# Web Based Practice Management System

Executive Summary

Just imagine the difficulties faced and time consumed by medical practitioners while maintaining proper records of their patients manually who visited them regularly. This was the concern for one of our client who experienced similar problems. They were in search of a reliable partner who could provide them with a perfect automated solution. Our client had the objective to develop a hassle free system that can organize the records and help them out in maintaining them with proper tracking, scheduling, insurance verification, claims processing and billing functions. To achieve what they aimed for, the client firm approached Mindfire Solutions and informed us about their requirement.
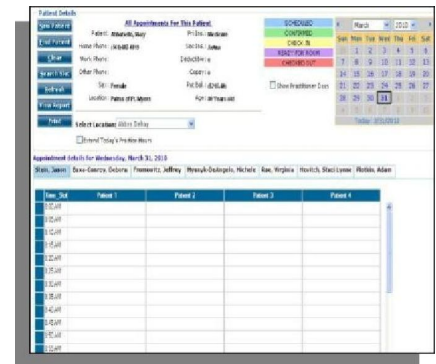
Aiming on what they required to achieve, the client firm discussed their concerns with Mindfire's technical team.

We took the responsibility to provide best suited solution to our client. Mindfire stood up to the expectations of the client and strengthened its business relationship with the customer by delivering them with a feasible and robust application.

About our Client

Client Healthcare Systems Provider| **Location** FL, USA | **Industry** Healthcare

Business Situation

Our client was using manual procedures for recording, tracking, scheduling, insurance verification, claims processing and billing which consumed a lot of time and effort .This made the client desperate to look for a quick and easier way of doing the tasks. The client approached Mindfire Solutions and shared their thought in order to avail an end to end solution. They wanted someone to explore the thoughts and come up with an advanced and better equipped automated application which can accommodate new Federal HIPAA regulations.

Mindfire Solutions stood up to the expectation of the client and delivered a system that exactly met their objective. They went on to deliver a web based practice management system which was an automated system built to assist the client in easily managing his daily tasks. It comprised of 3 parts: Patient Registration, Physician Scheduling and Billing. The designs were implemented with new technological innovations as well as integrated existing independent application systems .Mindfire's strength of analyzing the requirements and delivering suitable solution with required features played an important role in taking decisions. This made the client very happy with the final product and the expertise, support and skills that Mindfire provided.

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Solution Details
The Mindfire Solution

After a lot of brainstorming sessions between the two parties and amongst the developers, our development team finally came up with a feasible solution of developing 3 different modules that would be implemented in the application . These three modules developed acted as agents in the application to streamline the process. Detailed description of each module is described below:

Patient Registration:
- This module allowed adding new patient to the database
- Allowed patient insurance and contacts information along with emergency contacts
- This module also had an extensive search mechanism in finding patient's name along with quick summary on the patient's dashboard

Scheduling Part:
- This module featured Appointment templates which were applied to a Physician with different time intervals and with blocking slots options with some template descriptions
- User can extend Practice Hours for a day to schedule appointments through Extend Template Timing
- Quick view of Physician availability in different locations for onsite appointments
- Features like Wait List, Recall visit, Cancel and No Show visits, Re-schedule Appointments were implemented
- Other options like Cut, Copy, Paste and Delete was made available
- Features like Financial Payment Receipt at Patient Checkout were included
- This section was also provided with an option to reschedule appointments
- Payment receipt production at patient check out facility was incorporated
- Practice View according to view Preference set of Physicians
- This module included Reports like Master Schedule List, Confirmation Report, Wait List Report, Recall Report, and Template Report.

Billing Part:
- Adding charges to patient account. Charges get pulled on the basis of contract setup done which is based on specialty, locality, year and state. While adding charges user can also distribute the payment on the charges on that page itself and it saves user time.
- Approving the visit for claim filing. Claim can be approved/filed multiple times of each cpt with one insurance company or with different insurance company's without closing the previous claim
- Claims were filed in 2 modes HCFA 1500 paper claims or 837 electronic claims
- Manage Patient Accounts: The main purpose of this section is to make adjustment on the patient account, making refunds and patient payments; there is one special module which manages the unapplied credit of the patients
- Manage Claims: There is a separate section where back office staff can search what is the status of the claim how many are paid and how many are with insurance payer etc. They also can see how many are rejected, what data is missing etc.

- Getting insurance payment: There is section called EOB where billing staff can enter insurance payment by entering allowed and paid amount, the rest of the amount like disallowed and transfer balance is calculated and patient account gets updated automatically

- Client bills and statements can be easily prepared in printed format after calculating the amount from various sources. As a result the final bill can be right away sent to the patient

- Advance payments can be received in billing system and can be put them in separate batches. User can then distribute those advance payments accordingly

- Payments can be distributed on a single page for both patient and insurance

- This software system can run independently as well as integrated with EMR to make the Practice Management System a complete solution. All of the information captured during a patient's visit – including lab and radiology orders, procedures, and ICD to CPT coding – are all a part of the electronic patient record, and are automatically transferred to the electronic claims

Achievements

It was a learning curve for the team of developers at Mindfire as developing a Web based practice management system accommodating HIPAA Standards was totally new concept. The end result delivered by Mindfire Solutions, was something that helped the client meet their objective. The major focus of Mindfire was to satisfy its client. On top of it, the client had a more stable and advanced solution that could work for on-site as well as off-site Dermatology clinics.

Technologies

ASP.Net 3.5 Framework, C#, MS SQL2005, AJAX 3.5, SQL Reporting Service 2008, ITextSharp DLL.

Final Results
Software System

Patient Information   *Patient Contact*

Confirmation

Appointments

Claim Inspector

View Deposits

Customer Benefits

As the application was user friendly and fully automated the client got highly impressed. It reduced client's effort and time spent on managing records. Finally they got a better way of dealing daily tasks of tracking, billing, registering, scheduling and managing processes for patients.

Future relationship

Mindfire established a strong relationship with the client firm and they have offered us the maintenance of the application. Mindfire has already started work for some other project of the client with the same team in place.

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