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Business Situation & Solution

The client for this Project wanted to develop a comprehensive solution for electronic handling of all the patient related data and workflows in a Dermatology setup. This had to be done adhering to the required standard formats and regulatory compliances as applicable to the industry. Before approaching us, the client had a system with limited features and functionalities. The first assignment involved developing a Patient Scheduling Module. The requirement was to have both an on-premise as well as a web version of the system. Pleased with the initial engagement the client went on to develop with us the complete solution that he had in mind. It enabled the users of the system to handle electronically all relevant patient data and each of the functional workflows as applicable to Dermatological setups.

About our Client:

Client: Confidential | **Location:** USA | **Industry:** Healthcare
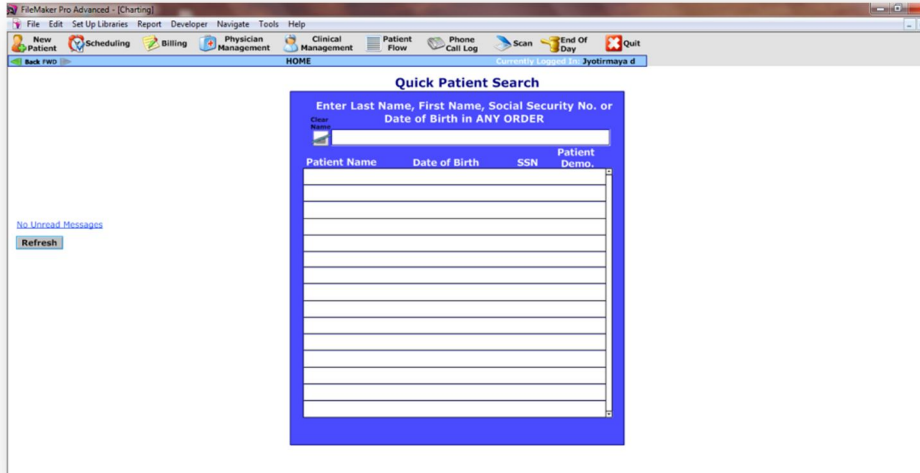
Technologies:

FileMaker

Preface

- Home Screen
- Scheduling Screen
- Patient Demographics
- Patient Complications
- Biopsies
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- Visit Note
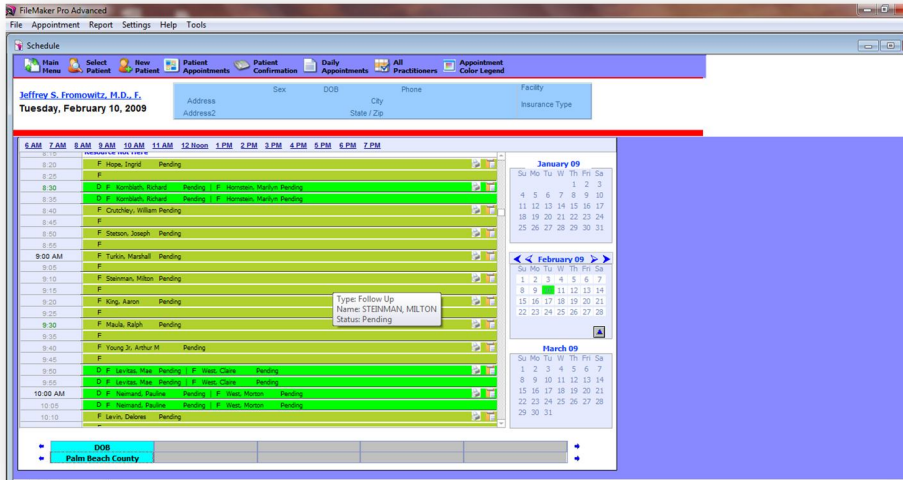- Report

Work Flow & Screenshots:

1. Home Screen:

This is the main screen from where different navigation routes can be taken up based on the activity /function which needs to be done. The administrator is given access to this screen. The various options operations which can be performed are as follows:

- New Patient Addition
- Patient Scheduling
- Billing
- Physician Management
- Clinical Management
- Patient Flow
- Phone Call Log
- Scan Document

