Overview:

The project involved integrating critical functionalities with Practice Management System for a highly respected and well-established player. The client used the integrated application to ensure access to appointment functionality for both therapists and their patients, notification management. This project enabled them to ease the process and seamlessly improve scheduling sessions. The client's customers use this as a one-stop solution to manage the day's schedules and events accordingly.

Client details:

Name: Confidential | **Industry:** Healthcare | **Location:** USA

Technologies:

3rd party Calendar tool

Project Description:

The client had two separate applications for Mental Health Professionals. The main application is a practice management system, and the other a scheduling application. As the client's user base grew, it became difficult to manage two separate applications for various users. After analyzing the client's need, team@Mindfire offered to integrate Full Calendar, a 3rd party JS plugin, into the PMS. Additionally, functionalities like staff management, notification tool, secure portal, appointment administration were implemented. This project enabled the client to seamlessly improve scheduling sessions, book, update and manage appointments. It was critical to have an intuitive and user-friendly UI/UX, which helps ease the process and have the functioning application up and running without delay. Some salient features of the application:

- The calendar gives a graphic view of one's appointments and other events with numerous details related to the event itself. The user can view the details in three formats Daily, Weekly and Monthly. The therapist can send available times to their patients using the appointment request tools. It helps the patient to book their schedules in their portal as per convenience.

- Generally, the user face issues in managing different contacts. The team built a section to save contacts in distinct categories like Events, Groups, and “Other Person” contacts. Client contacts have a dedicated tool for managing Sessions, Payments, Insurance, Medication, notes, etc. Groups are created by assembling various client and non-client contact and can be used for holding Group therapy sessions.

- This appointment reminder tool can send customized email and text reminders to the therapist and the clients about an upcoming appointment. The user/therapist can choose from a variety of available templates to use while composing the body of the reminder message. Additionally, the message timings can be customized.

- Due to the high volume of documents generated, it became difficult for the client to manage data. The team built a customized note tool to upload notes in a structured format such as Treatment Plans, Progress Notes, or open-ended like a personal psychotherapy note. There is an option to upload a handwritten note to the client's chart. This ensures the therapist can access documents in a flash.

