Organisation: Softcure Technology Llp   **Application No.:** T-DH2/2024/N00033   **Reference ID:** DH2/2024/00033

HIS   EMR

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[SAT Maturity Level Result]   [Maturity Level Requirements]

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AAC.1. THE SYSTEM MANAGES PATIENT REGISTRATION AND REFERRAL PROCESSES.

AAC.1.a. **The system registers a new patient and modifies the details as and when required.**

○ 0: The system does not have the capability to perform digital patient registration and configure mandatory and non mandatory fields.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to):The system has the capability to perform digital patient registration; however, modification of data is not possible or even if it is possible the data is not synced accurately throughout the system. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to perform digital patient registration through various ways as applicable and the records can be modified by the healthcare staff. The records are accurately synced across the entire system. The system can configure mandatory and non mandatory fields successfully.

AAC.1.b. **The system verifies the patient's mobile number.**

○ 0: The system does not have the capability to verify a mobile number.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to verify patient's mobile number through OTP.

AAC.1.c. **The system generates a unique patient identification number.**

○ 0: The system does not have the capability to generate unique patient identification number.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to generate a unique patient identification number.

AAC.1.d. **The system has the capability to configure the unique patient identifier as per the healthcare organization's requirements.**

○ 0: The system does not have the capability to configure unique patient identifier as per the specified requirements.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to configure unique patient identifier as per the specified requirements.

AAC1.e. **The system has the capability to generate and capture the ABHA number of the patient and link it to the unique patient identifier.**

○ 0: The system does not have the capability to generate or capture ABHA number of the patient, and can not link it to the unique patient identifier.

○ 5: The capability is present partially, however, the certificate is not available.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to generate and capture the ABHA number of the patient and link it to the unique patient identifier. The certificate is available and will be submitted.

AAC.1.f. **The system checks and flags duplicate patient registrations.**

○ 0: The system does not have the capability to check or flag duplicity of records.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to check for duplicity of records but does not flag it, or even if it does it can only work on limited parameters. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to check duplicity of patient records based on all key parameters.

AAC.1.g. The system supports patient registration in offline mode.

● 0: The system does not have the capability to register patients in offline mode.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to register patients in offline mode but often faces syncing issues when system gets back online. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to perform patient registration in offline mode with limited crucial fields and can sync data when it comes back up online.

AAC.1.h. The system groups multiple visits of the patient under episodes of care.

○ 0: The system does not have the capability to bundle multiple patient visits for the same condition.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to bundle multiple patient visits for the same condition.

AAC.1.i. The system links all patient medical records to respective unique patient identifier.

○ 0: The system does not have the capability to link patient records to their unique patient identifier.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to link patient records of certain departments to their unique patient identifier. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to link patient records of across all applicable departments to their unique patient identifier.

AAC.1.j. The system shares patient medical records with different facilities/ affiliates.

○ 0: The system does not have the capability to share patient medical records different facilities/ affiliates.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to share patient medical records different facilities/ affiliates.

AAC.1.k. The system manages patient referrals across different specialties.

○ 0: The system does not have the capability to manage patient referrals for second opinion across any specialty.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to manage patient referrals for second opinion across certain specialties. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to manage patient referrals for second opinion across all applicable specialties.

AAC.1.l. The system connects with external devices and stores captured information.

○ 0: The system does not have the capability to connect with external devices and store captured information.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to connect with external devices and store captured information.

AAC.2. THE SYSTEM SUPPORTS PATIENT APPOINTMENTS AND THE MEDICAL PRACTITIONER SCHEDULES.

AAC.2.a. The system creates and manages appointments.

○ 0: The system does not have the capability to create or manage patient appointments.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to just create patient appointments but not perform any other action through the system. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create and manage patient appointments.

AAC.2.b. The system generates and sends notifications to the patients.

○ 0: The system does not have the capability to send notifications to the patients about their upcoming appointments.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to send notifications to the patients about their upcoming appointments but with limited information. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to send informative notifications to the patients about their upcoming appointments.

