

The graphic features a central white box with a teal border and a stylized teal bracket on the left. The text 'FRONTIDA' is in large, bold, teal letters, while 'HEALTHCARE' and 'MANAGEMENT SYSTEM' are in smaller, dark brown letters. The background is a light beige color with a network of teal lines and dots at the top, and teal and white plus signs and wavy lines at the bottom. On the right, a woman in a white lab coat with a black cross on the chest is holding a black tablet. She has long dark hair and wears glasses.

# FRONTIDA

## HEALTHCARE

MANAGEMENT SYSTEM

# INTRODUCTION

FRONTIDA is a healthcare management system, that **integrates software with medical practices** to enhance efficiency, accuracy, and patient care.

It includes **key features** like **patient management**, **electronic medical records(EMR)**, **scheduling**(employees, appointments, surgeries), **billing**, and **reporting**.

This system **improves communication and enhances quality of medical care** by connecting different departments within a healthcare facility for coherent coordination and collaboration among the professionals.



# STAKEHOLDERS

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- Healthcare Providers
  - Patients
  - Receptionists
  - Administrators
  - Prior Authorization department
  - Insurance Providers
  - Vendors and Developers
  - Pharmacists
  - Laboratories
  - Patients' Families and Caregivers

# USER REQUIREMENTS

- **Healthcare providers** must register and admit patients, manage demographics and medical history, schedule appointments, and track patient visits.
- **Patients** should decide on the scheduled appointments, view medical records securely, and receive appointment and medication refill reminders.
- **Receptionists** should do the journey surveillance of the patient and give acceptance in the name of the patient for the meeting schedule.
- **Administrators** must be able to control data access, patient information and manage user roles.

# USER REQUIREMENTS

- **Prior Authorization department** must request PA from the insurance company and obtain approval for healthcare services to ensure coverage and reimbursement.
- **Insurance providers** need to process and manage billing & claims, access patient information, review the PA request, and communicate with the PAs.
- **Pharmacists staff** can incorporate with information systems, utilize electronic prescribing, access patient records, comply with regulations, and use collaboration tools for communication.
- **Laboratory staff** must accurately record and report test results within 24 hours of conducting them.
- **Families and caregivers** access patient information, coordinate care, communicate securely, and maintain privacy controls.