Comprehensive EMR Software Features - 7 Portal System

International Standard Features for HIPAA, FHIR, HL7, LOINC & SNOMED CT Compliance

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1. PROVIDER PORTAL (Physician/Clinician Portal)

Clinical Documentation

- **SOAP Notes (Subjective, Objective, Assessment, Plan)**
  - Customizable templates by specialty
  - Voice-to-text dictation with AI support
  - Real-time auto-save functionality
  - Structured data entry with coded fields

- **SNOMED CT Integration**
  - Clinical terminology coding for diagnoses
  - Synonym and acronym search support
  - Misspelling correction
  - Hierarchical clinical concept mapping

- **ICD-10/ICD-11 Coding**
  - Automated code suggestions
  - CPT code integration
  - Diagnosis search with 100,000+ terms

- **Progress Notes & Visit Documentation**

- **Clinical Templates by Specialty**

- **Digital Signature Capture**

E-Prescribing (eRx with EPCS)

- **Electronic Prescription of Controlled Substances (EPCS)**
  - DEA Schedule II-V drugs support
  - Multi-factor authentication for controlled substances

- State PDMP (Prescription Drug Monitoring Program) integration

- Surescripts certified connectivity

- **70,000+ Pharmacy Network Integration**

- **Drug Database with Formulary Information**

  - Drug-drug interaction alerts

  - Drug-allergy alerts

  - Drug-food interaction warnings

- **Medication Cost Transparency (RxTruePrice)**

  - Real-time pricing at different pharmacies

  - Insurance formulary checking

  - Therapeutic alternatives suggestions

- **Prior Authorization Automation**

- **Refill Request Management**

- **Medication Reconciliation**

- **Dosage Calculator**

- **Sig Editor for Complex Instructions**

Patient Management

- **Patient Dashboard with Comprehensive View**

  - Complete medical history

  - Medication list

  - Allergy information

  - Vital signs tracking with graphical charts

- **Problem List Management**

- **Family History Documentation**

- **Social History Recording**

- **Immunization Tracking (CVX codes)**

- **Growth Charts (Pediatrics)**

- **Care Plan Development**

Clinical Decision Support (CDS)

- **Real-time Clinical Alerts**
  - Medication interaction warnings
  - Allergy alerts
  - Duplicate therapy alerts

- **Evidence-Based Guidelines**

- **Hypertension Screening Reminders**

- **Depression Screening Tools**

- **Diabetes Care Advisories**

- **Preventive Care Reminders**

- **Quality Measure Tracking (MIPS/HEDIS)**

Orders Management

- **Lab Orders (CPOE)**
  - Electronic lab ordering
  - LOINC code mapping
  - Integration with Quest, LabCorp, and local labs
  - Order tracking system

- **Radiology Orders**
  - DICOM integration
  - Imaging study requests

- **Referral Management**
  - Electronic referrals with clinical data
  - Referral tracking