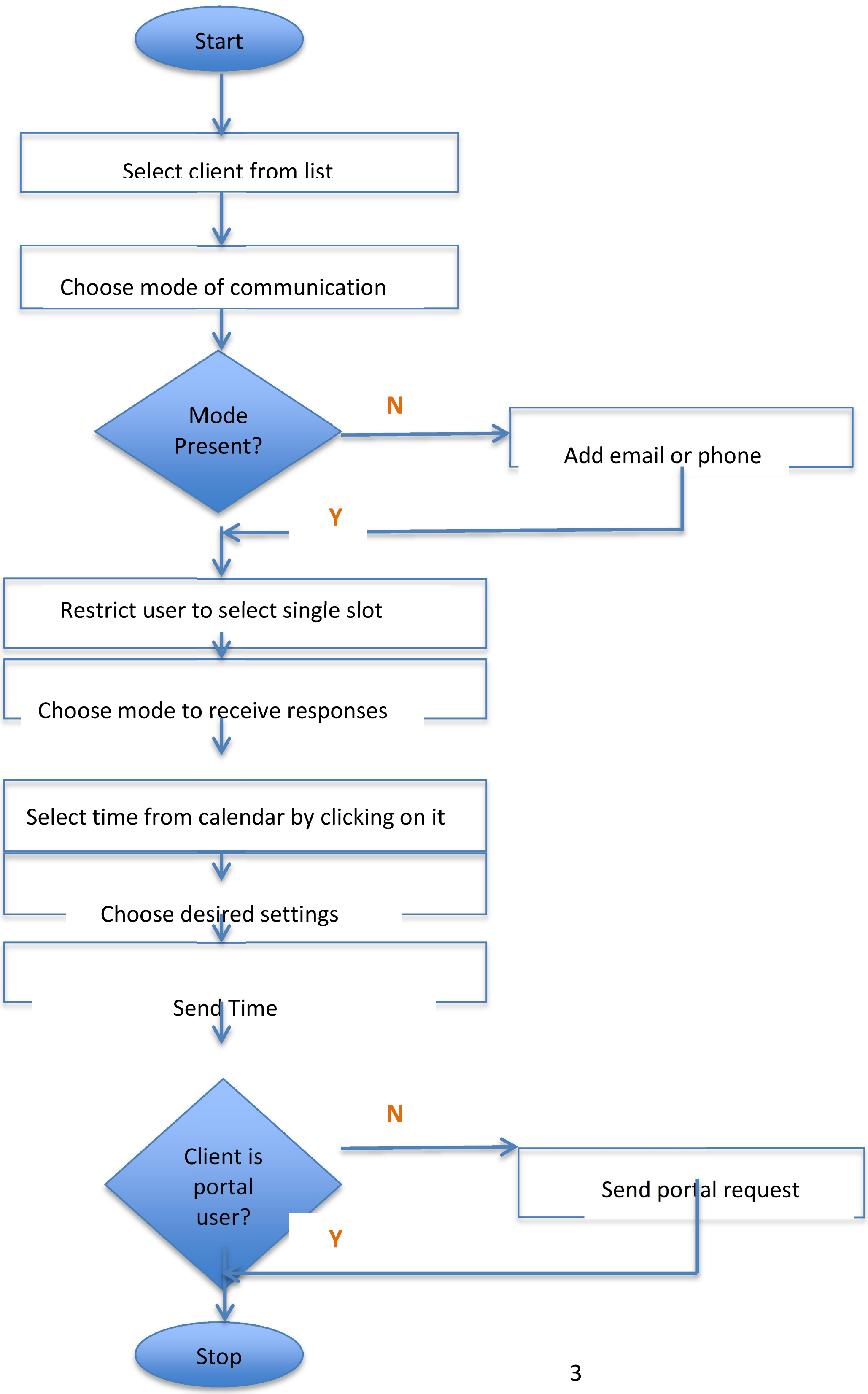
- Reports section generates reports on various aspects of the application like Statements, Receipts, CMS forms, Financial Reports, Clearinghouse Reports, Activity logs, PHI records, etc. The therapist can download and save the files or email them securely to the client’s portal account.

- The patients can access their details via the patient portal, which is integrated with email, video and, calendar functionalities. The team also ensured the email is HIPAA compliant. The patient can download the attachments and use the portal to join video therapy sessions. The therapist can book appointments by viewing the patient's schedules.

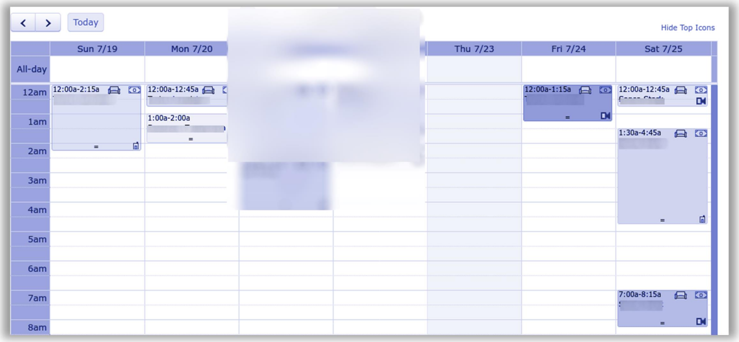
- Staff Management tool helps Office staff, interns, and accountants to work on behalf of the therapist with the minimum necessary permission.

- The Notification tool enables the therapist to stay up to date on the pending tasks such as payment/session addition, tracking rejected claims. It acts akin to system alerts and displays reminders added for self and memos received from other staff members.