AAC.2.c. The system has the capability to record time stamps.

○ 0: The system does not have the capability to record time stamps.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to record time stamps for certain scenarios such as OPD only, or IPD only. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to record time stamps for both OPD and IPD.

AAC.2.d. The system captures details of appointments made through external systems.

◉ 0: The system does not have the capability to capture details of appointments made through external systems.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture details of appointments made through external systems.

AAC.2.e. The system displays the available dates, time and the profile of the medical practitioners for booking appointments by the staff.

○ 0: The system does not have the capability to display the calendar and the profile of the medical practitioner for booking appointments.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to display the calendar and the profile of the medical practitioner for booking appointments.

AAC.2.f. The patients are able to digitally book an appointment with a specific medical practitioner based on the dates and time displayed on the system.

○ 0: The system does not have the capability to book an appointment for a specific medical practitioner based on the dates and time displayed on the system.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to book an appointment for a specific medical practitioner based on the dates and time displayed on the system.

AAC.2.g. The system displays and prints the medical practitioner's schedule.

○ 0: The system does not have the capability to display and print the medical practitioner's schedule.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to display but not print the medical practitioner's schedule. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to display and print the medical practitioner's schedule.

AAC.2.h. The system has the capability of queue management for various healthcare services.

○ 0: The system does not have the capability of queue management for the various healthcare services.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): 1. The system has the capability of queue management for certain healthcare services. 2. The system has the capability of queue management for all/certain healthcare services but it doesn't update in real time. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability of queue management for all applicable healthcare services.

AAC.2.i. The system displays estimated patient waiting time for various healthcare services.

◉ 0: The system does not have the capability to display patient waiting time.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to display patient waiting time but it does not notify the patient through notifications. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10:The system is fully compliant as per the requirements mentioned in the objective and has the capability to display patient waiting time as well as send notifications to patients about their waiting time.

AAC.3. THE SYSTEM HANDLES LABORATORY TEST ORDERS AND SAMPLES.

AAC.3.a. The system configures clinical and administrative workflow for laboratory management.

○ 0: The system does not have the capability to configure clinical and/or administrative workflow for laboratory management.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to either configure clinical or administrative workflow for laboratory management. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to configure both clinical and administrative workflow for laboratory management.

AAC.3.b. **The system automatically assigns a specimen number for every sample collected / received and links it to the patient's unique identifier.**

○ 0: The system does not have the capability to automatically assign a specimen number for every sample collected / received.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to assign a specimen number for every sample collected / received when manually triggered, there is no automatic workflow for it, or even if it does it does not link it to patient's unique identifier. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to automatically assign a specimen number for every sample collected / received and link it to patient's unique identifier.

AAC.3.c. **The system tracks specimens.**

○ 0: The system does not have the capability to track specimens.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to track specimens.

AAC.3.d. **The system creates/ modifies templates for laboratory reports.**

○ 0: The system does not have the capability to create/ modify templates for laboratory reports.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to only create but not modify templates for laboratory reports. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create/ modify templates for laboratory reports.

○ NA

AAC.3.e. **The system enables sample label printing.**

○ 0: The system does not have the capability to print sample labels.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to print sample labels.

○ NA

AAC.3.f. **The system appends laboratory reports.**

○ 0: The system does not have the capability to allow medical practitioners to append pathology report.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to allow medical practitioners to append pathology report.

○ NA

AAC.3.g. **The system generates a non-editable final report once it is signed by the pathologist.**

○ 0: The system does not have the capability to generate a non-editable final report after it is signed by the pathologist.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to generate a non-editable final report after it is signed by the pathologist.

AAC.3.h. **The system clearly marks the damaged/ rejected samples.**

○ 0: The system does not have the capability to mark the damaged/ rejected samples.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

◉ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to marks the damaged/ rejected samples.