- **DME (Durable Medical Equipment) Orders**

Telemedicine

- **HIPAA-Compliant Video Conferencing**

- **Virtual Waiting Room**

- **Screen Sharing Capability**

- **Remote Patient Monitoring Integration**

- **Static and Dynamic Meeting Links**

- **Session Recording (with consent)**

Communication Tools

- **Secure Internal Messaging**

- **Task Assignment and Tracking**

- **Consultation Notes**

- **Care Team Collaboration**

- **Document Sharing**

Reporting & Analytics

- **Clinical Quality Measures (CQM) Reports**

- **PQRI/MIPS Reporting**

- **Patient Registry**

- **Population Health Analytics**

- **Custom Report Builder**

- **Meaningful Use Attestation**

Mobile Access

- **iOS and Android Apps**

- **Responsive Web Interface**

- **Offline Mode with Sync**

- **Remote Access to Patient Charts**

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2. PATIENT PORTAL

Account Management

- **Self-Registration**

- **Personal Profile Management**
  - Demographics update

- Insurance information

  - Emergency contacts

  - Preferred pharmacy selection

- **Family Member Account Linking**

- **Multi-factor Authentication**

- **Password Recovery**

- **Consent Management**

Appointment Management

- **Online Appointment Booking**

  - Real-time provider availability

  - Specialty selection

  - Location selection

- **Appointment Modification/Cancellation**

- **Virtual Visit Scheduling (Telemedicine)**

- **Automated Appointment Reminders**

  - SMS notifications

  - Email reminders

  - Push notifications

- **Appointment History**

- **Wait Time Display**

Medical Records Access

- **View Complete Health Records**

  - Visit summaries

  - Diagnoses

  - Medical history

  - Immunization records

- **Lab Results Viewing**

  - LOINC-coded results

- Trend analysis with graphs

- Downloadable reports

- **Imaging Reports Access**

- **Medication List**

  - Current medications

  - Medication history

  - Discontinuation reasons

- **Allergy List**

- **Vital Signs History**

- **Growth Charts (Pediatric)**

Prescription Management

- **Prescription Refill Requests**

- **Medication Reminders**

- **Prescription History**

- **Track Prescription Status**

- **View Pharmacy Information**

Communication

- **Secure Messaging with Providers**

- **Read/Unread Message Tracking**

- **Attachment Upload Capability**

- **Message Threading**

- **Response Time Indicators**

Billing & Payments

- **View Bills and Statements**

- **Online Payment Processing**

  - Credit/Debit cards

  - HSA/FSA cards

  - Payment plans

- **Insurance Claim Status**

- **Payment History**

- **Download Invoices**

- **Copay Information**

Document Management

- **Upload Medical Documents**
  - Insurance cards

  - Referral letters

  - External test results

- **Download Visit Summaries**

- **Access Care Instructions**

- **Pre-visit Forms Completion**

Telemedicine

- **Virtual Visit Access**

- **Join from Browser/Mobile Device**

- **Check-in for Virtual Appointments**

- **Technical Support**

Health Tools

- **Symptom Checker (Optional)**

- **Educational Resources**

- **Medication Interaction Checker**

- **Health Trackers**
  - Blood pressure

  - Blood glucose

  - Weight

- **Care Gap Notifications**

Proxy Access

- **Caregiver Portal Access**

- **Pediatric Patient Management**

- **Elderly Care Access**

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3. ADMIN PORTAL (System Administration)

User Management

- **User Account Creation**
  - Provider accounts

  - Staff accounts

  - Administrator accounts

- **Role-Based Access Control (RBAC)**
  - Custom role creation

  - Granular permission settings

  - Department-based access

  - Module-level permissions

- **User Activity Monitoring**

- **Login Audit Trails**

- **Password Policy Management**

- **Session Management**

- **User Deactivation/Reactivation**

- **Multi-factor Authentication Setup**

Security Management

- **HIPAA Compliance Tools**
  - Audit log management

  - Access control enforcement

  - Breach notification system

- **Data Encryption Management**

- At-rest encryption

- In-transit encryption (TLS/SSL)

- **BAA (Business Associate Agreement) Management**

- **Security Policy Configuration**

- **IP Whitelisting/Blacklisting**

- **Automatic Logout Settings**

- **Failed Login Attempt Monitoring**

System Configuration

- **Organization Settings**

  - Multi-location management

  - Department configuration

  - Facility information

- **Workflow Customization**

- **Template Management**

  - Clinical templates

  - Form templates

  - Document templates

- **Integration Settings**

  - HL7 interface configuration

  - FHIR API management

  - Third-party integrations

- **Terminology Management**

  - SNOMED CT updates

  - LOINC code management

  - ICD code updates

  - RxNorm updates

Scheduling Administration

- **Provider Schedule Management**

- **Resource Allocation**

- **Appointment Types Configuration**

- **Slot Duration Settings**

- **Holiday Calendar Management**

- **Emergency Scheduling Override**

Reporting & Analytics

- **System Usage Reports**

- **User Activity Reports**

- **Performance Metrics Dashboard**

- **Custom Report Builder**

- **Data Export Tools**

- **Meaningful Use Reports**

- **Quality Measure Tracking**

- **Compliance Reports**

Database Management

- **Backup Configuration**
  - Automated backup schedules

  - Cloud backup integration

- **Data Retention Policies**

- **Archive Management**

- **Database Optimization**

- **Data Migration Tools**

Communication Management

- **Notification Settings**
  - Email templates

  - SMS templates

  - Alert configurations

- **Patient Communication Logs**

- **Broadcast Messaging**

License & Subscription Management

- **Module Activation/Deactivation**

- **User License Tracking**

- **Subscription Renewal Management**

- **Feature Toggle Management**

Support & Maintenance

- **Help Desk Ticket System**

- **System Health Monitoring**

- **Error Log Management**

- **Update Deployment**

- **Version Control**

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4. BILLING PORTAL (Revenue Cycle Management)

