

PROBLEMS OF OTHER SOFTWARES ON THE MARKET

We collated the various complaints that people have about other competing software on the market. Then we worked on them so that our software will avoid these pitfalls. Today SuperMed has solved all these common problems and stands out as the leading Medical Software on the Market.

Here are some of the Problems/ Complaints from users of other medical software.

User Complaints about Other Medical Software (from various hospitals)	Our Solution to these Problems
<p>Complaints about Other Software on the market</p> <p>LABORATORY DEPARTMENT</p> <p>1. Lab entry form is not user friendly on some other software.</p>	<p>SuperMed provides 3 options to enter lab results.</p> <p>A. You can do manual entry if you like</p> <p>B. You can scan and upload the results</p> <p>C. You can just copy the results from your machine with a pendrive and paste into SuperMed. (if your lab machine allows for data copying)</p>
<p>Complaints about Other Software on the market</p> <p>NHIS CLAIMS DEPARTMENT</p> <p>1. E-claims system is not available on some other software.</p> <p>2. Claims coding (status options) are not available on some other software.</p>	<p>E-claims system is fully functional on superMed</p> <p>SuperMed has claims status options so claim officers can know which claims have been completely processed and which ones need to be worked on.</p>

Complaints about Other Software on the market

DOCTORS/ PRESCRIBERS:

1. Duplicate tests or Repeat Labs are not available on some other software.
2. The system has problems anytime there is a update on some other software.
3. Certain drugs don't come with the appropriate dosing units on some other software
4. The system should allow for editing of prescriptions at least within 24hrs in case there is a mistake
5. The system should allow drugs that are not on the system to be put in the prescriptions so that nurses can chart during drug administration.

SuperMed allows for duplicate or repeat labs and it bills appropriately.

SuperMed updates don't cause problems because they are tested before we bring them to you.

On SuperMed, the dosing units are entered by the prescribers themselves so there are no restrictions.

SuperMed allows for editing within 24 hours by authorized users.

SuperMed allows prescribers to add medications to the system.

Complaints about Other Software on the market

ACCOUNTS DEPARTMENT:

1. Ward billing is not available on some other software

SuperMed has a comprehensive Ward Billing System

Complaints about Other Software on the market

PHARMACY DEPARTMENT:

1. Substitution of drugs and change of drug quantities is not available for dispensers. The system picks the quantity captured from the prescriber only.
2. Duplicate drug names in the system
3. Daily Sales Report must show total drugs issued, selling price, and total amount sold.

Complaints about Other Software on the market

STORES:

1. Daily report showing total quantity of items issued and total cost of items issued.

SuperMed allows for drug substitution by authorized persons. Also the quantity dispensed is captured only from the pharmacy hence the stock updates are always correct.

SuperMed uses a unique convention to prevent duplication of drug names. The drug names by convention will have the scientific name and the supplier name – (just like your first name and surname) thus making it unique. Therefore, the system will not allow any duplication.

SuperMed provides all these reports and more.

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Complaints about Other Software on the market

MATERNITY DEPARTMENT:

1. Software does not have ANC Register, Delivery Register, post natal register.
2. Post Natal Consultation is not available
3. The system is not stable and it often freezes.
4. The process of admitting patients on the system is too cumbersome
5. Labour Management is not user friendly.

SuperMed has the ANC Register and Delivery Register.

SuperMed has Post Natal Consultation on the system.

SuperMed is very stable with an uptime of 99.99%

SuperMed admission process is simple (just one click and you are done)

SuperMed makes labour management very user friendly.

FREQUENTLY ASKED QUESTIONS

Here are some of the Frequently Asked Questions that people ask whenever we talk about SuperMed Software.

Questions	Our Responses
Q1. Does the software support attaching files (pdf, jpeg...) to a clients electronic folder?	YES, you can attach radiology reports, x-ray pictures, etc.
Q2. Is the software user friendly?	YES, it is very user friendly and you don't have to "fight" with the software in order to get things done
Q3. Regarding the lab results, are they keyed in manually or interfaced with the various analyzers?	<p>We have all three options available to choose</p> <ol style="list-style-type: none">1. You can key manually if they want.2. You can scan the print-outs from the analyzers and upload directly. (This is our recommended method)3. If the Analyzer has the computer connection port, then we can interface directly with the analyzer.

Q4. Aside the NHIS, are private insurance companies factored into the system?	YES that is a major feature on the system. We even have different pricing plans for different insurances.
Q5. Have you incorporated special clinics eg. Ophthalmology in clerking section? Such clinics have their own format for clerking.	YES, we have incorporated special clinics into the system. Including Dental Clinic and Maternity.
Q6. How about the theatre (can we enter operation notes, etc.)	Operation notes are added as part of the patient's review notes. And it forms part of the patient's records.
Q7. Can we use the hospital billing sheet on your software?	YES, the billing sheet has been incorporated into the software
Q8. Do you provide after sales service and support services.	YES, we provide after sales support.
Q9. Is your system secure ?	Yes our system is very secure. In fact, it is built upon on of the most secure frameworks in the world. Kindly search for Django Framework on the internet and see for yourself.
Q10. Can all users access every part of the system?	NO, There is an authentication and authorization platform that gives access to only certain parts of the system depending on the user settings.

<p>Q11. Does your software have pricing policies. So we can charge different prices to different insurance companies.</p> <p>Q12. Are doctors able to see the stock levels of drugs when they are prescribing?</p> <p>Q13. Can the pharmacist send a message to the doctor through the system?</p> <p>Q14. Does your software include the Maternity Department?</p>	<p>YES, there are options for different pricing plans. Hence patients can be billed differently based on the kind of insurance they are using. This is can be easily configured by the hospital administration.</p> <p>YES, doctors are able to see the stock levels of drugs. Hence they can select alternatives when one drug is finished.</p> <p>YES, there is a private messaging system. Hence the pharmacist can send a private message to a specific doctor if there is confusion about a prescription.</p> <p>Indeed, the messaging system is for all users. For example, the administrator can send a message to the doctor or to anyone else on the system and vice-versa.</p> <p>YES, it covers everything from Antenatal to Delivery. It even has the Partograph for Labour.</p>
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