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Output 3 Patient Management Systems

What is a patient management system

A patient management system is also known as: Clinic management software, Patient manager software, Medical patient software and Medical practice management software

These systems include a number of efficient automated systems designed for

- Tracking patient information,
- diagnoses,
- prescriptions,
- interactions and
- encounters within healthcare organisations (like hospitals and medical clinics).

Digital patient management systems can streamline the patient experience.

PMS Features

Appointments and Online booking

Health Records

Security

Privacy

Advanced features

Business management

Virtual receptionist/admin support settings

Telehealth/ in built secure video conferencing

Finance Features (covered in a separate talk)

Transactions

Invoices

Payments

Expenses

Reporting and tracking (business performance information)



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Appointments – Digital Features

Solo practitioner or multi-location

Appointment SMS and Email reminders

Multiple Appointment types

Waitlist functionality

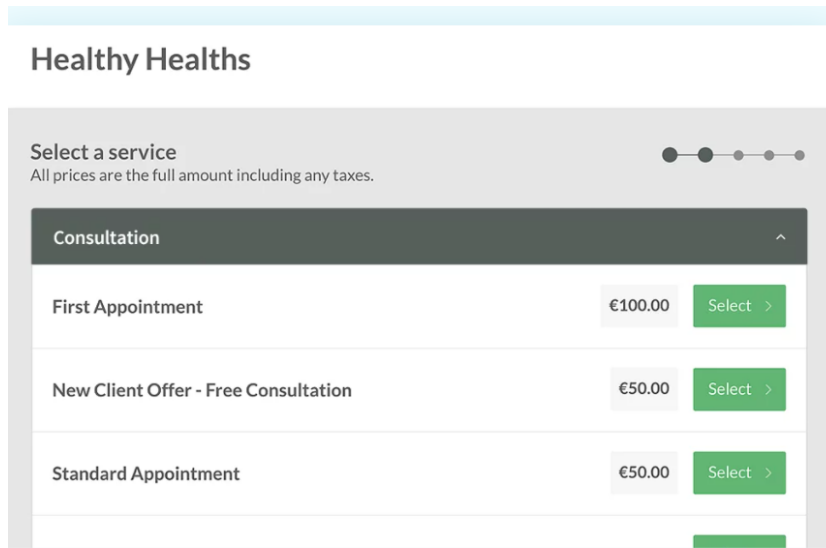
Online Availability

Clear Calendar with Colour coding

Appointment Flags

	Julia Stem	James Taff	John Aaron
9 AM			Jasper Hugh 9:00 AM - 10:00 AM
10 AM	Jack Teller 10:00 AM - 11:00 AM		Anne Greengabs 10:00 AM - 11:00 AM
11 AM	Yoga Class 11:00 AM - 12:00 PM		Parent Conference 11:00 AM - 12:00 PM
12 PM			
1 PM	Peter Givens 1:00 PM - 2:00 PM		Lunch 12:00 PM - 1:00 PM
1 PM	Lunch 2:00 PM - 3:00 PM		Alisher Smith 2:00 PM - 3:00 PM
3 PM	Sally Hust 3:00 PM - 4:00 PM		

Appointments – Online Booking



Take bookings 24/7

Reduce the time you or a receptionist spends taking bookings over the phone

Automatically synchronised with appointment diary

Can be linked/embedded on your Facebook site or website.

