



GenNex

AT HOME SERVICES SWIMLANE DIAGRAM

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Swimlane 1

Introduction

GenNex Diagnostics and Devices Ltd, is a diagnostic company with diversified products and service portfolios. We have partnerships with hospitals, insurance companies and hospital networks. We are the pioneers in moving from traditional revenue streams into information services, in healthcare industry.

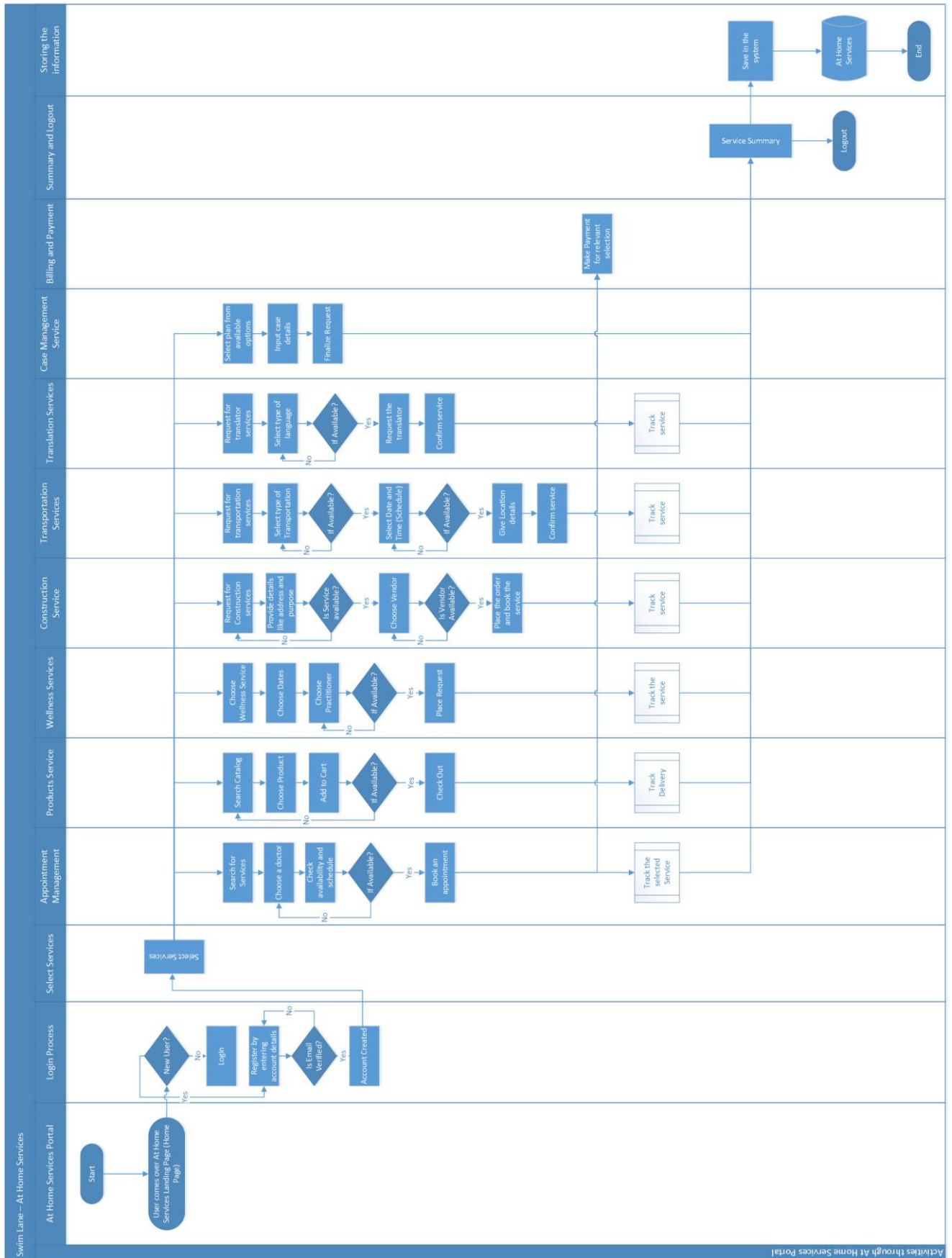
With the changing customer needs and new government regulation (Obama Care) the healthcare industry is changing vigorously in order to improve Heath Care in Unites States of America. GenNex being a forerunner plans to implement outcome-based fee by changing the traditional Fee-for service payment model. The fee-for-service system of payment for health care services is widely thought to be one of the major culprits in driving up U.S. health care costs. This system not only encourages volume but rewards poor quality and provides little incentive for care coordination. GenNex is partnering with likely and unlikely businesses to step-into new dimension in order to deliver best end-to-end experience to the consumer.

