CLOUD-BASED INTEGRATED MEDICAL MANAGEMENT SOLUTION DEMO

		Max Score	Comment
20 Minutes	**Hospital Benefit and In-Hospital Case Management [2]**		
Hospital Pre-Authorisation	Demonstrate how hospital pre-authorisation is captured for both public and private hospitals. Show how the solution verifies eligibility using a uniquely identifiable number for an existing claimant (e.g., RAF claimant number). In cases where the claimant does not have an existing number, the system should allow the user to create an interim unique identifiable number based on the injured party's information, enabling the creation of an interim pre-authorisation before RAF liability has been established. Additionally, illustrate how the system establishes clinical pathways by linking ICD- 10 (International Classification of Diseases) coding, procedure codes (RPL and CCSA), and other relevant coding systems (such as UPFS/). This should also include the standard predictable length of stay for patients.	3	HA
	Please show how communication is automatically sent to claimants and service providers.	3	HA
In Hospital Case Management	Demonstrate how the solution captures hospital-related information and manages the level of care, length of stay, authorisation of treatment, procedures, and internal prosthesis.	3	HA
Discharge Planning by Hospital Case Manager	Demonstrate how the solution captures discharge planning notes and templates, including the authorisation of assisted devices and transfer to a sub-acute or rehabilitation facility.	3	HA
20 Minutes	**Case Management (Field – Out of hospital) [3]**		
Case Management Undertaking		3	
	Show how to create a specific care plan for an injury, including exception management for outpatient treatment. Also, demonstrate how this injury-specific care plan can be communicated automatically to claimants, lawyers, or service providers.	3	HA
Field Case management			
Caregiver management			
10 minutes	**Pharmacy Benefit Management [4]**		
Pharmacy Benefit Management	Illustrate how the solution integrates with pharmacy databases to manage medications and consumables based on authorisation for a specific basket of care related to injuries. Additionally, demonstrate the ability to check for formulary compliance and to identify cost-effective alternatives	3	HA
5 Minutes	**Serious Injury Assessment [5]**		

10 Minutes	**Management of different medical disciplines (specialities) & Networks [6]**		
Management of Medical Specialities and Networks	Show how the solution keeps a database of various medical disciplines, including their contact details and addresses. Illustrate the capability to search for and identify the appropriate specialist. Demonstrate how provider networks can be managed with diverse pricing agreements. Demonstrate how the solution can	4	HA
	support the medical advisory process, including the utilisation of medical advisory templates as provided by RAF. Additionally, demonstrate how a consultant can submit motivations and other relevant documents to the Medical Advisory Unit through a defined workflow process.	4	HA
10 minutes	**Medical Advisory Process [7]**		
Medical Advisory Process	Demonstrate howthe solution aids the medical advisory process, including medical advisory templates as provided by RAF, and that the consultant can submit motivations andother relevant documents to the Medical Advisory Unit through a workflow process.	3	HA
15 Minutes	**Medical Bill Review and automated claims processing [8]**		
Medical Bill Review	Show how the solution streamlines and automatically assesses medical invoices, ensuring accuracy, pricing, and compliance with billing guidelines. Illustrate its capability to identify and flag potential errors or discrepancies and provide detailed rejection reasons.	4	HA
5 minutes	**Communication [9]**		
Communication	Show how different communication methods with claimants, lawyers, and service providers can be conducted, using both manual and automated functionalities.	3	HA
	Show the potential of a service provider/claimant portal to monitor their authorisations, commitments, invoices, payments,andremittance advice.	3	HA
15 Minutes	**Reporting, Analytics and Clinical Fraud Detection [10]**	**Text**	
Clinical fraud detection and management supported by guidelines	Demonstrate how the solution utilises clinical guidelines and data analysis to identify potential fraud cases. Show how it flags and reports suspicious activities through reporting.	5	HA
Reporting	Demonstrate the ability to generate customised reports on key performance indicators (KPIs). Emphasize the capability to visualise data using charts and graphs. Provide examples of reports related to cost containment, quality of care, and fraud detection. Show how to profile service providers based on the cost-effectiveness of the treatments they offer. Illustrate how medical expenses can be categorised and reported by type and individual claimants, highlighting the savings achieved through clinical interventions. Demonstrate how to identify and profile high-risk, high-cost claimants.	5	HA
Total		**70**	

Additional Criteria

Non-Functional Criteria	Feature to be demonstrated	Max Score	Comments
5-10 Minutes	**Security and Privacy [1]**		
Compliance with POPIA	Demonstrate compliance with POPIA regulations by showcasing access control and role-based permissions, ensuring sensitive data protection. Provide examples of data	3	HA
Encryption, Obfuscation, and Tokenisation	encryption both in transit and at rest. Also, explain how obfuscation and tokenisation protect sensitive patient data during storage and processing.	2	HA
5 Minutes	**AuditTrail: Accountability and Transparency [2]**		
Demonstrate the AuditTrail Functionality	Demonstrate how the solution tracks and logs all user actions, including data access, modifications, and deletions. Illustrate how the audit trail can generate reports and describe the security measures in place for those reports.	4	HA
5 Minutes	**DataProtection, Backup, and Recovery - Resilience and Business Continuity [3]**		
Showcase Backup and Recovery Procedures	Show how the solution conducts regular backups and quickly restores data in case of system failure or data loss.	2	HA
Highlight Disaster Recovery Capabilities	Explain how the system guarantees business continuity in the event of a disaster.	2	HA
5 Minutes	**Infrastructure and Hosting Requirements- Reliability and Scalability: [4]**		
Explain Hosting Options	Showcase the available hosting options, including cloud-based and multi-cloud solutions where applicable.	3	HA
Demonstrate Scalability	Showcase / Explain how the solution can scale to accommodate increasing data volumes and user loads, which is particularly important for large healthcare providers or national initiatives. Demonstrate how the system can adjust its capacity during times of peak or low usage.	2	HA
10 Minutes	**Interoperability and Extensibility - Seamless Integration [5]** Text		
Demonstrate Interoperability with Other Systems	Demonstrate how the solution can be integrated with various healthcare systems. Illustrate compliance with relevant interoperability standards, such as HL7.	2	HA
Show Extensibility and API Capabilities	Showcase the API and explain how the system can be customised and extended to meet specific requirements. Illustrate how third-party applications can be integrated.	2	HA
5 Minutes	**Usability and User Experience - User Adoption [6]**		
Showcase the User-Friendly Interface	Showcase the system's intuitive design and user-friendly nature, highlighting its ability to be customised to meet the specific needs of various user roles. Additionally, illustrate how the system can be accessed on mobile devices, acknowledging the high prevalence of mobile device usage in South Africa. If possible, show how the system	3	HA
Accessibility	can accommodate people with disabilities.	1	?
5 Minutes	**Performance - Efficiency and Responsiveness [7]**		
Demonstrate System Performance	Illustrate how the solution responds quickly and efficiently to user requests, even under heavy load. Highlight the solution's ability to handle large volumes of data and transactions. Show the speed of data retrieval.	4	HA
Total		30	