AAC.3.i. **The system displays the reference range for a test and highlights abnormal/out of range results.**

○ 0: The system does not have the capability to display the reference range for a test or highlight abnormal/out of range results.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to display the reference range for a test but does not highlight abnormal/out of range results. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to display the reference range for a test and highlight abnormal/out of range results.

AAC.3.j. **The system flags the incorrect tests/ reports that need to be repeated.**

○ 0: The system does not have the capability to mark the incorrect tests/ reports that need to be repeated.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to mark the incorrect tests/ reports that need to be repeated.

○ NA

AAC.3.k. **The system sends notifications to patients and medical professionals when their reports are ready.**

○ 0: The system does not have the capability to notify patients when their reports are ready through any channel.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to notify patients when their reports are ready but not through all applicable channels. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to notify patients when their reports are ready through all applicable channels.

○ NA

AAC.3.l. **The system allows patients to view/download their reports.**

○ 0: The system does not have the capability to allow patients to view/download their reports.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to allow patients to view their reports but not download it. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to allow patients to view and download their reports.

○ NA

AAC.3.m. **The system identifies tests that have been referred to external labs and maintains the records of the results.**

○ 0: The system does not have the capability to identify tests that have been assigned to external labs and does not maintain their result records.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to maintain records of tests that have been assigned to external labs but does not maintain their result records. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to identify the tests that have been assigned to external labs and maintain their result records.

○ NA

AAC.3.n. **The system links the laboratory reports of the patients to their ABHA.**

○ 0: The system does not have the capability to link the laboratory reports of the patient to their ABHA number / Address.

○ 5: The capability is present partially, however the certificate is not available.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to link the laboratory reports of the patient to their ABHA number / Address. The certificate is available and will be submitted.

AAC.4. THE SYSTEM HANDLES RADIOLOGY TEST ORDERS AND IMAGES.

AAC.4.a. **The system configures clinical and administrative workflow for the management of radiology department.**

○ 0: The system does not have the capability to configure clinical and/or administrative workflow for radiology management.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to either configure clinical or administrative workflow for radiology management. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to configure both clinical and administrative workflow for radiology management.

○ NA

AAC.4.b. **The system creates/ modifies a new radiology request, generate a unique ID for the request, and link it to the patient's unique ID.**

○ 0: The system does not have the capability to create/ modify a new radiology request, generate a unique ID for it, and link the same to the patient's unique ID.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): 1. The system has the capability to only create a new radiology request but can not modify it. 2. The system has the capability to create/ modify a new radiology request, generate a unique ID for it, but can not link it to the patient's unique ID. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create/ modify a new radiology request, generate a unique ID for it, and link it to the patient's unique ID.

○ NA

AAC.4.c. **The system sends notifications to the radiology department as soon as any test is booked.**

○ 0: The system does not have the capability to notify the radiology department as soon as the tests are booked in the OPD/IPD.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to notify the radiology department as soon as the tests are booked.

○ NA

AAC.4.d. **The system creates/ modifies templates for radiology reports.**

○ 0: The system does not have the capability to create/ modify templates for radiology reports.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to only create templates for radiology reports but can not modify it. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create/ modify templates for radiology reports.

○ NA

AAC.4.e. **The system captures and shows the radiological test status for every radiology test order.**

○ 0: The system does not have the capability to capture and show the radiological examination status for every radiology test order.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture and show the radiological examination status for every radiology test order.

○ NA

AAC.4.f. **The system appends radiology reports.**

○ 0: The system does not have the capability to allow medical practitioners to append radiology reports.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to allow medical practitioners to append radiology reports.

AAC.4.g. **The system has the capability to book radiology test appointment slots based on equipment and staff availability.**

○ 0: The system does not have the capability to book radiology test appointments.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to book radiology test appointment slots based on equipment availability only without checking for staff availability. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to book radiology test appointment slots based on equipment and staff availability.

⦿ NA

AAC.4.h. **The system generates a non-editable final report once it is signed by the radiologist.**

○ 0: The system does not have the capability to generate a non-editable final report after it is signed by the radiologist.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to generate a non-editable final report after it is signed by the radiologist.