Patient Registration & Eligibility

- **Patient Demographics Management**

- **Insurance Information Capture**
  - Primary insurance

  - Secondary insurance

  - Tertiary insurance

- **Real-Time Eligibility Verification (270/271)**

- **Coverage Details Retrieval**

- **Copay/Deductible Information**

- **Prior Authorization Status**

Charge Capture

- **Chargemaster Management**
  - CPT codes

  - Modifier codes

- Charge amounts

- Descriptions

- **Procedure Code Linking**

- **Diagnosis Code Linking (ICD-10/11)**

- **Automated Charge Capture from Encounters**

- **Visit-Level Coding**

- **Fee Schedule Management**

Claims Management

- **Automated Claim Generation**

- **EDI 837 (Electronic Claims) Submission**

- **Paper Claim Generation (CMS-1500/UB-04)**

- **Claims Scrubbing**
  - Real-time error detection

  - Coding validation

  - Demographic verification

  - Duplicate claim checking

- **Claim Status Tracking (276/277)**

- **Claim Submission to Clearinghouse**

- **Claim Resubmission**

- **Claim Appeal Management**

- **1000+ Payer Network Connectivity**

Payment Posting

- **ERA (Electronic Remittance Advice) 835 Processing**

- **EOB (Explanation of Benefits) Posting**

- **Auto-posting of Payments**

- **Payment Reconciliation**

- **Adjustment Posting**

- **Refund Management**

- **Write-off Processing**

Denial Management

- **Denial Tracking**

- **Denial Analytics**
  - Top denial reasons
  - Payer-wise denials
  - Provider-wise denials

- **Automated Denial Workflows**

- **Appeal Letter Generation**

- **Denial Prevention Tools**

- **Root Cause Analysis**

Patient Billing

- **Statement Generation**

- **Paperless Billing**

- **Electronic Statement Delivery**
  - Email
  - SMS
  - Patient portal

- **Payment Plan Setup**

- **Patient Responsibility Calculation**

- **Collection Management**
  - Collection aging reports
  - Collection agency integration

- **Credit Card Payment Processing**

- **HSA/FSA Payment Support**

- **Payment Link Generation**

Revenue Cycle Analytics

- **Days in A/R Tracking**

- **Collection Rate Analysis**

- **Net Collection Rate**

- **Denial Rate Monitoring**

- **Payer Performance Reports**

- **Provider Productivity Reports**

- **Aging Reports (30/60/90/120 days)**

- **Key Performance Indicators (KPI) Dashboard**

- **Charge Lag Analysis**

- **Payment Trends**

Contract Management

- **Payer Contract Tracking**

- **Fee Schedule Management**

- **Reimbursement Rate Tracking**

- **Contract Compliance Monitoring**

Compliance & Auditing

- **HIPAA Compliance Monitoring**

- **Audit Trail for All Transactions**

- **Compliance Reports**

- **Regulatory Reporting**

- **Medicare/Medicaid Compliance**

Integration Features

- **EMR Integration**

- **Clearinghouse Integration**

- **Payment Gateway Integration**

- **Practice Management System Sync**

5. LABORATORY PORTAL (Lab Information System - LIS)

Lab Order Management

- **Electronic Lab Orders (CPOE)**

- **Order Tracking System**

- **LOINC Code Mapping**
  - 40,000+ LOINC codes support
  - Automatic code assignment
  - Test catalog import

- **Bi-directional Interface**
  - Send orders to multiple labs
  - Receive results automatically

- **Priority Marking (STAT/Routine/Urgent)**

- **Order Status Tracking**

- **Specimen Collection Details**
  - Specimen type
  - Collection date/time
  - Collector identification

- **Order Modification/Cancellation**

Test Catalog Management

- **Test Directory Management**
  - Test names
  - LOINC codes
  - Internal codes
  - Reference ranges