Can add google analytics to your online bookings

<https://help.cliniko.com/en/articles/1023955-a-quick-overview-of-online-bookings>

<https://help.cliniko.com/en/articles/1023963-set-up-online-bookings>

<https://help.cliniko.com/en/articles/3471569-connect-online-bookings-with-google->

Record Keeping

Improve health care delivery by providing medical personnel with better data access, faster data retrieval, higher quality data, and more versatility in data display (Dick et al, 1997)

The screenshot displays the Cliniko interface for a patient named Mr Tim Poole. The left sidebar contains navigation options: Dashboard, Appointments, Patients (selected), Invoices, Payments, Products, Expenses, Contacts, Communications, Reports, Settings, and Help. The main content area is titled 'Mr Tim Poole / New treatment note' and includes a 'Save as final' button. Below the title, there are buttons for 'Lower back is quite sore' and '+ Add medical alert'. The 'Patient details' section lists various record counts: Treatment notes (8), Letters (2), Files (2), Appointments (9), Invoices (8), Payments (10), Account statement, Recalls (1), and Communications (10). The 'New' section contains a 'Template' dropdown set to 'Standard Consultation', an 'Appointment' dropdown set to '30 April, 12:00pm - Standard Appointment (Consultation)', and a 'Copy previous note' button. Below this are sections for 'Patient progress report' (Routine follow up to review medication), 'Assessment' (Problems including changes: Feet are inspected and there are no callouses, no compromised skin. No vision complaints.), and 'Treatment' (PRINIVIL TABS 20 MG (LISINAPRIL) 1 po qd, HUMULIN INJ 70/30 (INSULIN REG & ISOPHANE (HUMAN)) 20 units ac breakfast). The 'Body chart' section has an 'Add body chart' button. At the bottom of the form are 'Save as final', 'Save as draft', and 'Archive' buttons. On the right, there are tabs for 'Previous notes', 'Patient info', and 'Appointments'. A search bar for 'Filter treatment notes...' is present. Below this, a list of previous notes is shown, including 'Standard Consultation' on 22 April, 10:00am, and 'Subsequent Appointment (Consultation)' on 15 April, 10:00am. The current note is marked as 'DRAFT' and 'Created 22 April'.

<https://www.cliniko.com/features/health-records/>

Digital Health Record Features

Store and attach files

Record customisable and flexible treatment notes (i.e. Body Charts, Configurable Templates and Patient Forms)

Searchable patient records

Edit Note EDIT DRAFT

Note Date: 26/02/2019 09:00 Pending Choose a Date

Note Template: Manual Therapies with Body Chart Manage Templates

Note Name: Jasper's Intake Form

Intake Form

Describe symptoms experienced in the last 24 hours
I have felt nauseus, dizzy, and there's a ringing in my ears.

Rate your pain 1 out of 10
6

What aggravates the pain?
Bright lights and loud noise make the pain worse.

Source of pain

Additional comments
Mid Thoracic Kyphosis noted

Throbbing

Shooting on Elevation

undo redo plus SAVE AS DRAFT SAVE AND LOCK

Image from PowerDiary

<https://www.powerdiary.com/uk/features/clinical-notes-software/>

Security

Questions to ask of your patient management system

- How is your data kept secure?
- How often are back ups completed?
- Data Centres and their security?
- Regulations?



Telehealth

Telehealth is the delivery of health care services by health care professionals, where distance is a critical factor, through using information and communication technologies (ICT) for the exchange of valid and correct information (WHO, 2010).

With the rapid evolution of digital tools (such as smart phones, laptops, and tablets) most families have a least one digital device that can provide communication between the patient and healthcare provider (Valle et al, 2017).

The COVID19 pandemic has seen the rapid introduction of virtual clinics (Gilbert et al 2020) using telehealth solutions to protect both patients and clinicians (Monaghesh & Hajizadeh, 2020).



Telehealth in Patient Management Systems

Book Video appointments

Set up different appointment types for telehealth

Create telehealth appointment confirmations and reminders that automatically add the secure link to your confirmation email address

Appointment types + Add appointment type

[Settings](#) > Appointment types

Name	Category	Duration
● First Appointment		45 minutes
● Online consult (first appointment) Telehealth enabled		30 minutes
● Online Consult (Standard) Telehealth enabled		45 minutes
● Standard Appointment		30 minutes

Telehealth in Patient Management Systems

The appointment in your calendar will then have a direct link to your video call with the patient at the allocated time.

