

# Value to Healthcare

## Health Organisation Managers

Our products are suitable for primary and secondary care systems, specialist and multi-disciplinary clinics, hospital systems, and rural area clinics. They are also suitable to any organisation with widely dispersed facilities and lack of integration between caregivers and main headquarters. The **Clicks**<sup>®</sup> suite facilitates true clinical decision making by providing online decision support and control. Management is able to control cost incurring processes by influencing decision-making before it takes place.

### **Clicks**<sup>®</sup> ÷ *the technology that has all the tools*

With the **Clicks**<sup>®</sup> solution system, medical staff can work faster and more efficiently while HO managers work safer and smarter. These tools create a safety mechanism to eliminate duplication and errors, reduce the risk of medical mistakes and fraud, and act as a framework for clinical pathway and financial programs. One provider group that understands the tangible benefits that **Clicks**<sup>®</sup> can provide, is the Macabi Health Care Group, Israel (for details of this project see our *Case Studies pages*).

### **Benefits to HO Managers**

#### ❑ **Complete monitoring and controlling of all enterprise-wide information**

**Clicks**<sup>®</sup> makes it possible to know first hand what goes on at every point of entry, junction or exit within the system. For example you can know who is active in the system at any given time. Thus, loopholes and leakages of HO (health organization) resources or fraud within the system are eliminated.

#### ❑ **Implementation of organisational strategies**

The **Clicks**<sup>®</sup> system makes it possible to integrate HO policies into the basic flow of the *“medical production floor”*. That means intervening at any point and every level of operation, for example, patients entry points into the system or “routes” between different



physicians, membership enrolment, benefit management, premium billing, prescriptions, follow-up procedures, referrals and preventive medicine policies.

□ **Increase physician efficiency**

Patient charts are easy to create and maintain. Locating patient file is quick and simple; the staff will spend less time filing and tracking down, copying and faxing, and more time seeing patients.

□ **Provide better quality of care**

Limiting the probability of physician error in administering treatment: the system generates patient specific reminders, alerting physicians of deviations from practice guidelines, or alerts regarding drug and allergy interactions. All this is done during the medical session, at the time of decision-making. In addition, it is possible to do physician profiling to attempt identify physicians whose treatment or diagnosis fall outside a certain norm.

□ **Cost controls**

**Clicks**<sup>®</sup> facilitates implementation of organisational financial policies, including: controlling medication and treatment options by guiding to preferred alternatives by the HO, pre authorization for costly procedures or expensive chronic medications etc.

□ **Preventive Medicine Analysis (PMA)**

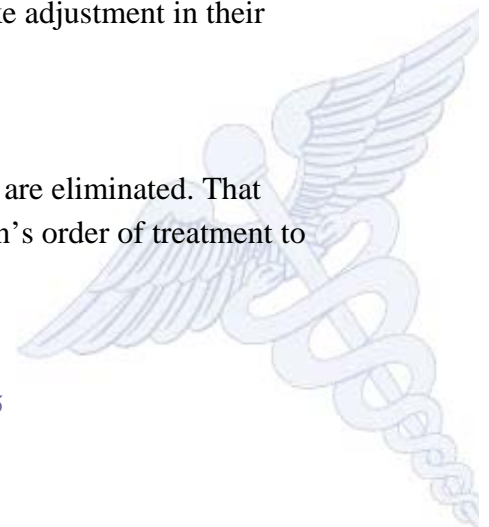
Implementation of preventive medicine measures improves overall population health, and early diagnosis contributes to big savings in HO resources.

□ **Outcome management**

The system originates any type of reports for analysis and re-evaluation of HO strategies. For example, productivity management reports for physicians, insurance carriers, facilities and revenue centres. As a result, healthcare managers get a deep insight of the medical process, and the link between different domains of the medical information data (such as the relation between diagnosis, treatment, medication and referral), and can make adjustment in their strategies accordingly.

□ **Fraud elimination**

Loopholes and leakages of HO resources or fraud within the system are eliminated. That means closing gaps in service circles, from the point of the physician's order of treatment to





the point of service received by the patient (pharmacies, X-rays, hospitals etc). This gives the organisation maximum control over its expenses.