- **Panel Configuration**

- **Test Methodology Documentation**

- **Pricing Information**

- **Turnaround Time (TAT) Standards**

Specimen Management

- **Barcode Generation**

- **Specimen Tracking**

- **Sample Labeling**

- **Specimen Status Updates**

- **Storage Location Tracking**

- **Chain of Custody**

Results Entry & Verification

- **Manual Result Entry**

- **Interface with Analyzers**
  - Automated result import

  - HL7 ORU message support

- **Result Verification Workflow**
  - Technical review

  - Pathologist review

- **Critical Value Alerts**

- **Delta Checks**

- **QC (Quality Control) Integration**

- **Result Correction/Amendment**

Results Reporting

- **Structured Results (LOINC-coded)**

- **Preliminary vs Final Results**

- **Corrected Results Management**

- **Graphical Result Displays**

- **Trend Analysis**

- **Cumulative Reports**

- **Result Notifications**

- Provider alerts

- Patient portal updates

- Critical value notifications

Microbiology Module

- **Culture Results**

- **Sensitivity Testing (LOINC-coded)**

- **Organism Identification**

- **Antibiogram Reports**

Integration Features

- **EMR Integration (HL7 v2.5.1)**

- **Quest Diagnostics API Integration**

- **LabCorp Integration**

- **Local Hospital Lab Interfaces**

- **FHIR API Support**
  - ServiceRequest resources

  - Observation resources

  - DiagnosticReport resources

Quality Management

- **Quality Control Tracking**

- **Proficiency Testing Management**

- **Equipment Calibration Logs**

- **Instrument Maintenance Tracking**

- **CLIA Compliance Tools**

Workflow Management

- **Work Queue Management**

- **Task Assignment**

- **Priority Queuing**

- **Bottleneck Identification**

- **TAT Monitoring**

Reporting & Analytics

- **Test Volume Reports**

- **TAT Analysis**

- **Rejection Rate Tracking**

- **Utilization Reports**

- **Revenue Reports**

- **Quality Metrics**

Patient-Facing Features

- **Results Portal Access**

- **Educational Information**

- **Reference Range Explanations**

- **Follow-up Instructions**

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6. PHARMACY PORTAL (Pharmacy Management System)

Prescription Management

- **Electronic Prescription Receipt**
  - EPCS-compliant receipt

  - Surescripts network integration

- **Prescription Queue Management**

- **Prescription Verification**

- **Drug Utilization Review (DUR)**
  - Drug-drug interactions

  - Drug-allergy checks

  - Duplicate therapy detection

  - Therapeutic duplication alerts

- **Refill Management**

- **Partial Fill Tracking**

- **Prescription Transfer (In/Out)**

Dispensing

- **Barcode Scanning**

- **Automated Dispensing Cabinet Integration**

- **Prescription Labeling**

- **Medication Guide Printing**

- **Counseling Documentation**

- **Signature Capture**

Inventory Management

- **Drug Catalog Management**
  - RxNorm coding

  - NDC codes

  - Drug information database

- **Stock Level Monitoring**

- **Reorder Point Alerts**

- **Purchase Order Management**

- **Vendor Management**

- **Receiving & Stocking**

- **Expired Medication Tracking**

- **Lot Number Tracking**

- **Recall Management**

- **Inventory Audit Tools**

Controlled Substances Management

- **DEA Schedule Tracking (II-V)**

- **Perpetual Inventory**

- **PDMP (Prescription Drug Monitoring Program) Integration**
  - 40+ state PDMP databases

- Automated queries

- Patient history review

- **Controlled Substance Dispensing Log**

- **Audit Trail for Controlled Substances**

- **Doctor Shopping Detection**

Billing & Insurance

- **Insurance Claim Submission (NCPDP)**

- **Real-time Adjudication**

- **Copay Calculation**

- **Prior Authorization Management**

- **Rejected Claim Handling**

- **Cash Payment Processing**

- **Medicare Part D Processing**

Patient Management

- **Patient Profile Management**
  - Allergy documentation

  - Medical conditions

  - Medication history

- **Medication Therapy Management (MTM)**

- **Patient Counseling Records**

- **Adherence Monitoring**

- **Refill Reminder System**

- **Patient Communication**
  - SMS notifications

  - Email alerts

Clinical Services

- **Immunization Administration**
  - CVX code tracking

- VIS (Vaccine Information Statement) distribution

- Immunization registry reporting

- **Point-of-Care Testing**

- **Medication Synchronization**

- **Medication Reconciliation Support**

Compounding

- **Compounding Recipe Management**

- **Ingredient Tracking**

- **Beyond-Use Dating**

- **Compounding Log**

Reporting & Analytics

- **Prescription Volume Reports**

- **Drug Utilization Reports**

- **Controlled Substance Reports**

- **Financial Reports**

- **Inventory Reports**

- **Patient Adherence Reports**

- **Regulatory Reports**
  - DEA reporting

  - State board reporting

Integration Features

- **EMR Integration (HL7/FHIR)**

- **Surescripts Network**

- **Wholesaler Integration**

- **Insurance Network Connectivity**

- **State PDMP Integration**

Compliance

- **HIPAA Compliance**

- **DEA Compliance**

- **State Board Compliance**

- **USP <797> Compliance (Sterile Compounding)**

- **USP <800> Compliance (Hazardous Drugs)**

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7. RADIOLOGY PORTAL (RIS/PACS Integration)