Calls are held in a private virtual room

The screenshot displays a user interface for an online consult. At the top, a teal header reads "Online Consult (Standard)". Below this, the patient's name "Emma Gray" is shown, followed by the appointment details: "Thursday, 26 March 2020 at 3:30pm for 45 minutes". A prominent red button with a camera icon and the text "Join video call" is positioned below the appointment details. The main content area is white and contains patient information for "Max Jenkins", including his name, gender options ("he / him / his / his / himself"), a mobile phone number "123 456 789 (Mobile)", and an email address "max@example.com". The "Case" status is listed as "None". To the right of this information are four buttons: "Arrived", "Did not arrive", "Add a payment" (with a plus icon), and "Add treatment note" (with a pencil icon). Below the patient information, a section for the "Next appointment" is shown, indicating "Wednesday, 1 April 2020 at 12:30pm". At the bottom of the interface, a dark purple bar contains five buttons: "Book another", "Reschedule", "Edit", "Cancel", and "Archive" (with a plus icon).

Business Management

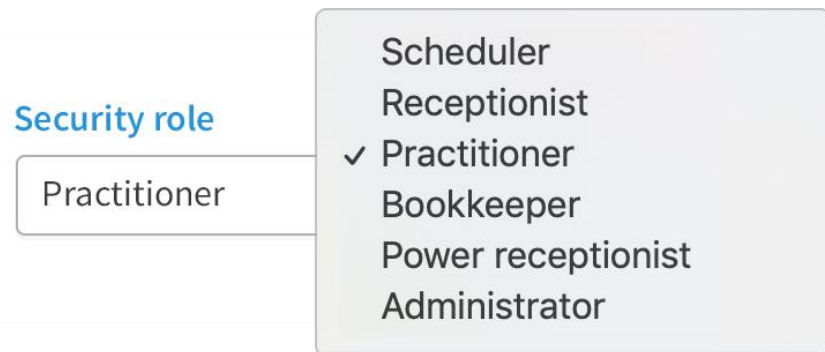
Business Management Features can include:

Managing multiple business locations

Communication with staff via internal messaging board

Exporting data

Various security roles for different types of user



Benefits of a PMS

Ease Overburdened Staff

Automating processes like patient flow management and can considerably reduces data entry tasks.

Business/ Practice Management

Can streamline record keeping, charting, patient scheduling, claims processing and billing functions.

Organisation

Keeps patient data, charts, appointments, and billing information together in a single digital file.

Digital storage saves save.

Handled correctly digital information is more secure than paper files.



Selecting a Patient Management System

Features to look out for

Support with ensuring you are meeting Privacy requirements/regulations:

- GDPR

 - Right to access data and data portability (Client Export function)

 - Right to be forgotten (Easy Delete Client)

 - Recording Consent

 - Data Protection Officer



Features to look out for ...

Security

2 Factor Authentication

Regular Back Ups

Secure Data Storage

Meets local regulations

Always keep your business plan and aims in mind ...

Some of the features listed here go above and beyond what you might need from a patient management system.

Carefully consider what you need from a PMS, and what you might need in say the next 5 years. Write a Wishlist of what a patient management system would do, and how it would improve your work.

Trial PMS systems to make sure they suit the way you work and what you need.

You may also want a Patient Management System that can help with business finances and reporting ...



Thanks to Cliniko for allowing the use of their help guides and trial for educational purposes in the future feet project

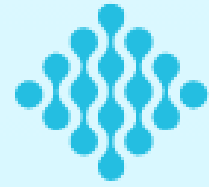
References

Dick, R.S., Steen, E.B. and Detmer, D.E. eds., 1997. *The computer-based patient record: an essential technology for health care*. National Academies Press.

