

## Overview:

This solution was built for a reputed chain of eye care hospitals in UK. The client ranks amongst the leading and oldest establishments in the field of Lasik laser eye surgery. Known for its unique consultative approach, the client has a reputation for setting very high standards of care delivery. One factor they feel has contributed significantly to their success over the years has been their proclivity towards leveraging information technology to serve their primary functions.

Mindfire Solutions was approached to offer solutions for two different facets of their work: patient portal and inventory management. Each plays a critical role in the overall delivery of their services.

## Client details:

**Name:** Confidential | **Type:** Healthcare | **Location:** UK

## Technologies:

FileMaker17, PHP

## Project Description:

In its existing state, the patient portal did not allow the client to meet many of their desired objectives. Its primary utility lay in facilitating the execution of their core services only. They felt that there existed a gap; that of establishing and nurturing a relationship with the patients while serving their needs. In order to become the most recognized and preferred player in their field, they had to be different. And they strongly felt that they could achieve it only by lifting the nature of experience they offered their patients at every touch point.

With the extensive upgrade that was made possible by the team@Mindfire, the system took the exact shape the client wanted. Besides being comprehensive, it offered the client the technical backbone they were seeking to accomplish their goals. A brief on the prominent activities the patient portal assists in is as follows:

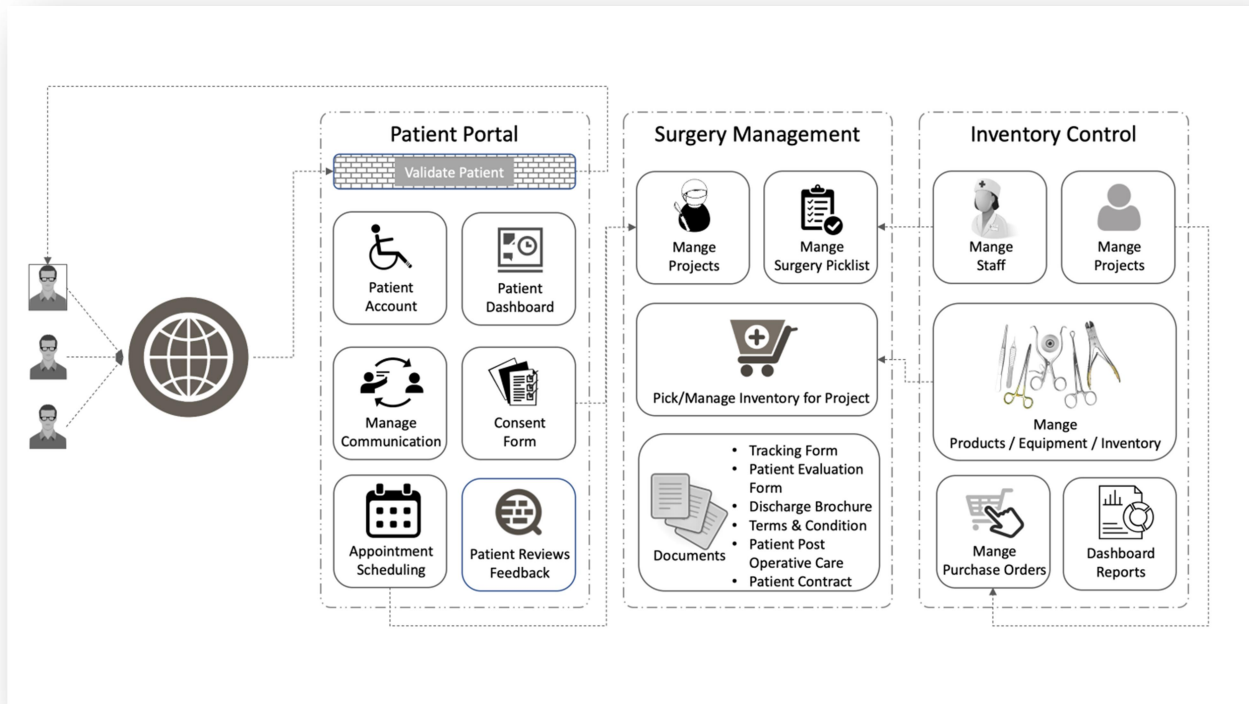
- Interested individuals submit forms in the web portal sharing their queries. All such entries are treated as 'leads'.