Order Management

- **Radiology Order Receipt**

- **DICOM Modality Worklist (DMWL)**

- **Order Tracking**

- **Priority Scheduling**

- **Pre-authorization Verification**

- **Order Protocol Assignment**

Patient Scheduling

- **Radiology Appointment Scheduling**

- **Modality-specific Scheduling**
  - X-Ray

  - CT Scan

  - MRI

  - Ultrasound

  - Mammography

  - PET/CT

  - Fluoroscopy

  - Nuclear Medicine

- **Equipment Availability Tracking**

- **Resource Allocation**

- **Patient Preparation Instructions**

Image Acquisition

- **DICOM Image Capture**

- **Modality Integration**
  - Direct connection to imaging devices

  - DICOM conformance

- **Study Protocol Adherence**

- **Image Quality Verification**

- **Patient Position Documentation**

PACS (Picture Archiving and Communication System)

- **Image Storage**
  - Vendor-neutral archive (VNA)

  - Cloud-based storage

  - On-premise storage

  - Hybrid storage

- **DICOM Image Management**

- **Image Retrieval**

- **Prior Study Comparison**

- **Image Distribution**

- **Long-term Archival**

- **Disaster Recovery**

DICOM Viewer

- **Zero-Footprint Web Viewer**

- **Multi-monitor Support**

- **Image Manipulation Tools**
  - Zoom/Pan

  - Window/Level adjustment

- Measurements

  - Annotations

  - 3D reconstruction

  - MPR (Multi-planar Reconstruction)

- **Hanging Protocols**

- **Cine Loop Display**

- **DICOM Structured Reports**

Reporting & Interpretation

- **Radiology Report Generation**

- **Voice Recognition Integration**

- **Structured Reporting Templates**

- **Critical Results Flagging**

- **Report Status Tracking**
  - Preliminary

  - Final

  - Amended

- **Peer Review Workflow**

- **Report Distribution**
  - EMR integration

  - Email notification

  - Fax transmission

Integration Features

- **HL7 Integration**
  - ADT messages (patient demographics)

  - Order messages (ORM)

  - Result messages (ORU)

- **FHIR Integration**
  - ImagingStudy resources

- DiagnosticReport resources

- Observation resources

- **DICOMweb Support**

- **EMR Integration**
  - Seamless image viewing in EMR

  - Report integration

  - Single sign-on (SSO)

- **RIS-PACS Integration**
  - Automated workflow

  - Study-report linking

Workflow Management

- **Worklist Management**

- **Study Status Tracking**

- **Radiologist Assignment**

- **Priority Queue**

- **Critical Result Notifications**

- **Unread Study Alerts**

Quality Assurance

- **Peer Review System**

- **Discrepancy Tracking**

- **Radiation Dose Monitoring**

- **Protocol Compliance Checking**

- **Equipment QC Tracking**

- **ACR (American College of Radiology) Compliance**

Teleradiology

- **Remote Image Access**

- **Off-site Reporting**

- **Multi-site Connectivity**

- **Secure Image Transmission**

- **24/7 Coverage Support**

Patient Portal Features

- **Image Access for Patients**

- **CD/DVD Generation**

- **Image Sharing**
  - Secure links

  - Authentication required

  - Time-limited access

- **Report Access**

Billing Integration

- **Procedure Code Capture (CPT)**

- **Billing Interface**

- **Charge Generation**

Reporting & Analytics

- **Study Volume Reports**

- **Turnaround Time Analysis**

- **Radiologist Productivity**

- **Modality Utilization**

- **Revenue Reports**

- **Quality Metrics**

AI Integration Support

- **AI Algorithm Orchestration**

- **Automated Image Analysis**

- **Priority Case Detection**

- **Structured Data Extraction**

- **Clinical Decision Support**

Security & Compliance

- **HIPAA Compliance**

- **DICOM Security (Part 15)**

- **TLS Encryption**

- **Access Control Lists (ACLs)**

- **Audit Logging**

- **Data De-identification Tools**

COMMON FEATURES (Across All Portals)

Standards Compliance

- **HIPAA Compliance**
  - Privacy Rule adherence
  - Security Rule implementation
  - Breach Notification Protocol
  - BAA management