Gilbert AW, Billany JCT, Adam R, *et al* Rapid implementation of virtual clinics due to COVID-19: report and early evaluation of a quality improvement initiative *BMJ Open Quality* 2020;**9**:e000985. doi: 10.1136/bmjopen-2020-000985

WHO. Telemedicine: opportunities and developments in member states. Report on the second global survey on eHealth: world health Organization; 2010.

Valle J, Godby T, Paul III DP, Smith H, Coustasse A. Use of smartphones for clinical and medical education. *Health Care Manag* 2017;**36**(3):293–300.
<https://doi.org/10.1097/HCM.0000000000000176>.



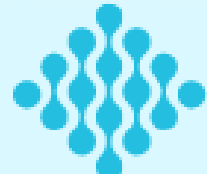
Pabau

<https://www.pabau.com/fr/>



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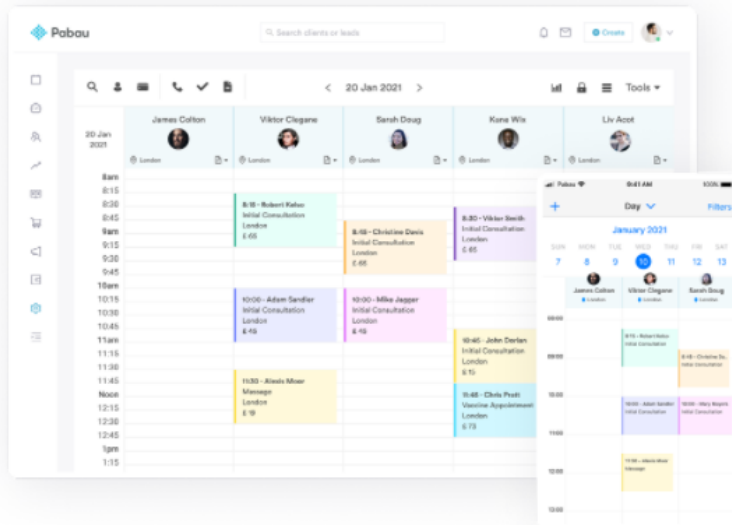
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Rendez-vous

Un carnet de rendez-vous innovant et tactile qui fonctionne de manière transparente pour simplifier et rationaliser le processus de réservation de votre clinique.

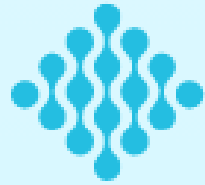
Les rendez-vous seront mis à jour et apparaîtront en temps réel, et vous pouvez facilement vous déplacer dans les rendez-vous à l'aide des fonctionnalités de glisser-déposer. Travailler avec vos rendez-vous n'a jamais été aussi simple.

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Go: Dossiers de santé sans papier (pour iOS)

Pabau Go est une application entièrement sans papier pour compléter notre version Web. Cela permet aux professionnels de la santé de permettre à votre entreprise de vivre un voyage entièrement sans papier.

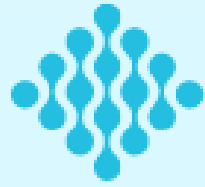
Pabau gèrera tout le parcours du patient afin de réduire considérablement le temps consacré à des tâches telles que le consentement, les questionnaires médicaux et les photos.



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Pabau

Réservations en ligne

Les réservations en ligne Pabau permettent à votre entreprise de se développer en acceptant les réservations 24h / 24 et 7j / 7 et en réduisant le temps que vous passez à prendre des réservations par téléphone.

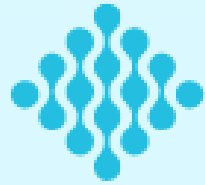
Partagez votre page de réservation avec vos clients. Il est personnalisable, vous pouvez donc choisir la quantité de votre horaire à afficher. Chaque nouvelle réservation est synchronisée avec votre calendrier de rendez-vous Pabau.

