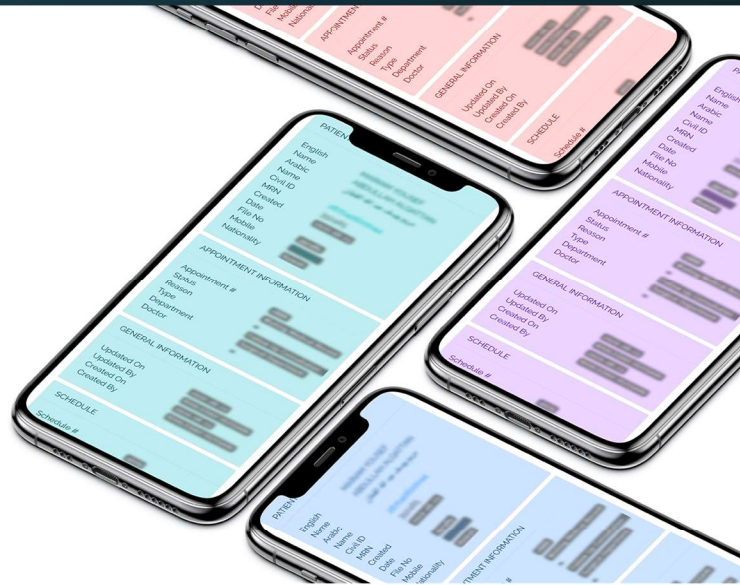


BPMS | Population Health Management

# CLIENT RELATIONSHIP



## The Need Is The Beginning Of The Story

Today's healthcare facilities have complex security and operational needs. Their premises serve hundreds and thousands of patients and their visitors every day. To manage these visitors and patients at the reception area with the paper-based system is basically a very tedious and nonsecure task. The dimensions and complexity of security and operational challenges the hospitals face due to this paper-based system make it imperative that they need a strong and efficient Client Relations (CR) system in place. An ideal CR system enables automated check-in processes which result in a decrease within the pressure of handling visitors, eventually leading to building the reputation and brand image of hospitals, which is an important factor for patient satisfaction.

## About The Module

The CR module was designed to address specific workflow challenges for Receptionists, Clerical staff, service providers and hospital management who needed to constantly monitor and track patients' flow in the facility.

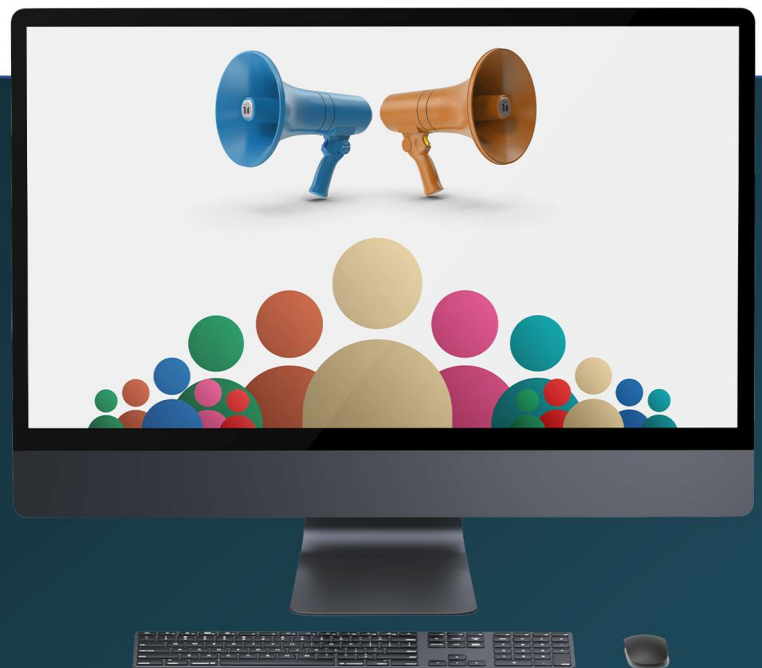
The module provides a comprehensive view for all patients admitted in the hospital and enables users to track the patient admission, discharge, transfer and service providers to identify the patient location. For hospital management, it gave them a census view for all

patients active in the facility and monitor the length of stay (LOS) for all patients in different locations. The module integrates with the Electronic Medical Records (EMR) to gather patient demographics and ADT information.

A federated search capability allows users to search for a patient using multiple parameters such as name, phone number, medical record number (MRN), location, National ID etc.

## Module Highlights

- 01 Web Based platform
- 02 Customizable & Configurable Patient Lists
- 03 Integration with EMR and CIS
- 04 Supports HL7 messaging
- 05 English and Arabic Interface
- 06 View on PC, Tablet or Smartphone



## Key Features

- Web-based platform that is web responsive.
- Each patient list is built and displayed in whatever way is most convenient and meaningful to the provider
- Understands which visitors are on-site at a glance from a single dashboard
- Federated search using several parameters such as name, phone number, national ID, nationality etc.
- Essential tool for medical record clerks to identify patients' locations
- Provides a list view of patients by nationality, date of birth, length of stay, name, ward name, department, and medical record number.
- Configure lists to determine when patients should be added or removed, or what demographic or clinical information should display for a patient
- Customize which columns to hide and / or appear
- Create, edit and delete lists
- Share patients or an entire patient list with other users
- Patients could be added based on relationship to a provider or to an entire group, or based on other criteria such as location of the patient within the hospital.
- Multiple lists can be combined to show all patients on all lists at once. For example, the rounding lists for all physicians in a group could be combined to see all patients the entire group is currently responsible for.
- High level of flexibility/configurability to support a wide variety of workflows
- Multiple patient lists for different workflows that are automatically kept in sync
- Display demographic or clinical information about the patient
- Ease of administration
- Integrates with different Electronic Medical Records (EMRs) and Clinical Information Systems
- Supports integration via the standard protocols such as APIs and HL7 messaging
- Generates on demand reports in different formats such as excel and PDF
- Supports English and Arabic language
- Module is protected and secure with high security standards
- Can be viewed on all standard browsers on a PC, tablet or smartphone.
- The solution can be scaled up from a single clinic to any size of clinic chain or hospital.
- Easy maintenance - remote configuration, meaning there's no need to install software or hardware at staff workstations.
- All patient-facing interfaces and communication are designed to ensure privacy and security of transmitted information.

## Benefits

The CR Module increases clerical users' adoption to digital transformation. The multi lingual and intuitive interface enables users to seamlessly cross over from their current manual workflow to a digital one.

It also increases the service providers satisfaction by virtue of its ability to easily identify the patient location during rounds. The time they wasted on

searching for patients is now used directly for patient care which results in positive clinical outcomes.

In pandemic situations like COVID-19, where an outbreak is tracked to a certain department or room, the CR module helps in obtaining retroactive reports of everyone who may have been in that location.

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