AAC.4.i. **The system flags the amended radiology reports issued by the radiologist.**

○ 0: The system does not have the capability to flag any reports that were edited and re-issued to the patient.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to flag any reports that were edited and re-issued to the patient.

○ NA

AAC.4.j. **The system sends notifications to patients and medical professionals when their reports are ready.**

○ 0: The system does not have the capability to send notifications to patients when their reports are ready through any channel.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to sends notifications to patients when their reports are ready but not through all applicable channels. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ **10:** The system is fully compliant as per the requirements mentioned in the objective and has the capability to send notifications to patients when their reports are ready through all applicable channels.

○ NA

AAC.4.k.   The system allows patients to view/download their reports.

○ 0: The system does not have the capability to allow patients to view/download their reports.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to allow patients to view their reports but not download it. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to allow patients to view and download their reports.

○ NA

AAC.4.l.   The system sends a notification when a test ordered is contraindicated based on the patient's condition.

○ 0: The system does not have the capability to send a notification when a test ordered is contraindicated based on the patient's condition.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to send a notification when a test ordered is contraindicated based on the patient's condition.

AAC.4.m.   The system links radiology report/s of the patient to their ABHA.

○ 0: The system does not have the capability to link the radiology reports of the patient to their ABHA number / Address.

○ 5: The capability is present partially, however the certificate is not available.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to link the radiology reports of the patient to their ABHA number / Address. The certificate is available and will be submitted.

AAC.4.n.   The system maintains a record of the tests that are outsourced to other radiology centers and maintains a repository of their results.

○ 0: The system does not have the capability to identify tests that have been outsourced to external radiology labs and does not maintain repository of the test results.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to maintain records of tests that have been outsourced to external radiology labs but does not maintain repository of the results. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to maintain records of tests outsourced to external radiology labs along with the test results.

○ NA

AAC.5. THE SYSTEM SUPPORTS PATIENT ADMISSIONS.

AAC.5.a.   The system configures rules/ workflow for patient admission.

○ 0: The system does not have the capability to allow user to configure rules/ workflow for patient admission.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to allow user to configure rules/ workflow for patient admission.

AAC.5.b.   The system configures templates for various healthcare services.

○ 0: The system does not have the capability to configure templates for various healthcare services.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to configure templates for various healthcare services.

AAC.5.c.   The system manages patient's admission related information.

○ 0: The system does not have the capability to capture and manage patient's admission related information.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture and manage all relevant patient's admission related information.

AAC.5.d.   The system creates and manages healthcare packages for patients with inclusion/exclusion of services.

○ 0: The system does not have the capability to create and manage the healthcare packages for patients along with inclusion/exclusion of services.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to only create but not manage the healthcare packages for patients along with inclusion/exclusion of services. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create and manage the healthcare packages for patients along with inclusion/exclusion of services.

AAC.5.e. **The system designates the treating medical practitioners.**

○ 0: The system does not have the capability to designate the treating medical practitioners.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to designate the treating medical practitioners.

AAC.5.f. **The system auto populates all relevant data fields when a patient is admitted on entering their unique patient Identifier.**

○ 0: The system does not have the capability to auto populate all relevant data fields when a patient is admitted on entering their unique patient identifier.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to auto populate all relevant data fields when a patient is admitted on entering their unique patient identifier.

AAC.5.g. **The system sends notifications to all relevant departments and staff during the admission / transfer process.**

○ 0: The system does not have the capability to send notifications to all relevant stakeholders during the admission/transfer process.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): 1. The system has the capability to send notifications to all relevant stakeholders during the admission/transfer process but not through all applicable channels. 2. The system has the capability to send notifications to certain stakeholders during the admission/transfer process but not through all applicable channels. 3. The system has the capability to send notifications to certain stakeholders during the admission/transfer process through all applicable channels. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to send notifications to all stakeholders during the admission/transfer process through all applicable channels.