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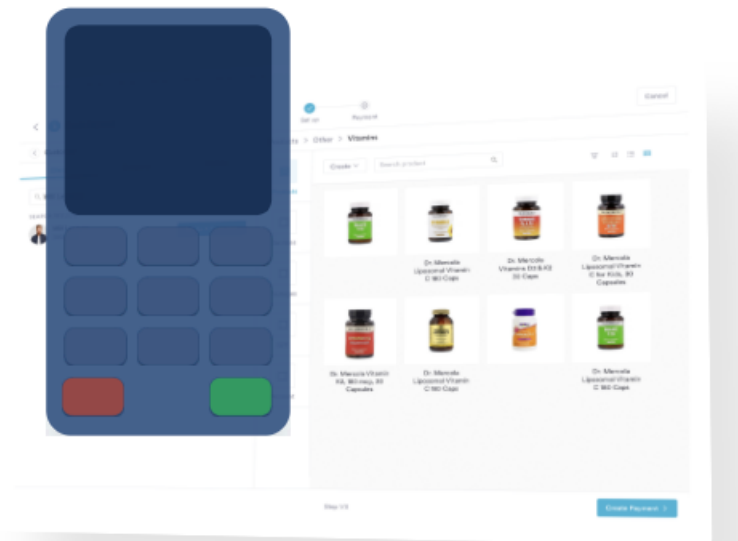
Pabau

Transactions

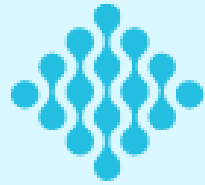
Avec l'interface de point de vente unique et élégante de Pabau, la facturation est extrêmement simple.

Établissez une liste de prix et facturez les traitements et les produits, calculez les bénéfices et établissez la commission du praticien. Appliquer une tarification variable, par clinique, compagnie d'assurance ou praticien.

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Pabau

Leads

Monitor your overall finances including sales, refunds, taxes, payments and more



☆ LE000 - Open Leads

☆ LE001 - Converted Leads

☆ LE005 - Leads New

☆ LE015 - Leads by Status New

☆ LE020 - Leads by Sources

☆ LE035 - Leads by Internet

☆ LE040 - Leads by Clinic

Staff

Monitor your overall finances including sales, refunds, taxes, payments and more



★ BETA - Staff Bookings

☆ ST000 - Staff Appointment Schedi

☆ ST001 - Staff Performance Summa

☆ ST002 - Comission Summary

☆ ST003 - Comission Report (retail)

☆ ST004 - Staff Performance Tracker

★ ST015 - Staff Hours

☆ ST025 - Employee Appointment S

☆ Staff Clock in/out



Rapports Et Analyses

Si vous pouvez quantifier quelque chose, le logiciel Pabau peut le suivre et en rendre compte, facilitant ainsi l'allocation plus astucieuse de votre budget et de vos ressources.

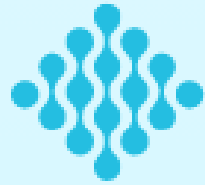
Quelques favoris éternels: ventes mensuelles, réservations, tendances, taux de rétention et niveaux de stocks.