- Leads are gauged for their need for medical assistance. Those that qualify are categorized as “patients”. Corresponding accounts are created in the system for them.
- All such entries are then fed into the CRM system.
- The patients in turn are informed of their status quo through emails which have their login credentials.
- On logging in, patients are required to upload their details in the system. The form used for this is quite detailed and captures their demographic information (age, occupation etc.) in addition to all other details that can potentially assist their treatment ( GP details, Allergies, Medication, Medical history etc.)
- On getting access to the required information, the administrator maps patients to available physicians and updates the appointment schedules in the system for the patients to refer. A pdf version of the patient-information can be exported.
- A similar flow is undertaken to include professionals (e.g. freelance medical practitioners, vendors) who have a role to play and are keen to become a part in these establishments.

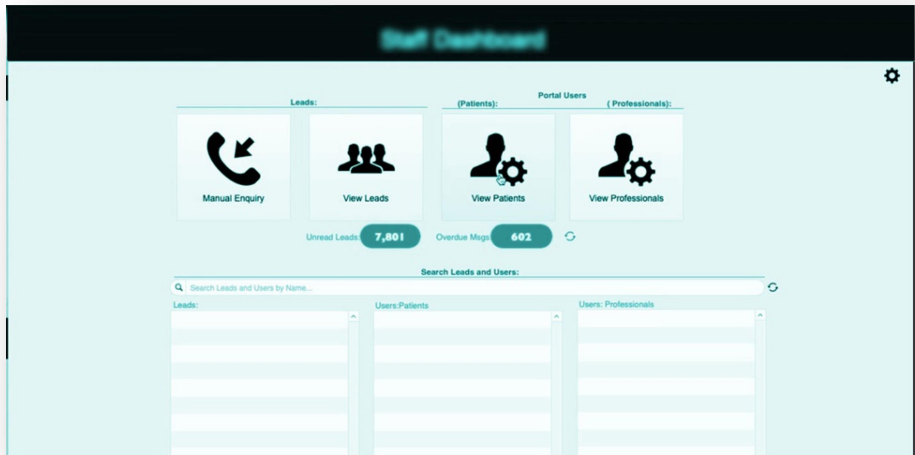
Some of the features that needed development from scratch are:

- Patients tracking (Enquiry to Surgery).
- Patient detail section with provision to enter the different types of diseases along with previous medical history
- Report management with different patient stages along with graphical representation.
- Auto responder email with HTML body content when a user contacts through web portal
- Online Signature using Canvas in Web Direct that allows patients to sign online
- Inclusion of the “Professional” section
- Developed feature similar to an email wherein patients can send queries to physicians directly through FileMaker/Web Direct.
- Patient’s Review/Feedback
- Conversion Monitor Reports

## Architecture:



Screenshots



Screenshot 1: Primary Components

Leads - List

Search

Pending Enquiry

Alert Email

Current Record Number: 1

Showing 6251 Records, out of a total of 6251 (click to Show All)

Options

Find

Next

Last

Portal Account Created

Created

Form

Contact Name

Captured By

Source

Status

Patient Number

Consent To...

