

PENDING FIXES ON EHR

- Our Nurses want the process of charting dispensed routine/ daily drugs to be easier. In the current implementation, individual drugs are charted for each client daily. Could all the drugs ordered for a particular client be available simultaneously, such that nurses can simply tick what was administered all at once?
- The dosage calculation tool, specifically with BD (twice-daily) medications, which is affecting the accuracy of the dosage on the client invoices. For example, a drug has been prescribed as 2 tablets in the morning and 2 tablets at night. However, in the invoice, only a single entry is being recorded, which does not accurately reflect the prescribed dosage or frequency.
- Issue with Manual Payment Reconciliation in Unpaid Bills Tab: Some clients make payments outside our system, which we need to manually input to update their outstanding balance.
- Is it possible to have a system (Payroll) where the monthly pay run for each subsidiary (RGH and RHA) is available on a single template?
- We want to be able to send payslips to RGH and RHA staff each at the click of a single Tab. In the current implementation, this can only be done one person at a time.
- Can the software notify designated staff members of our clients' birthdays? We would like the admin staff to get notified of our staff member's birthday, too.

Clients' Birthday:

faith.rockgardenhomes@gmail.com,
rockgardencsm@gmail.com

Employees' Birthday:

rockgardenhomeshr@gmail.com
rockgardenh@gmail.com

- We should be able to send emails/messages within the EHR application. Intra mail system for ease of communication, especially for staff outside the facility and as well for sending emails and documents to friends and families.

- The flag option for care notes under Care Management should be made to work. The system should be able to pick any staff on duty who is not charting (or has missed attendance / charting beyond 8 hours) and flag it possibly as Yellow (not red). It should subsequently have a section for managers to see such tasks as not done. Any other user-friendly.
- There should be somewhere on the home page for general announcements. Managers should be able to send information, and all staff should be able to see the displayed information, e.g. notifications about staff meetings, etc.
- We would like to have a staff-client matching metric for our RHA subsidiary (domiciliary care). When a service user requires a staff (e.g. Nurse, Nurse Assistant, Caregiver), the system should be able to suggest matching/suitable staff (with degrees of matching) based on specific preset parameters such as the service user's care needs vs staff's rated ability to provide certain aspects of care (e.g. dementia care, housekeeping, meal preparations, companionship, ability to lift, ability to manage challenging service users, ability to protect vulnerable service users etc), proximity to the client's residential address vs staff's own address, the service user's sex vs the staff's gender, language spoken, stated religions etc.