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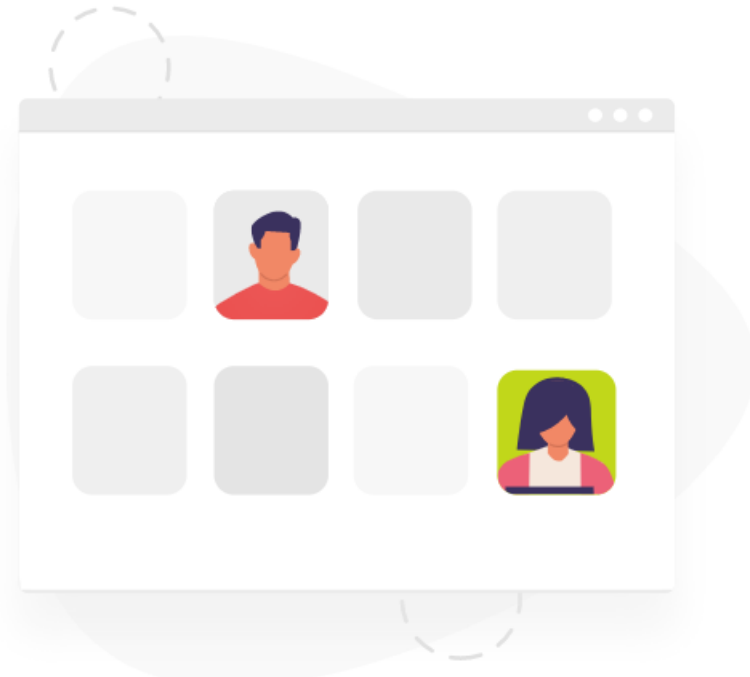
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Clients potentiels

Transformez les regards en pistes. Remplissez et notez de manière transparente les données des visiteurs de votre site Web dans votre système CRM. Publiez des formulaires sans spam et créez des stratégies de contact sensibles au temps et au contexte.

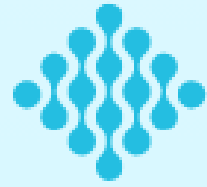
Écrivez vos propres règles. Simplifiez et rationalisez vos processus de vente en fonction de vos besoins commerciaux uniques. Attribuez automatiquement les prospects et les clients au personnel le mieux qualifié pour les gérer.

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Marketing

Pabau possède les outils de marketing intégrés les plus complets du marché. Un marketing efficace commence par répondre à des questions, par exemple: «Quels types de traitements restent inutilisés?» Ou «qui n'est pas venu aussi souvent?». Pabau vous donne les réponses instantanément et avec des fonctionnalités telles que les programmes de fidélité, les cartes-cadeaux, le suivi des références et le marketing par e-mail, il est facile d'agir en conséquence.

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The screenshot displays the Pabau software interface. At the top, there is a search bar for clients or leads and a 'Create' button. The main section is titled 'Reviews' and features a progress bar indicating a 5/5 score with the text 'Your clients love you!'. Below this is a table of reviews:

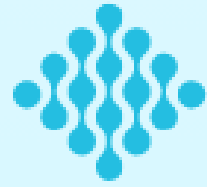
Source	Score	Reviews	Most recent
	4/5	20	2 month ago
	4/5	20	2 month ago View
	4/5	20	2 month ago View

Below the table, there is a 'Respond to Martha Gibbons' dialog box. It shows a review from Martha Gibbons: '5/5 - Martha Gibbons - 2 month ago "The best place I've been in Dublin, it is worth all the cost!"'. The dialog box has a text area for a response and a 'Respond' button. To the right, there are three gift cards: a blue one for €200, an orange one for €100, and a smaller orange one for €100.