The end of a day's activities can also be captured here. There is also a provision available to perform a quick search for patient information using any of the following field data which is available

- Patient First name
- Patient Last name
- Social Security Number
- Date of Birth

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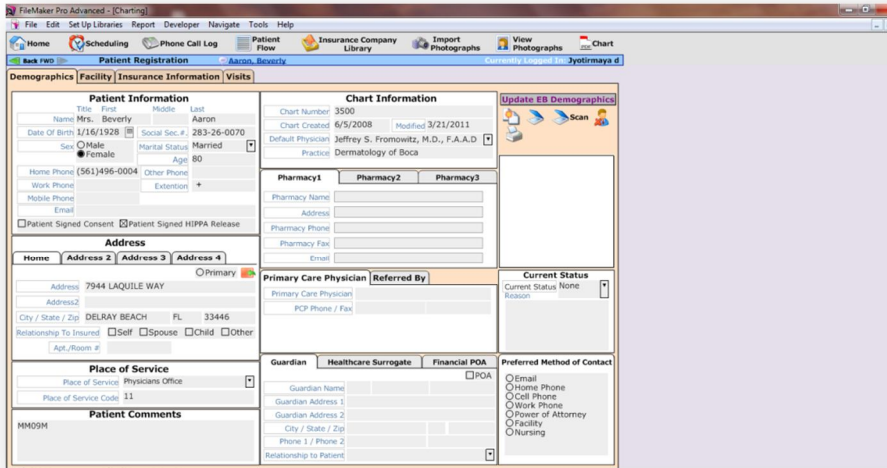
2. Scheduling Screen:

This screen shows the schedule of appointments for Physicians on a daily, weekly and monthly basis. Following are the features available in the screen to handle various functionalities

- Selection Providers (Doctors) from the database
- Selection Practices (Clinics) from the database
- New Patient Addition
- Selection & addition of Patients from the database
- Patient appointment schedule for the day/week/month
- Confirmation status of Patients for appointments
- Quick navigation to timeslots
- Multiple appointments
- Appointment overlap

For a specific Patient who has an appointment scheduled, the following details are made available to the physician on the screen:

- Name
- Date of Birth
- Gender
- Address
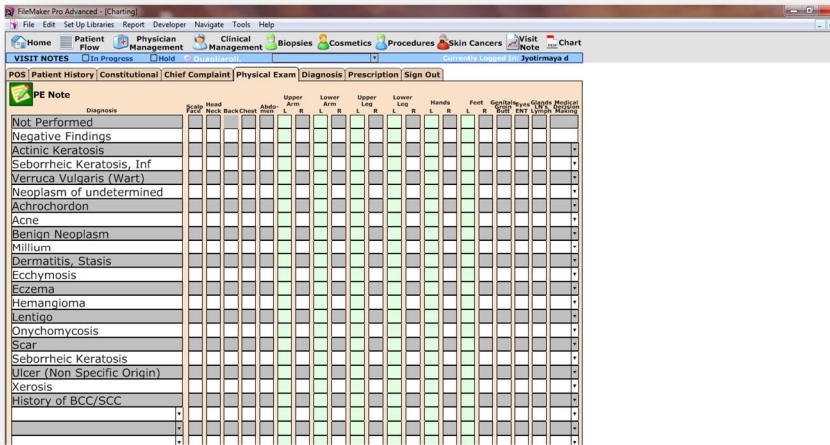- Contact
- Insurance Type

There is provision to generate customized reports based on need.

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3. Patient Demographics:

This Screen provides demographic information of Patients. This is the first step followed during registration of Patients .The others being those for capturing Facility, Insurance and Visit details. Information pertaining to the following is captured:

