

Case Study :

Automated Patient Portal

Client

A Polyclinic

The Task

To develop an Automated Patient Portal that gives a patient access to interaction with his / her physician(s). It also helps the patient to go about their medical procedures with much ease by using this automated portal at a minimal cost.

The scope of the proposed system included

Patient Scheduler: that allows a patient to book an appointment with a physician.

Problem Description Management: A sub-system that that is accurate enough to decipher the patient's current health condition.

Live chat: That allows Patient – Doctor Interaction through messages.

HL7 Message Template Management : This allows the portal to communicate seamlessly with other electronic medical record and practice management systems.

The Advantage

- Patients are given the facility to interact with their physicians without going to the doctor's office.
- Patients can access all medical related information and transactions made by them through the system.
- Patients can book appointments with their physicians without having the need to call the front office.

Functionality of the online Automated Patient Portal System

The portal provides a user name and password to the patient; which is then used to enter his/her details and schedule an appointment with the physician/s. The

patient can also chat with his/her physician and avoid waiting time and also avail instant medical opinion via this system. He/she has access to all charting information as this system is integrated seamlessly with another of Pratham Design Innovation's Solutions – a web based electronic medical records system using an HL7 Message template management system. Refills can directly be dispensed to the patient's pharmacy without having to visit the doctor, and access to lab reports is possible in the shortest time frame without having to wait. Also in cases of emergencies valuable life saving information is made available to the physician almost on the fly.

Pratham Design Innovation's solution:

PDI helped bring this unique concept to fruition by developing four main modules

Patient Scheduler: a unique feature that allows the patient to avail of the facility to book an appointment with a physician from the comfort of his home or office any given point of time.

Problem Description Management Subsystem: By combining Chief complaint (CC) and Reason for consultation (ROC) to relate to a series of questions the patient is able to accurately describe his/her health

condition to the physician.

A live chat engine: Developing a chat system allowed the patient to communicate with his/her physician and instantly clarify any questions he/she may have.

HL7 Message Template Management Subsystem : Developing an HL7 message template management system helped integrate the Automated patient portal to communicate with insurance companies, electronic management systems and practice management systems.

Technologies & Standards

- Dot net framework version 2.0 for development
- SQL Server 2005 for database
- Web services for integrations