

BPMS | Population Health Management

DIGITAL GATEWAY DERWAZA



The need is the beginning of the story

Derwaza | The Digital Gateway first emerged in MENA as a strategic response solution to the COVID Pandemic in Kuwait. Designed by clinicians with inputs from the local community, Derwaza has proven to be one of the most practical solutions for social distancing and mitigating the spread of COVID-19 in Kuwait. Due to unprecedented demand and the need for quick deployment, The core modules of Derwaza were first rolled out in a General Hospital and its associated 25+ Primary Healthcare centres, within a span of 2 months.

About the Module

To manage and successfully offer Population Health Management, it is critical to identify the adoption gaps, address the unique needs and provide a seamless experience for both patients and providers. Derwaza enables caregivers and patients to securely access patient data and perform a wide range of patient centric activities using any mobile device. The solution aims to promote the concept of digital health.

It serves as a medical resource with links to information for your hospital stay, medications, allergies, immunizations, and lab results. It is designed to

communicate non-urgent information such as office visit reminders, routine test results, medication, consumable requests and to securely communicate with your healthcare provider on non-urgent matters, using virtual visits and electronic messaging.

Derwaza combines the traditional features of a patient portal with engagement tools for people to proactively manage their health. You can renew prescriptions, request referral authorizations for specialist appointments, and access quality health and wellness information at your convenience.

Module Highlights

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Key Features

Call Center | Send private, secure messages to your doctor/healthcare provider and receive responses

Appointments | Enable your patients to book a time slot at their convenience, reduce wait times with a waitlist in case a healthcare professional is unavailable, and reduce no-shows with automated reminders.

Telehealth | Integrated model that allows patients to communicate through video call with service providers

Public Relationship | A view integrated with EMR that helps facility's PR Officers to identify patients' locations with a multi search criteria

Delivery | Patient can request a medication refill, consumables, dermatology medications, choose the preferred Primary Healthcare Center pickup location or home delivery. Request can be made in less than a minute and is powered by a smart workflow mechanism.

Payment | Integrated with payment gateways (such as KNET) that allows patients to pay the bills in through a secure platform.

Nutrition | A customized workflow that allows patients and doctors to order supplements electronically.

Referral Management | Manages internal and external patient referrals between healthcare providers.

Chart Tracking | Allows the request of patient files from the medical record department

Reporting | Allows the facility to automate report generation in different formats such as PDF, Excel and etc..

Registration Management | Manage all of your patients' information reliably, quickly set up recurring appointments, accept online payments, and analyse the data to find useful business insights.

Swab | A virtual clinic that allows the infection control department to manage the swab requests and appointments.

Complaint Management | Allows the documentation of complains received inside a customized templates.

Ticketing | it allows the management of users complain and change requests received from Primary Healthcare centers.

Medical Report | Manages medical report requests from patients to facility.

Phone Index | Management of all phone numbers and extensions inside the facility

Triage Away | Allows service provides to redirect patients who visited Emergency to PHCs.

Meeting Management | allows meeting invitations and documentation of MOMs.

Achievements | Manages the achievements by documenting the title, description and date.

Prescriptions | Allows doctors to prescribe medications and manage refill activities

Endoscopy | focuses on all Endoscopy inpatients and outpatient procedures and provides a platform to manage the patient care plan

Dashboards | the module allows the facility to track the performance of the users , in addition to create customized Key Performance Indexes as per the need.

Benefits

Derwaza enables Healthcare organizations to expand preventive care, encourage wellness programs, and embrace cost reduction strategies.

Derwaza empowers your patients by providing them secure online access to their health information and makes it simple for you to achieve your Patient Engagement goals.

There is no need for your staff to compile and transfer electronic copies of health information to your patients when requested. Valuable time is saved.

Easy customizations to suit the ever changing requirements of the organization.

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.
- Ability to track all actions related to a specific user by documenting the date, time and the username.
- Controls the privilege of each user via access rights management page. This allows facility to manage the employee profiles.
- Integrates using the standard protocols from HL7, API, xml and other industry standard formats
- Integrates with different video conference platforms such as Zoom.
- Integrates with different Business process management systems (BPMS) such as Human Resource Management System (HRMS), Billing system, Document Management System (DMS)
- 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 access their medical record data such as lab results, radiology results and medications.
- Users can attach different health related documents either via photos or libraries.
- Integrates with different mobile applications.
- Customized alerts and notifications to update the user with the status of each transaction. Notifications can be sent either by SMS or during login.
- Single sign on capability ease of use for service providers inside the facility.
- Management screen where a facility can control the different activities such as SMS content, list of items, Appointments types and referral types.
- Secure payment platform that can be integrated with different payment gateways such as KNET.
- 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.
- Manage patient profiles that can be customized based on the facility requirements. Information can be extracted from PACI or through EMR Integration.
- 360 degree view for the patient records that allows the service providers to review the patient e-file from same screen.

