Business Blueprint Document			
genems CREATE TOMORROW'S WORLD	**Application**	**Patient Portal**	**CENTERSTONE**
	Project	*i-Recovery*	
version : 1.0			**Date : 10.02.2017**

Business Requirement Specifications

Project – i-Recovery

Module: Patient Portal

Feb-2017

Genems Systems Inc.

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1. *Introduction*

I-Recovery is a journey or a process, not a destination. The goal of recovery is to move away from defining yourself by the labels given to you by an illness or the symptoms you may experience. Recovery is about rebuilding a sense of self you are happy with and that allows you to establish meaningful life roles.

We define mental health recovery as the "individual process of overcoming the negative impact of a psychiatric disability despite its continued presence". More simply said, recovery is the process by which an individual recovers their self-esteem, identity, self-worth, dreams, pride, choice, dignity and a meaningful life.

2. *Document Overview*

This document describes the detailed solution for Patient and Provider Operations using by Portal & Mobile Application. It includes a map for each sub-process along with detailed specification of process inputs, steps and outputs.

3. *Document Scope*

The application will accelerate the process for enrolling patients into Portal. The MHE will allow clinicians to perform patient-directed screening, real-time scoring and chart note generation, and individualized patient feedback. The application offers the option to administer Screening assessments remotely as it will have the ability to store offline data. This Application will provide a real-time push of clinical information to the electronic medical records system, and real-time alert to clinicians for evaluation.

4. *Scope of Work:*

The Process Described in this document about Patient Portal and Mobile application automates Operations and integrates between the Provider and patient. iRecovery functioning the Provider Schedules, Provider Calendar, Provider Recommendations, Provider Activities , Feedbacks, Provider Prescriptions and all from Provider side functions.

From Patient side, Patient can book the Providers appointment and Patient Intake Functions, Patient Registration Process, Past Health history along with Medical Records, Patient Co Pay details, Insurance Details and Process status, Patient Payments and Claims status, Patient Journals, Assessments, Interventions, Pharmacy, Subscriber details, Patient Activities, Policies and Patient Recovery Scale.

As per the scope of work, Classification of Functions for Patient & Provider:

Patient Functions:

Patient Portal from System/Mobile/PDA:

1. Patient Registration
2. Patient Insurance Information-Registration
3. Emergency Information-Registration
4. Patient Registration-Medical History
5. Report for New Patient Registration-Practice Admin
6. Patient Registration Approval/Pending
7. Patient Activities and Schedules Management
8. Alerts/Messages for Patient`s Regular activities
9. Patient Progress Scale
10. Patient Meds and Scheduling
11. Patient Journal feedback
12. Patient can change/Cancel the Appointment
13. If Slot is Busy, Then my Request is goes to wait list and Waiting list status and Conformation Alert/Mail to Patient and Care Coordinator