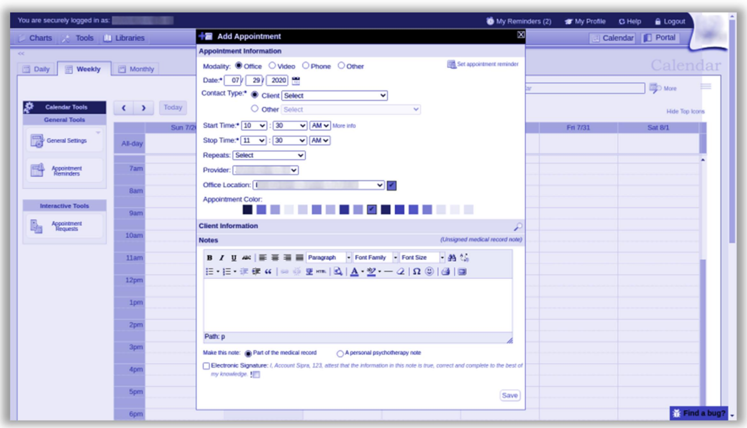
Flow Diagram: Appointment Request Tool



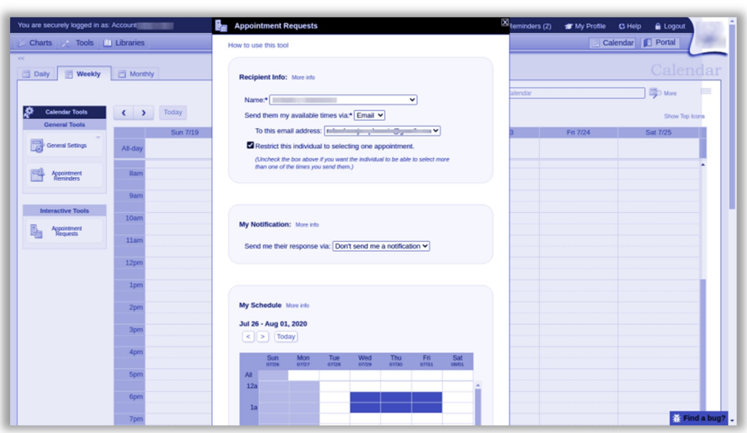
Screenshots



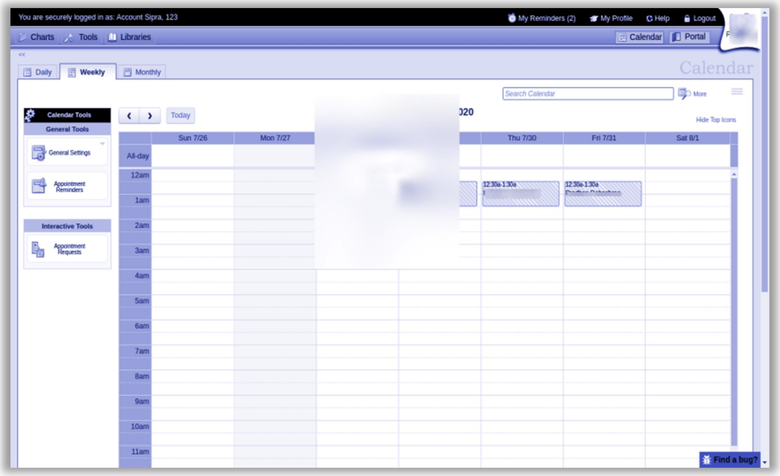
Screenshot 1: Weekly Calendar View



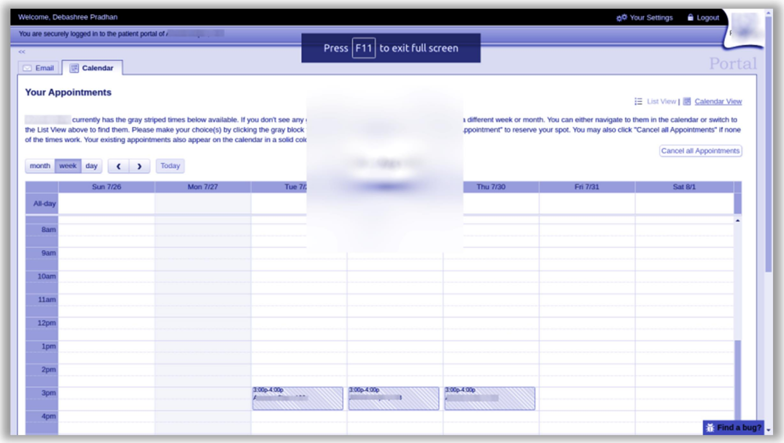
Screenshot 2: Schedule Appointment



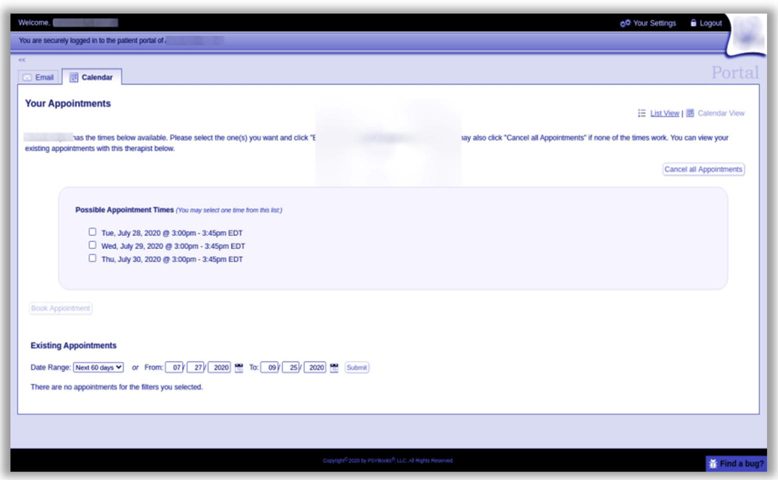