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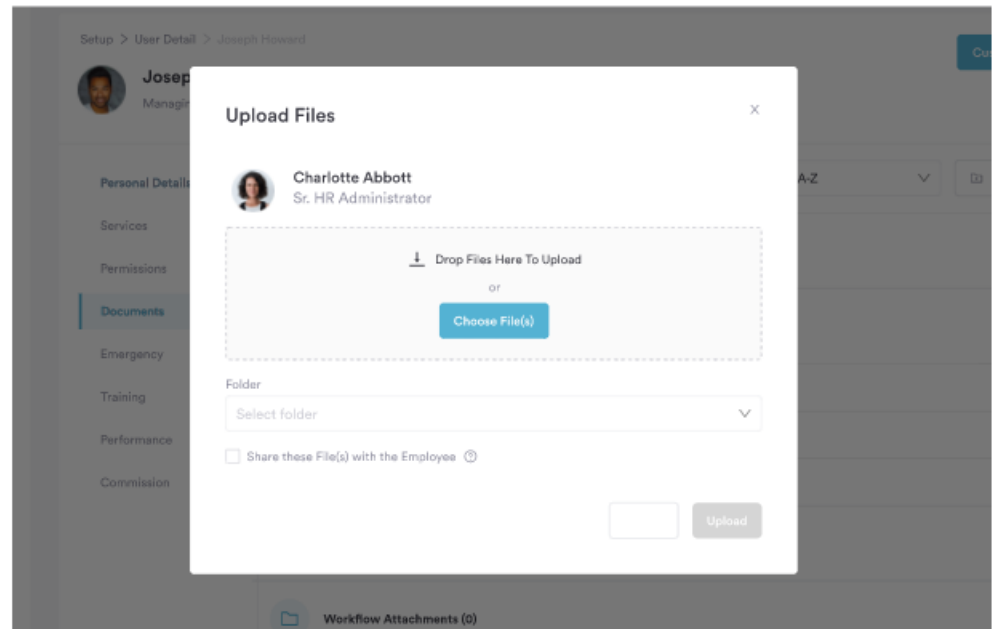
Pabau

Employés

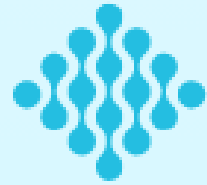
Le module de gestion du personnel Pabau est un logiciel RH tout-en-un conçu pour les petites et moyennes entreprises.

Vous pouvez gérer votre personnel avec concentration et voir ce que vous pouvez faire pour améliorer la productivité du personnel. Vous pouvez également améliorer la façon dont vous recrutez des talents, gérez les commissions et développez une culture positive, productive et favorable à l'entreprise.

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Pabau

Stock

De la commande de stock au comptage des stocks. Dès le premier jour où vous commencez à utiliser le système Pabau, vous pouvez être assuré que votre stock est entretenu avec précision au niveau dont vous avez besoin.

Pabau travaillera avec certains de vos distributeurs préférés pour vous assurer de créer des commandes rapides et faciles directement à partir de votre compte Pabau.

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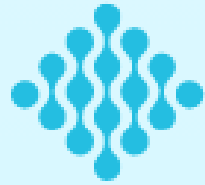
The screenshot displays the Pabau web application interface. On the left, there is a 'Purchase Order' table with columns for 'Qty', 'Stocks', 'Expected', 'Counted', and 'Status'. The table lists various products with their respective stock levels and statuses. On the right, there is a 'Category selector' section with a search bar and a grid of product categories including MICELLAR, LUMIGEN, OBAGI, oxygenix, and ENVIRON.

Qty	Stocks	Expected	Counted	Status
Oxy Almond	23682	2	0	Over
Oxy Almond Acne Control	97274	2	0	Under
Oxy Beige	36903	1	0	Good
Oxy Beige Acne Control	28052	0	0	Good
Oxy Chakra	97967	5	0	Good
Oxy Coco	28475	1	0	Over
Oxy Crema	26396	0	0	Over
Oxy Crema Acne Control	23696	0	0	Good