14. Alerts for before 48 hours for my Scheduled Appointment

15. Patient Tasks and Journals, Update Journals and Feedback.

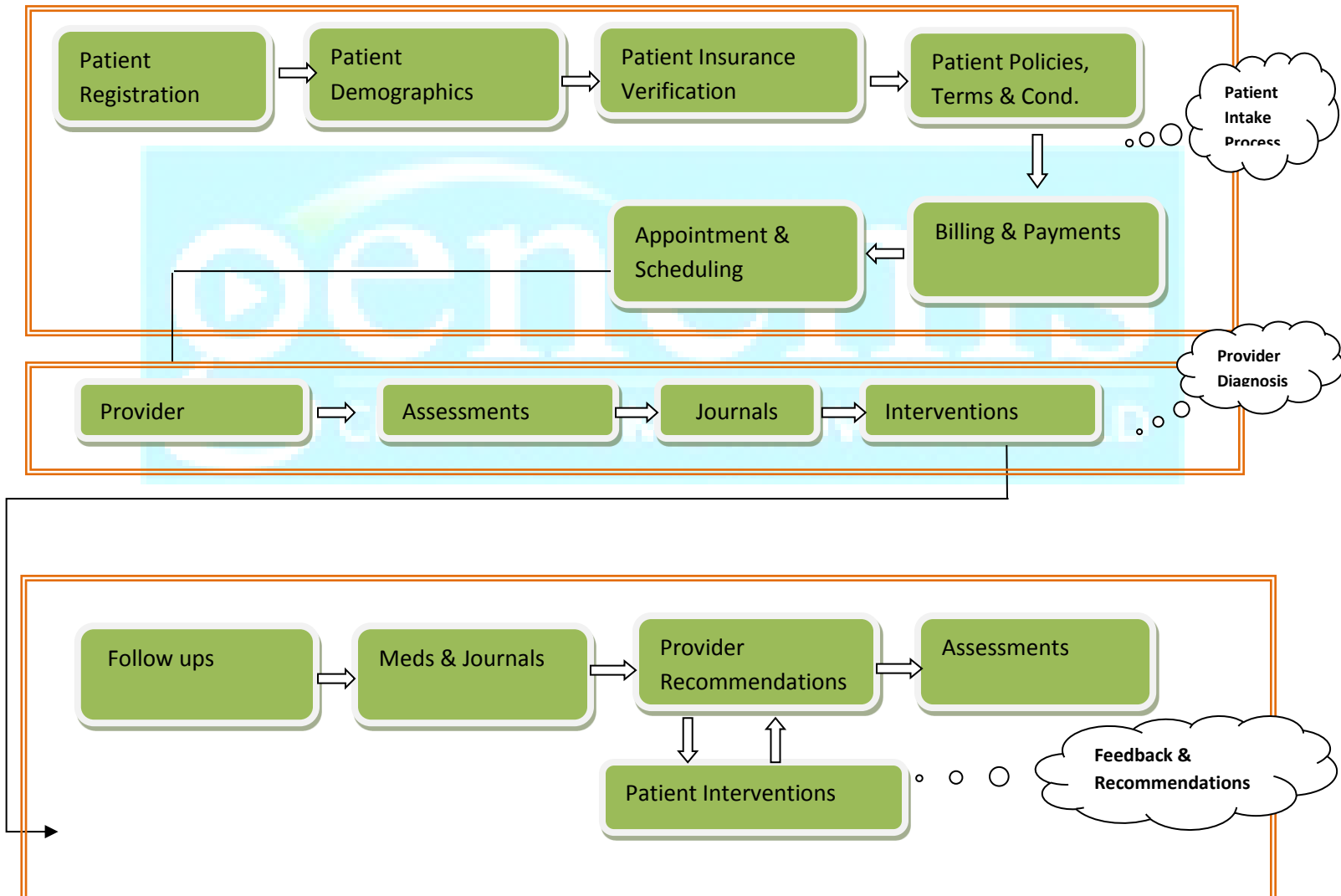**Provider Functions:** Provider Portal System/Mobile/PDA:

1. Provider Appointments
2. Provider calendar
3. Clients Follow-up Schedules
4. Client Intake Process
5. Clients/ Patients Recovery Scale
6. Clients Past history
7. Clients Follow-up things Diet/Diagnosis/Pharmacy
8. Client Progress – Tracking Past Appointment to Current Appointment
9. Provider Approval for Client Requests
10. Provider Decision depends the Client Analytics
11. Alert Messages Sequence and Priority wise
12. Client Survey Results
13. Client Condition Severity base Provider Priority like Emergency
14. Client Feedback/Alerts/Messages
15. Provider Suggestions and Messages trigger to Client
16. Provider & Client Chat
17. Provider Recommendations & Client Activities/Actions Tracking
18. Client Health Monitoring by Provider
19. Client Treatments/Actions Track
20. Client Doubts & Answers from Live
21. Client Questionnaire
22. Patient Health Questionnaire
23. Medication list Preparation for Client
24. Prescribed Meds and Dosages follow-up& Changes in meds schedules
25. Get the Client Journal Details and adopt to treatment Plan
26. Alerts/Remainders for Provider Mobile App
27. Provider Recommendations/Treatments for Diagnosis/Symptoms & Tasks
28. Provider can Change the Schedule /Modify/Cancel the Schedule and it should trigger to Client and Care Coordinator
29. Client In-out time and Schedule plan

