HAWK LOGIX

MD Route

Detailed scope of work

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# **INTRODUCTION**

Routing and queuing of communication between providers, health care staff and patients has always been challenging. we strive to build a software that will streamline the communication between health care providers, improve workflow and have an automated delivery system for consultations and communication. MD route will act as a HIPPA compliant texting and calling platform where the consults will be routed automatically to the physicians on call. The software will have the ability to route calls coming from clinic patients to on call providers and it will allow the providers to call patients using this platform, so they do not have to reveal their personal phone numbers.

The product will have to have an inpatient/outpatient setting, just inpatient and just outpatient clinics. These can be sold as two different products.

# **SCOPE**

MD Route will contain the following modules:

1. Admin
2. Roles
3. Directory
4. Scheduling
5. Automated messaging
6. Call routing
7. Inpatient workflow
8. Clinic workflow.

# **SUPER ADMIN**

The administrator will have the ability to define the organization settings like organization name, practice settings. It will have following fields/settings

1. Facility settings
2. User settings
3. Department settings
4. Practice settings (Inpatient, outpatient, both IP and OP)

# **Roles:**

The roles will be soft coded, and the administrator can add a new role and assign permissions to different roles.

# **Users:**

Admin can add users and can assign roles and permissions.

# **Directory:**

There will be 2 types of directories, by default it will be organization directory, but users can have access to the whole MD route directory as well to send and receive messaging between different providers in different organizations depending upon the permissions.

# **User Groups:**

Admin will create the group settings.

The groups can be created within an organization. The users will be linked to different departments. Different groups can be created within different departments. There will be 2 types of groups.

Open groups which are searchable like anyone in the directory, and anyone can send message to that group. Once someone sends message to that group, it creates a new group between the users in that group and the user sending the message. These will be limited to users within the organization.

Closed groups which are not searchable, but any user can create those groups like a group text.

Chart, diagram

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.Diagram

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# **User Registration:**

* The user registration screen will have following fields
* First Name
* Lat name
* Email
* Phone number
* Role (Dropdown from the added list of roles)
* Department (dropdown for the added list of departments) can be multiple
* Organization (dropdown from the list of organizations) can be multiselect
* Practice settings (dropdown from the list of practice settings) multiselect.

# **Outpatient Schedule:**

For outpatient practice settings the schedule templates will be different than inpatient.   
The scheduling module will give the option to build a schedule from scratch or import an already built schedule.   
The templates like Monday to Friday 8AM – 5 PM can be created and physicians can be plugged into that template.   
Afterhours clinic coverage can be defined in this module. Again, templates like alternating weeks, alternating weekends can be added in this module.

Diagram

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# **Inpatient Schedule:**

The inpatient schedule for each department and service line can be created here. Templates like 1 week on/ 1 week off can be created and saved as favorites to build the schedule from scratch or upload from pre-built schedule.

A screenshot of a computer

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# **Call Routing Outpatient:**

Each clinic will be assigned a virtual number that can be given to the patients or afterhours the clinic number can be routed to this virtual number. In the settings the call hours will be set. During the daytime if a patient calls, it can be routed to the receptionist. The IVR Prompts can be set to take routine requests like medication refills can be sent to voicemail which can be checked by an administrator.   
During call hours the IVR prompts can route the non-urgent requests. The routine requests like medication refills, appointment scheduling can be sent to scheduler/admin mailbox.

If a call needs to be routed to a physician, patient will record their name after the beep, and it will route the call to the physician on call. The physician will hear the name of the caller and they will have the option to accept the call or send it to voicemail which will be sent to them as recorded message.

Diagram

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# **Call Routing Inpatient:**

For Inpatient call routing, the MDRoute user can search the user directory to look up for a user or they can look up a service line and the MDRoute will take them to the provider providing coverage for that service line. For example, neurologist providing stroke coverage. They will be given an option to call or text and call can be initiated from the cell phone. The user being called will know the caller and can accept the call or send it to voicemail.

Diagram

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# **Message Delivery System:**

Users will be able to set the settings of message and call delivery and will be able to add backup numbers in case they don’t answer their primary number.

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# **EHR/EMR Integrations:**

Through HL-7 interface, we should be able to integrate the application into EHR where the communication can be initiated directly from EMR. The data can be shared from the EMR to MDroute like critical lab results, imaging results, based on physician message delivery preferences.