AAC.5.h. **The system displays details of occupied beds.**

○ 0: The system does not have the capability to display details of occupied beds.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to display details of occupied beds.

AAC.5.i. **The system has the capability to predict bed availability.**

● 0: The system does not have the capability to predict bed availability.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to predict bed availability.

AAC.6. THE SYSTEM MANAGES PATIENT DISCHARGE AND TRANSFER PROCESSES.

AAC.6.a. **The system creates / modifies a discharge summary.**

○ 0: The system does not have the capability to create/modify a discharge summary.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to only create but not modify a discharge summary. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create/modify a discharge summary.

AAC.6.b. **The system shows the list of patients due for discharge.**

○ 0: The system does not have the capability to display the list of patients due for discharge such as LAMA (Leave Against Medical Advice), DAMA (Discharge Against Medical Advice), and absconding.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

● 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to display the list of patients due for discharge such as LAMA (Leave Against Medical Advice), DAMA (Discharge Against Medical Advice), and absconding.

AAC.6.c. **The system creates and processes a checklist and manage clearances for patient discharge, if any.**

○ 0: The system does not have the capability to create and process a checklist for patient discharge and does not capture reasons for delay, if any.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to only create a checklist but it cannot be updated or even if it can be, it does not capture reasons for delay. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to create and manage a checklist for patient discharge managing clearances and capturing reasons for delay, if any.

AAC.6.d. The system manages the transfer of patients within the healthcare organizations.

○ 0: The system does not have the capability to capture transfer of patients or send notifications to department users about the transfer.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to only capture transfer of patients but does not send notifications to relevant department users. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture transfer of patients and send notifications to department users about the transfer.

AAC.6.e. The system raises interim bills upon the patient's request.

○ 0: The system does not have the capability to raise interim bills upon the patient's request.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to raise interim bills upon the patient's request.

AAC.6.f. The system links the discharge summary of the patient with their ABHA.

○ 0: The system does not have the capability to link the discharge summary of the patient to their ABHA number / Address.

○ 5: The capability is present partially, however the certificate is not available.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to link the discharge summary of the patient to their ABHA number / Address. The certificate is available and will be submitted.

AAC.7. THE SYSTEM HAS THE CAPABILITY TO DISSEMINATE INFORMATION TO PATIENTS.

AAC.7.a. The system provides important care delivery information for patients.

○ 0: The system does not have the capability to provide care delivery information for the patients.

○ 5:The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to provide important care delivery information for the patients. The system has the capability to display data in another local language.

○ NA

AAC.7.b. The system has the capability to display its NABH certifications.

○ 0: The system does not have the capability to display its NABH certifications.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to display its NABH certifications.

○ NA

AAC.8. THE SYSTEM MANAGES PATIENT FEEDBACK, EXPERIENCE AND COMPLAINTS.

AAC.8.a. The system has the capability to receive feedback and complaints from the patients/family members.

○ 0: The system does not have the capability to capture feedback on the availed healthcare organization services from the patients/family members.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture feedback on the availed healthcare organization services from the patients/family members.

AAC.8.b. The system analyzes the feedback received and generates reports/ updates dashboards.

○ 0: The system does not have the capability to analyze the feedback given and generate analytical reports/ dashboards.

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system has the capability to analyze the feedback given but can not generate analytical reports/ dashboards. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

⦿ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to analyze the feedback given and generates analytical reports/ dashboards.

AAC.8.c. The system captures patient-reported outcome measures(PROMs).

● 0: The system does not have the capability to capture patient-reported outcome measures(PROMs).

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture patient-reported outcome measures(PROMs).

AAC.8.d. The system captures patient-reported experience measures (PREMs).

● 0: The system does not have the capability to capture patient-reported experience measures (PREMs).

○ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

○ 10: The system is fully compliant as per the requirements mentioned in the objective and has the capability to capture patient-reported experience measures (PREMs).