use colour coding for indicators such as Boolean variables
- Integrates with Facility ERP or Inventory Management
- Control the ordering and the service availability and time automatically