Practice Management Software

Family Medicine Rural Health Clinic

Stepping in as a technology partner to a growing RHC for building a modern integrated ambulatory PMS in order to improve patient experience and ensure regulatory compliance.

OBJECTIVES

An RHC's CMO reached out to us needing a custom PMS, medical practice management system software, including EHR, electronic health records, medical billing and prescriptions and a healthcare CRM.

A few specific needs were patient health insurance eligibility, automatic posting of ERAs, electronic-remittance advices and importantly, a patient portal with a clear intent on quick and easy patient interactions.

APPROACH

We were asked to put a team together to start work on a priority basis. We requested for a series of conversations to better understand the requirements in order to create a reasonable strategic roadmap for system development, improvements and implementation.

And so the journey began, where we started acquiring knowledge interacting with them about their business operations and regulatory compliance needs. At the same time picking up specific pain points in the framework as well as their familiarity to certain technologies and platforms.

AT A GLANCE

PRESENT

Health CRM and patient portal to support patient and family engagement bring better patient experience through seamless communication, integrating secure messaging technology for SMS, fax, voice calls as well as video conferencing to enable Telehealth services.

NEXT

The next stages are feature development and integrations to make health insurance claims, do medical billing and keep electronic medical records.

SOLUTION

Scoping and Planning

The important steps of bringing together the scope of work and thereafter a project plan were carried out working with the client's representatives/team. This included co-development needs, work breakdown, communication and reporting plans.

Technology and Platforms

Some technology platforms were considered primarily for mandatory and likeable features such as Office Ally™ EHR 24/7, OpenEMR, Claris FileMaker with some useful plugins, Change HealthCare system APIs, Weno Exchange ePrescribing service, Whereby video conferencing and Twilio customer engagement platforms.

IT Infrastructure

Some IT infrastructure objectives were also outlined, like offline usage of the system and utilising AWS cloud platform for document storage, business continuity and disaster recovery planning.

Collection of Subsystems

There were several subsystems parts to be developed and the work continues to happen in stages as per the roadmap.

The focus was clearly to continue to digitally transform the operations for better patient experience as well as keeping in sync with regulatory compliances.

FUTURE PLANS

Interest in becoming an FQHC

Federally Qualified Health Centers serve medically underserved areas and populations, providing primary care services on a sliding scale fee based on patient's ability to pay.