

1. Overview & Mission

Q: What is MediTrack?

MediTrack is a cloud-based healthcare SaaS platform that helps hospitals, clinics, and solo practitioners manage appointments, patient records, billing, prescriptions, and remote care with complete data compliance.

Q: Who uses MediTrack?

Our platform serves:

- Small to medium clinics
- Large hospitals
- Mental health providers
- Telehealth platforms
- Diagnostic centers

Q: What is MediTrack's mission?

To digitally transform healthcare workflows while improving patient outcomes, operational efficiency, and compliance through an all-in-one platform.

2. Features & Functionality

Q: What are the main features of MediTrack?

- EHR/EMR (Electronic Health Records)
- Appointment Scheduling & Telehealth
- Digital Prescriptions (eRx)
- Medical Billing & Insurance Claims
- HIPAA-compliant Patient Portal
- Lab Order Management
- Custom Reporting & Dashboards

Q: Does it support multi-clinic setups?

Yes. Admins can configure branches, locations, user roles, and data segregation rules.

Q: What patient data is tracked?

- Demographics, vitals, medical history
- Diagnostic reports
- Medications, allergies
- Visit history & care plans

Q: Can patients view their health data?

Yes, through the patient portal (web/mobile), with secure login.

3. Appointments & Telemedicine

Q: How does scheduling work?

Providers can:

- Set working hours, breaks, availability
- Enable walk-ins, emergencies, and video consultations
- Sync calendars with Google or Outlook

Q: Can patients self-book appointments?

Yes. Clinics can enable real-time self-booking via widgets or branded portals.

Q: Is telemedicine supported?

Yes, using HIPAA-compliant video conferencing built into the platform, with optional Zoom or Twilio integrations.

Q: Can I record or transcribe video consultations?

Yes, with patient consent. Recordings are securely stored and accessible from the patient record.

4. Medical Records & Documentation

Q: Is the EMR customizable?

Yes. Templates can be created for SOAP notes, lab reports, diagnoses, prescriptions, and intake forms.

Q: What codes are supported for diagnosis?

We support ICD-10, CPT, and SNOMED CT for global compatibility.

Q: Can I import/export patient records?

Yes. Import via CSV or FHIR API. Export individual records or bulk data in PDF or HL7 format.

Q: Is handwriting recognition supported?

Yes, with our tablet integration, handwritten notes can be converted to structured text.

5. Prescriptions & Lab Orders

Q: How are digital prescriptions handled?

Doctors can create prescriptions via the web/mobile app, with auto-checks for drug interactions, dosage errors, and allergies.

Q: Do you support branded and generic drug lists?

Yes. Our formulary database is updated monthly and includes over 60,000 brand/generic entries.

Q: Can labs receive e-orders?

Yes. Orders can be placed electronically with test catalogs, and results are auto-mapped to patient records.

Q: Can I print prescriptions with my logo?

Yes. Custom-branded PDFs are supported.

■ 6. Billing & Insurance**Q: Does MediTrack handle insurance claims?**

Yes. Providers can submit electronic claims (CMS-1500/UB-04), verify insurance eligibility, and manage denials and re-submissions.

Q: What billing models are supported?

- Per-visit billing
- Subscription/retainer plans
- Pay-as-you-go
- Insurance or co-pay based

Q: Can I generate invoices?

Yes, in PDF or CSV format, with breakdowns of services, codes, and taxes.

Q: Do you support payment gateways?

Yes. Stripe, Razorpay, Square, and ACH (US only) are supported.

■ 7. Compliance & Security**Q: Is MediTrack HIPAA compliant?**

Yes. All data is encrypted (AES-256), and access is controlled with role-based permissions, 2FA, and audit logs.

Q: What other regulations are supported?

- GDPR (Europe)
- PIPEDA (Canada)
- NABH & Ayushman Bharat (India)

Q: Are backups taken regularly?

Yes, encrypted backups are stored daily across multiple regions.

Q: What happens if there's a data breach?

We follow strict breach response protocols and notify users within 72 hours per regulatory mandates.

■ 8. Support & Onboarding**Q: How is onboarding handled?**

Each new client is assigned a dedicated onboarding specialist to configure workflows, migrate data, and train staff.

Q: What support options are available?

- Email (24/7)
- Chat (Mon–Sat, 9 AM–9 PM)
- Phone (Business hours only)
- Emergency ticket system for outages

Q: Do you offer training?

Yes. Weekly webinars, tutorial videos, and 1-on-1 training for Premium/Enterprise.

Q: Can I get a live demo?

Yes, book via meditrack.com/demo.

9. Integrations & Developer Access

Q: What integrations are supported?

- Google Calendar, Zoom
- WhatsApp reminders (via Twilio)
- Stripe/Square
- AWS HealthLake, HL7, FHIR API
- Pharmacy APIs (e.g., Netmeds, MedPlus)

Q: Is there an API?

Yes, RESTful + GraphQL APIs for patient data, appointments, reports, and billing.

Q: Can developers create custom dashboards?

Yes. Admins can configure widgets, graphs, and KPIs using our Dashboard SDK.

Q: Do you support HL7/FHIR standards?

Yes, for secure interoperability with other healthcare systems.

10. Plans & Pricing

Q: What plans are offered?

- **Starter (Free):** 1 doctor, 50 patients/month
- **Pro (\$49/month):** Unlimited patients, telehealth, billing
- **Clinic (\$149/month):** Multi-user, pharmacy sync, insurance
- **Enterprise (Custom):** White-label, SSO, advanced compliance

Q: Are there usage-based charges?

Telehealth sessions and SMS reminders are usage-billed beyond monthly limits.

Q: How can I switch plans?

Go to Admin → Subscription → Manage Plan.

Q: Can I cancel anytime?

Yes, with 30-day data retention after cancellation.