- Patient Information : Name , Age, Gender, SSN, Marital status, Contact
- Patient Address
- Place of Service
- Addresses of Pharmacies
- Chart Information
- Primary / Secondary Physician details
- Preferred method of Contact
- Current Status
- Patient Comments
- Patient facility relationship
- Patient associated insurance companies
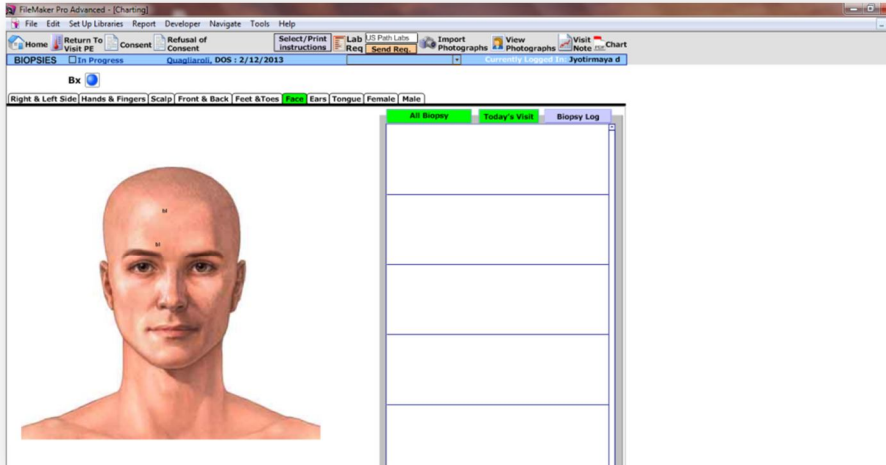- Patient visit lists

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4. Patient Complications:

This screen is used to capture details of physical examinations done on any Patient. The factors to be diagnosed are mentioned on the Y-axis against each of the body parts mentioned on the X-axis.
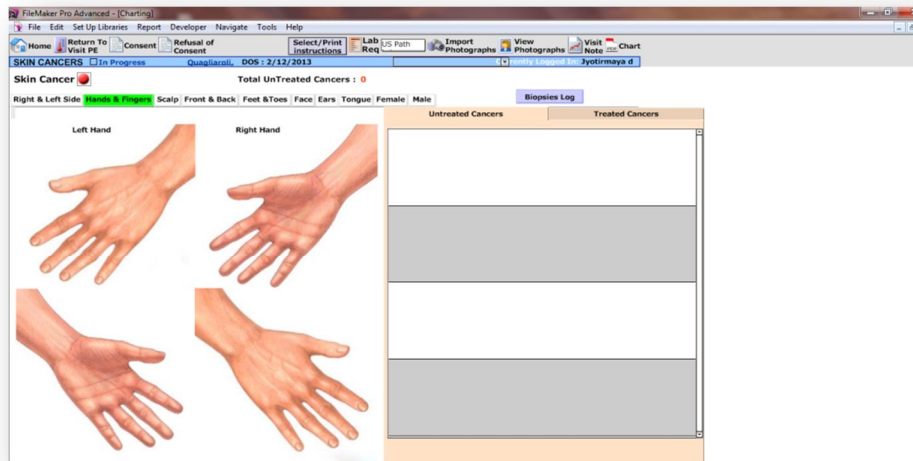
There are other tabs available which provide information pertaining to Patient History & Chief Complaints. They act as valuable reference points for making Diagnosis which is captured in a separate screen and so is the Prescription.

Information of each physical examination helps in prescribing appropriate medication.
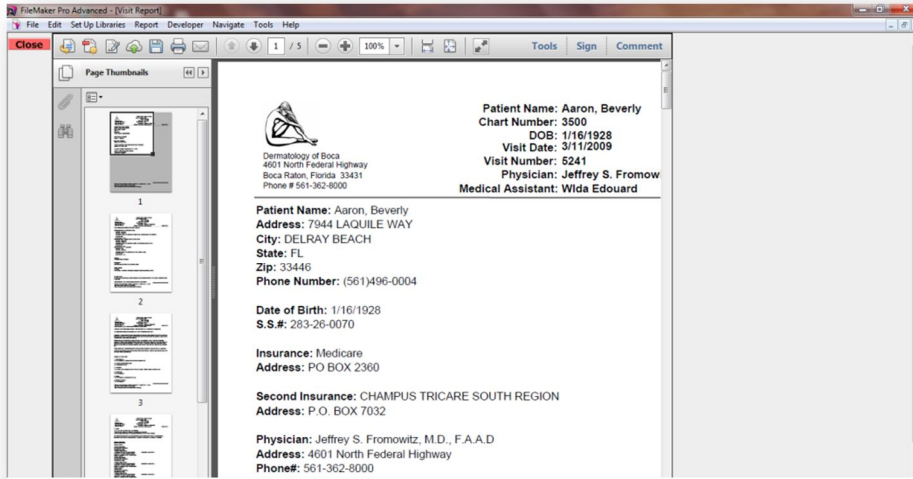
5. Biopsies:

This screen captures the results of Biopsies done on different parts of a patient's body. Photographs of the corresponding body parts can be imported and viewed. The affected areas for each of the parts are indicated in the images displayed. There is provision to capture comments by the physicians for each of the body part for which a biopsy has been done. Requests to lab can also be sent from the screen.
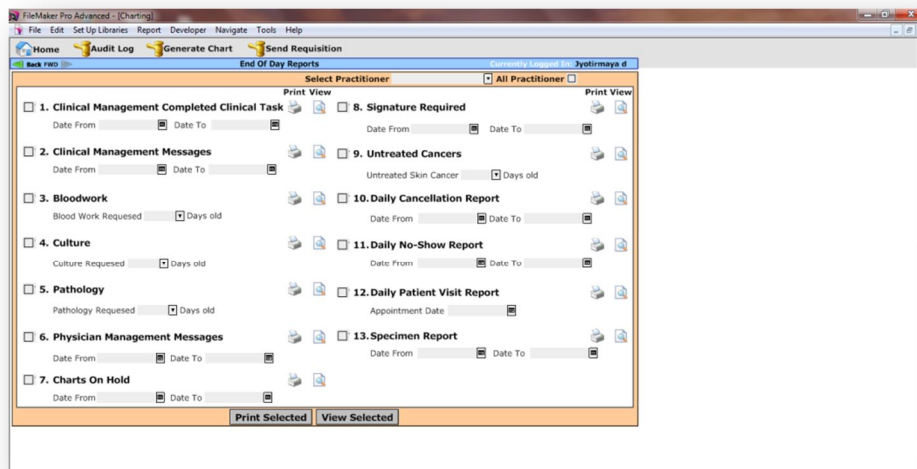

6. Skin Cancer:

This screen is used to capture details of presence of skin cancer on different parts of a patient's body. There is provision to capture details pertaining to the treated and untreated cancer for the various part of the body. Features allow importing and viewing of photographs as well as the option to send requests to laboratories.

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7.   Visit Note

This screen captures details of a patient visit. For the Patient, information related to the SSN, address and Insurance- both primary and secondary, besides others, are captured. Provider related information relevant details of the Primary Physician as well as the medical assistant. More importantly it captures all visits related information along with the diagnosis and treatments. Visit note is a PDF file which gets updated after each time on patient visit.

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8. Report:

The screen shows the reports that can be generated in a dermatology clinic using this system. Reports can be generated specific to Practitioners or for all of them collectively if the administrator has a need. Details of the reports are as follows:

- Clinical Management Completed Clinical Task: Captures all the information of the clinical tests conducted on the patient.
- Clinical Management Comments: Shows for a date range, all the Clinical Management comments after the clinical procedures.
- Bloodwork: Shows the details of the blood samples taken during the day.
- Culture: Shows culture details across the clinic in a given day.
- Pathology: Shows cases for which pathological input has been requested. Information is shown is terms of days gone by for which the request has been made.
- Physician Management Comments: Shows for a date range, all the Physician Management comments.
- Charts on Hold: Shows the charts which are withheld prior to signing out by the physician.
- Signature Required: Show the list of charts pending for physician approval for sign-out.
- Untreated Cancers: Shows instances of untreated cancer. The information is shown in terms of days gone by for which the event is pending.
- Daily Cancellation Report : Shows the encounters cancelled for a certain date range
- Daily No-Show Report : Shows the instances of Patients not turning up for a date range
- Daily Patient Visit Report : For a selected date, shows details of Patients who had paid a visit
- Specimen Report: Shows the list of samples sent to the lab for diagnosis.

There are options available to send requisitions, generate charts and get audit logs to track data modifications

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