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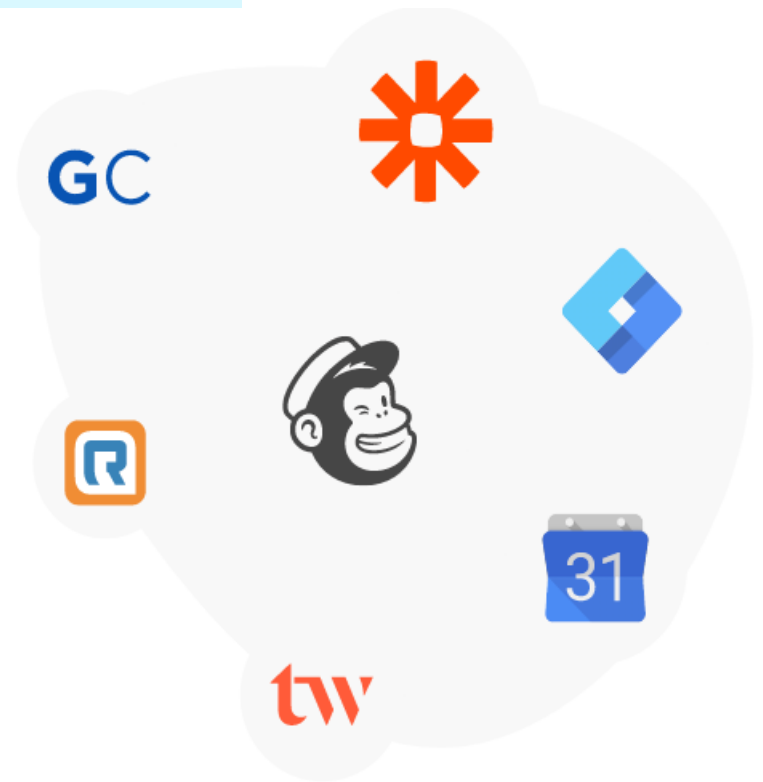


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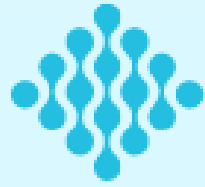
Intégrations

Découvrez des applications qui s'intègrent à Pabau pour étendre les fonctionnalités de votre logiciel de gestion de clinique.

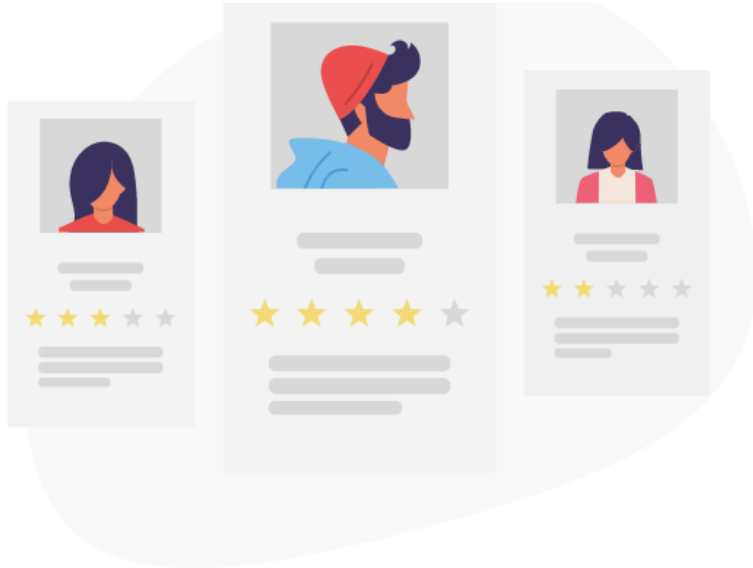
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Gestion Des Clients

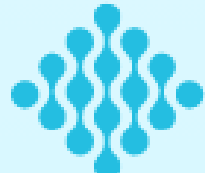
Un profil client tout-en-un. Stockez toutes les informations telles que les détails du client, les notes de traitement, les paiements, l'historique des communications, les paquets et bien plus encore avec Pabau.

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Se connecter: Portail client

Permettez à vos clients de contrôler leurs comptes avec une seule connexion. Avec le portail Connect de Pabau, le monde est entre les mains de vos clients.

Ils peuvent gérer tous les aspects de leur compte tels que les paiements, les rendez-vous et bien plus encore à partir d'un portail facile à utiliser; vous économisant ainsi beaucoup de temps.

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PodoVinci

- Rajouter des variables psycho-sociales ? / Possibilité d'importer les pdf générer via le site FF ?
<https://www.futurefeet.eu/index.php/questionnaires-french-versions/>

- Remplacement de Jonathan ?

- Réunion nécessaire pour planifier des changements ?