GenNex also volunteers for Bundled Payments for Care Improvement Initiative to collaborate in order improve both the quality and efficiency of individual episodes of care.

Swimlane

A swim lane flowchart basically organizes activities into groups based on who is responsible for the different steps within a process flow. Swim lanes are different from flowcharts 'cos here the processes are grouped by placing them in lanes. Lanes can be either horizontal or vertical, depending on the process flow diagram. Each lane is allocated to an actor or group of actors. Process steps which are performed by one person are drawn in that person's lane. Thus, it's easy to map out the complete process, the roles, responsibilities and the inter dependencies of a given person or group.

GenNex has the swimlane as below which describes the activity of the user interaction with the At Home Services portal:



Swimlane is divided into following lanes:

- **Account Creation / Login Process**

This swim lane checks whether the user is a new user or not. If the user is an existing user, it logs the user into the system after verifying the login details and then the user can carry on their processes.

If the user is a new user, it takes the user to the registration page. The new user has to enter their basic account details and verify the email account. Once the account is created the user is directed to the home page where the services are listed and the user can select them as per their need.

- **Selecting Services such as**

- Construction of Ramps
- Doorstep delivery of medical equipment's like wheelchair, heart pacers etc.
- Doctor visits for check-ups and sample collection
- Wellness services like Yoga, Reiki and Acupuncture for overall health
- Option to pay by cash on the spot or pay online
- Transportation request like booking cab/ambulance
- Translator service of requesting a translator to remove language barriers
- Case Management

- **Appointment Management**

Here the user can browse through the doctors and choose them and the system checks whether the doctor is available at the time slot which is requested by the user. If available the appointment will be booked and tracked by the user. If not the user again checks the available doctor and time slots for his/her appointment. The user then submits a request and he/she is sent a confirmation mail. The user can then further check the other services offered or log out from the system by paying for his/her respective chosen services.

- **Product Services**

Here the user is given the option to choose from an extensive list of products which are then delivered to his/her doorstep. The system checks the inventory whether the desired product is available or not. If available the user can put the products in cart and check out when finished. User also has a facility to track the service. The user can then further check the other services

offered or log out from the system by paying for his/her respective chosen services.

Product List:

- Medicines
- Heart Machine
- Hearing Aid
- Wheel Chair
- Walking Sticks
- Lab Equipment
- Lab Chemical Products

- **Wellness Services**

In this swim lane the user can choose from a huge variety of wellness services like Yoga, Reiki, and Acupuncture etc. The user also has the option of selecting the doctor and the time slot. A bill is then generated and sent to the user as confirmation. The doctor/ nurse are sent details of the patient like patient name, their home address, their phone number etc. User also has a facility to track the service. The user can then further check the other services offered or log out from the system by paying for his/her respective chosen services.

Wellness Service List:

- Medicines
- Heart Machine
- Hearing Aid
- Wheel Chair
- Walking Sticks
- Lab Equipment
- Lab Chemical Products

- **Construction Services**

In this swimlane, user can also ask AHS for home re-construction. For Example, if the user is ordering the wheelchair, and doesn't have the ramp to make use of wheelchair to go to and fro from house, ramp construction can be taken care by AHS. This swim lane lets user requests for construction and lets them enter their location alongwith the purpose of construction. The system checks if services is available or not. If it is available user can choose vendor who are partners with AHS to complete their construction. If vendor is available, user can book the service. User also has a facility to track the

service. The user can then further check the other services offered or log out from the system by paying for his/her respective chosen services.

- **Transportation Services**

User who need to go for doctors appointment and doesn't have a transportation available, can book it through AHS. User is allowed to choose the type of transportation and schedule it. The system checks if the mode of transportation and time slot is available. If yes the user can book the service by providing the pick-up location details. If not the user should select different time slot. User also has a facility to track the service. The user can then further check the other services offered or log out from the system by paying for his/her respective chosen services.

- **Translation Services**

User can also book a translator by selecting the language. If the translator is available, the services is booked. The user can then further check the other services offered or log out from the system by paying for his/her respective chosen services.

- **Case Management**

This service gives the user the opportunity of selecting a person to handle his/her case. They then select the plan and finalize the details. A bill is generated as a confirmation. Then here on, all the case related process like booking an appointment, selecting the payment option etc. are taken care by the person assigned for handling the specific case. User also has a facility to track the service. The user can then further check the other services offered or log out from the system by paying for his/her respective chosen services.

- **Billing and Payment**

Whenever the patient selects any service, the bill is generated for each of the service and the user is given a consolidated bill at the end. This swimlane takes care of all the services the user have taken and generates a common bill for them.

- **Storing complete information**

This swimlane stores the entire activity of the user in the system database to help track record of users.