

# Automated Patient Portal – a Case Study

## Client

A US based Healthcare Product Company

## 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 patients 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.

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## Functionality of the online Automated Patient Portal System

The Practice 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 binary's healthcare 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 with out having to visit the doctor, and access to lab reports is possible in the shortest time frame with not having to wait. Also in cases of emergencies valuable life saving information is made available to the physician almost on the fly.

## Binary Solution

Binary 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 port to communicate with insurance companies, electronic management systems and practice management systems.

## Technologies and Standards

Dot net framework version 2.0 for development

SQL Server 2005 for database

Web services for integrations