- **HL7 Standards**
  - HL7 v2.x support
  - HL7 v3 (CDA/C-CDA)
  - HL7 FHIR R4

- **FHIR API**
  - RESTful API architecture
  - OAuth 2.0 authentication
  - SMART on FHIR support
  - Patient access API
  - Bulk data export

- **LOINC Compliance**
  - Laboratory test coding
  - Clinical observations

- Result standardization

- **SNOMED CT Integration**
    - Clinical terminology

    - Semantic interoperability

    - Hierarchical concepts

- **ONC Certification**
    - Meaningful Use compliance

    - Information Blocking Prevention

    - Patient access requirements

Security Features

- **Data Encryption**
    - AES-256 encryption at rest

    - TLS 1.3 in transit

- **Multi-Factor Authentication (MFA)**

- **Single Sign-On (SSO)**
    - SAML 2.0

    - OpenID Connect

- **Role-Based Access Control**

- **Audit Logging**

- **Session Management**

- **IP Restrictions**

- **Data Backup**
    - Automated daily backups

    - Point-in-time recovery

    - Disaster recovery

- **Business Continuity Planning**

Interoperability

- **Health Information Exchange (HIE)**

- **Direct Secure Messaging**

- **Carequality Network**

- **CommonWell Health Alliance**

- **TEFCA (Trusted Exchange Framework)**

- **API Access for Third Parties**

Cloud Infrastructure

- **Multi-tenant Architecture**

- **Scalable Cloud Hosting**
  - AWS/Azure/GCP compatible

- **99.9% Uptime SLA**

- **CDN Integration**

- **Load Balancing**

- **Auto-scaling**

Mobile Compatibility

- **Responsive Design**

- **Native iOS App**

- **Native Android App**

- **Offline Capability**

- **Push Notifications**

Patient Engagement

- **Care Gap Closure Alerts**

- **Preventive Care Reminders**

- **Health Maintenance Tracking**

- **Patient Education Library**

- **Multilingual Support**

Quality & Compliance Reporting

- **MIPS (Merit-based Incentive Payment System)**

- **HEDIS Measures**

- **CMS Quality Measures**

- **PQRS Reporting**

- **MACRA Compliance**

PRESCRIPTION WRITING SYSTEM FEATURES

Core E-Prescribing

- **Surescripts Certified**

- **EPCS (Electronic Prescribing of Controlled Substances)**

- **70,000+ Pharmacy Network**

- **Drug Database**
  - RxNorm integration

  - First Databank (FDB)

  - Medi-Span

- **Favorites List Management**

- **Sig Editor with Complex Instructions**

Clinical Support

- **Drug Interaction Checking**

- **Allergy Screening**

- **Duplicate Therapy Detection**

- **Pregnancy/Lactation Warnings**

- **Renal/Hepatic Dosing Alerts**

- **Pediatric/Geriatric Dosing**

- **Body Weight/BSA-based Dosing**

Formulary Management

- **Real-time Formulary Checking**

- **Insurance Coverage Verification**

- **Prior Authorization Status**

- **Step Therapy Information**

- **Therapeutic Alternatives**

- **Cost Comparison Tools**

APPOINTMENT SYSTEM FEATURES

Scheduling

- **Multi-provider Scheduling**

- **Multi-location Support**

- **Resource Scheduling**

- **Recurring Appointments**

- **Group Appointments**

- **Online Self-Scheduling (Patient Portal)**

- **Real-time Availability Display**

- **Waitlist Management**

- **Appointment Types Configuration**

Reminders & Notifications

- **Automated SMS Reminders**

- **Email Reminders**

- **Phone Call Reminders (Optional)**

- **Confirmation Requests**

- **No-show Tracking**

Check-in

- **Digital Check-in Kiosk**

- **Mobile Check-in**

- **Insurance Card Scanning**

- **Co-pay Collection**

- **Queue Management**

Telehealth Integration

- **Virtual Appointment Scheduling**

- **Video Call Integration**

- **Hybrid Scheduling (In-person & Virtual)**

This comprehensive feature list represents international standard EMR software that ensures:

- ✅ Full HIPAA Compliance

- ✅ FHIR R4 Support

- ✅ HL7 v2.x and v3 Integration

- ✅ LOINC-coded Laboratory Results

- ✅ SNOMED CT Clinical Terminology

- ✅ ONC Certification Ready

- ✅ Seamless OPD & IPD Management

- ✅ Complete Hospital System Integration