30. Patient Intake process Registration completion and eliminate the waiting process in consulting and make it easy to Appointment.
31. Provider is Scheduling his calendar for Appointments and change the Calendar schedule also
32. Provider can refer and assign Other Provider in place of Scheduling Appointments

5. Business Process Flow:

6. *Functional Summary:*

I-Recovery Automate the Patient and Provider Operations along with all the follow-ups and feedbacks from patient and based on results, Provider can prescribe the patient prescription and all.

I-Recovery Business functions:

1. Patient Intake Process such as previous health condition, Patient Registration and Demographic details.

2. Patient Registration-The system captures the demographic details of the patient, it also provides for capturing the patient's photograph. On registration the system assigns a unique registration number to each patient (PID). This number is useful for tracking all the records of the patients. During the registration time the system also captures the health insurance details, company details and other patient category details.

3. Patient Visit- This captures the visit information of the patient like Specialty, Provider, feedback etc. The system assign specific consulting Specialty based on broad Symptoms. The system assigns a visit number to the patient.

4. Integration- This is integrated with the Appointments, Diagnostic Centers and Pharmacy modules

5. Registration / Patient Card Printing- The system generates the registration card containing the patient's demographic details. This card ensures that at subsequent places the PID number can just be scanned to get the patient related information.

6. Enquiry- The system provides a strong search engine based on the patients details like name, age, sex, address etc.

7. Provider Schedule this maintains the daily Providers availability details for each Specialty.

8. Specialty- This provides for maintaining the details for the roster for the individual department and the number of doctors that are available during that period.

9. Scheduling Appointments-The patients can schedule their appointment for a particular Specialty

10. Schedule/Event Id- The system prints the appointment slip contain the appointment number and the patient details. This gives the facility to give the appointment for the Specialty .The system helps in generating the Diagnosis appointment slip. The slip contains the appointment number, appointment details and the patient details.

11. Cancellation- This helps in canceling the appointments for Provider

12. Daily Provider Appointment Report- This gives daily Specialty wise/Provider wise appointment list

13. Insurance- Patient Insurance Verifies and conforming the Appointment status

14. Payment- Payment methods follows from the registered methods

15. Policies- follows all the Terms and Conditions, Policies enabling.

16. Patient Health Questionnaire- Getting all the Feedback from Patient and Recovery from Previous appointment to current position

17. Mental Assessment Questionnaire- Patient Behavior and mental condition Questionnaire.

7. ***Modules Classification:***

Based on logins classifying the User Groups

➢ Patient Module

➢ Provider Module

➢ Admin Module

8. *I-Recovery Goals:*

➢ Create a portal for the Provider to be able to have access to assessment results along with client interactions with assigned tasks.

➢ Interventions recommended by mobile app.

➢ Integrate with clients' key data via the data warehouse to stay in sync with EHRs.

➢ Create a robust and user-friendly mobile app that would allow providers to assign, push, recommend tasks/interventions to help client

➢ Outside of scheduled appointments.

➢ All provider/client to track and trend selected areas/tasks/actions/feedback.

9. *Reports/Analytics:*

➢ Patient registration details- This report generates for Demographic details, Insurance Details, Payment Details and emergency Contact details.
➢ Patient Appointment History and Schedules Summary
➢ Date wise /DOB wise Patients Reports
➢ Summary/ details of the patients visited the hospital between a given periods
➢ Generation of Appointment Statistics- This generates the Provider wise/ Specialty wise and admission statistics
➢ Provider Schedules and slots summary
➢ Monthly Census report- this generates the monthly statistics of the Patients
➢ Booked Appointments, Pending Appointments, Cancelled summary for all specialties and Provider
➢ Dynamic Report-This will generate reports based on the selection parameter of the code.
➢ Period wise Abstract report
➢ ABC Analysis report- Based on the Selection pattern the system generates the ABC analysis report.

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