Hold Data

Marketing

Patient Portal Registration

Reason For Contact

Enquiry

Q

16/05/20 17:55

Telephone Call

Test

Lead

No

Q

06/01/20 19:03

Telephone Call

Lead

AMD

Q

02/01/20 12:26

Telephone Call

testing Hello ja

Advertising Other

Lead

Cataract Enquiry

Q

30/12/19 11:33

Telephone Call

Test mindfire

CFS Staff

Lead

Yes

Yes

CFS India

Q

19/12/19 00:25

Telephone Call

ujwal

Lead

Q

13/12/19 15:26

Telephone Call

ankit

Lead

Q

13/12/19 15:20

Telephone Call

ujwal

Lead

AMD

Q

13/12/19 15:00

Telephone Call

rajul

Lead

AMD

Q

09/12/19 16:28

Telephone Call

Ramit

Lead

Q

09/12/19 16:12

Telephone Call

test

Aaron Reed

Facebook

Lead

Q

04/12/19 15:33

Telephone Call

kagil

Lead

Q

29/11/19 17:05

Telephone Call

Rahul

Google

Lead

Screenshot 2: Leads List

YOUR INFORMATION

My Photo

Personal Details

You & Your Vision

Next Steps & Kin Details

GP & Optician Details

Allergies & Medications

Eye History

Medical History

Family History

Agreement & Signature

MY Photo

My Photo

Save

Screenshot 3: Patient Information Form

Logout

My Account

Welcome to your Dashboard

Unread: 16 Overdue: 0

All

Unread

Correspondence

Medical

Finance

Send a Message

Type	Subject	Att.	Sent / Received
correspondence	Your password change was successful.		Mon, 18 May 2020 16:12
correspondence	Your password change was successful.		Sat, 16 May 2020 22:48
Correspondence	1		Sat, 16 May 2020 22:34
Correspondence	Hi, Please Ignore		Sat, 16 May 2020 21:35
Correspondence	Test		Sat, 16 May 2020 21:22

Select a message from the list above...

Screenshot 4: Patient's Dashboard

# Patient Portal for Eye Hospital



**Portal Account Management:**

Flag account for abusive behaviour

Create Account

Delete Account

Reset Password

Disable Account

Enable Account

User Account Status

Requested Name: **Shiraz** Email: **shiraz@corretorsight.com** D.O.B: **01/02/1960**

Address:

**Activity** **Messages** **Appointments** **More**

**Create Message**

In/Out	Type	Subject	Received
	correspondence	Your password change was successful.	Fri, 26 Jun 2020 13:53
	correspondence	Your password change was successful.	Mon, 15 Jun 2020 12:38
	Correspondence	Test	Sat, 16 May 2020 22:00
	correspondence	Your password change was successful.	Sat, 16 May 2020 16:06
	Correspondence	test message	Sat, 16 May 2020 15:45
	Correspondence	Testing to disable	Fri, 24 Apr 2020 16:37
	Correspondence	attachment	Thu, 23 Apr 2020 13:07

Unread Messages: **3** CFS Unread Messages: **0** User Unread Messages: **3** Overdue Messages: **0**

Screenshot 5: Portal Account Management

**Your Information:** **Shiraz Mansoor Daya**

ALLERGIES: **NO** **Yes** **List of Allergies:** Hay fever, Hay fever, Sulf

**PERSONAL DETAILS**

Full Name: **Shiraz Mansoor Daya** **NEXT OF KIN:**

Address: **21 Dunes Way** Name: Relationship:

Postcode: **KT22 8LU** Please indicate the authorized person to speak on your behalf:

NHS No: Contact Details: Relationship:

Home Tel: **01342 306020** Name: Relationship:

Mobile: **01342 306020** **HOW DID YOU HEAR ABOUT US?**

Email: **shiraz@corretorsight.com** **REFERRAL:**

Date of birth: **01/02/1960** **(ddmm/yyyy)**

**GP & OPTICIAN DETAILS**

**GENERAL PRACTITIONER** **OPTICIAN / OPTOMETRIST / SPECIALIST**

Full Name: Full Name:

Clinic: Clinic:

Address: Address:

Postcode: Postcode:

Tel: Tel:

Speciality: Speciality:

**YOU & YOUR VISION**

What is the Reason for Enquiry? Does it involve driving at night?

What is your occupation? Does it involve driving at night?

**ACTIVITIES and CONTACT LENSES:**

What sports do you engage in? If you use a computer how many hours a day?

How many hours a day do you spend? Reading: Using computers: Driving at night: Driving:

**CONTACT LENSES**

Do you wear contact lenses? **Yes** **No** If yes, what type? **Soft**

How long have your lenses been out prior to consultation?

**MEDICATIONS**

Please list any medications that you are on and how often you take them.

Screenshot 6: Patient Information in pdf format