Screenshot 3: Send Appointment Request



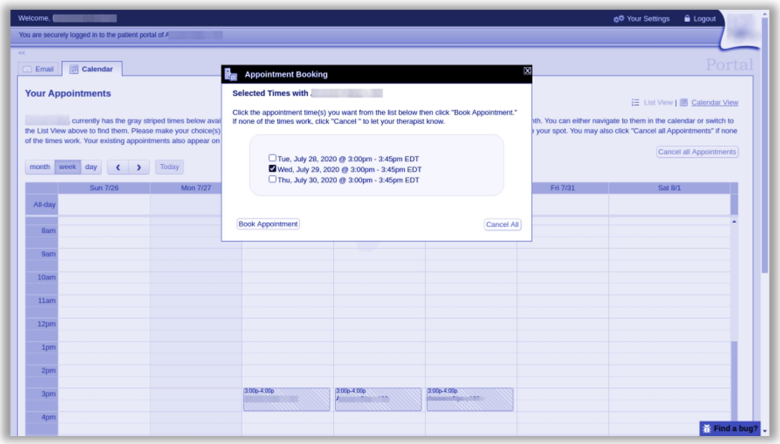
Screenshot 4: View Appointment Request



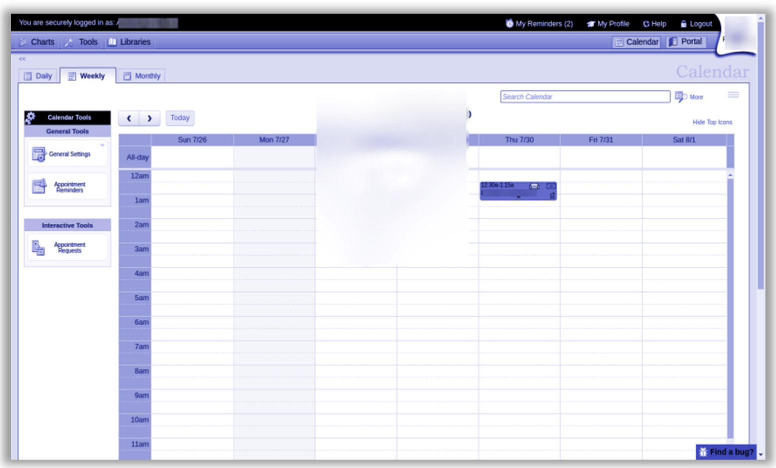
Screenshot 5: Scheduled Calendar View



Screenshot 6: List View



Screenshot 7: Patient Scheduling View



Screenshot 8: View Booked appointments