□ **Better integration of communication**

The system offers mechanisms for mutual feedback between different points of care. For example, lab results and test results are automatically received and delivered into the patient's files. The sharing of information between physicians and the rest of the medical staff allows for an all-together higher quality of care.

*The Clicks® Suite delivers bottom line improvements in monitoring care workers and administrative productivity*

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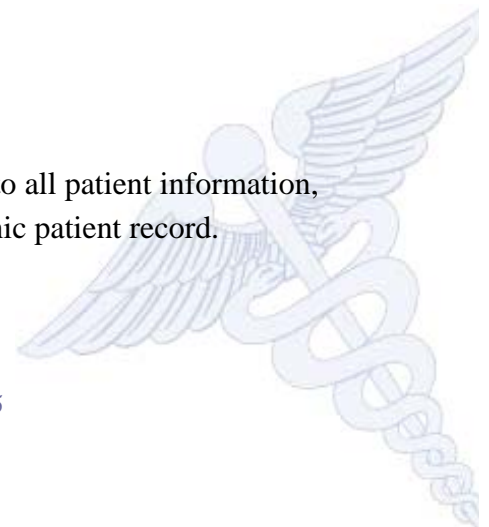
## **Physicians and Clinical Teams**

Clinical information is analysed automatically, with system-generated alerts notifying physicians of gaps in patient care. Physicians have the ability to control the quality of care they provide, and analyse clinical data for compliance with care plans and preventive guidelines. For example, decision support tools for managing the health of the diabetic population; the system notifies physicians when a diabetic patient is due for a visit or has not had a hemoglobin A1c during the current year. The impact of such decision support capabilities is substantial for preventive medicine implementation. Physicians provide better medical care as a result of using more organised, complete and accurate information, conduct research based on the information in the medical records and cut down costs on all the activities required to handle paper oriented environment.

### **Benefits to Physicians**

□ **Quick access to patient data**

Imagine your patient charts always a click away, immediate access to all patient information, and immediate data retrieval within a clear, comprehensive, electronic patient record.





❑ **Save more time as patient data builds**

After entering basic encounter information, **Clicks**® automatically sends appropriate data into different parts of the patient file, thus, as the patient file grows over time or the care becomes complex, previously time consuming documentations and forms take only moments.

❑ **Paper free, No-writing-required environment**

Enter and retrieve data with minimum typing through token driven tables. Patient documentation is quickly generated, as all forms and reports; discharge and progress notes, medication orders and referral letters are created automatically, as needed, retrieving data from the patient's file.

❑ **Easy and user friendly environment**

Standard Windows interface. Easily store, enter, display, sort, retrieve, analyse and report medical information.

❑ **Communication with central and peripheral systems**

Bi-directional online communication for receiving and sending patient related information: membership information, import data into patient records from outside systems (e.g. laboratory test results, imaging and video source pictures); export **Clicks**® data to other systems online, (e.g. documents via e-mail, membership and drug alert queries, and so on).

❑ **Clinical decision support tools**

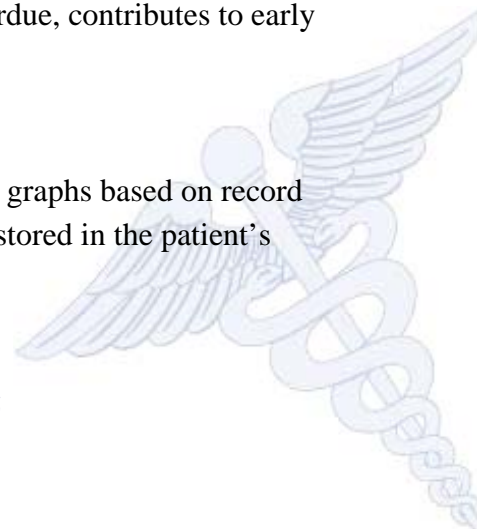
Clinical pathways can be developed, implemented and monitored online through built-in clinical algorithms, based on Standard Medical Procedures. For example, guidelines for the followup treatment of diabetic patients, use of diuretics in the treatment of hypertension, throat infections in children, etc.

❑ **Built in PMA (preventive medicine analysis) guidelines**

Built in alerts notifying physicians of gaps in healthcare or tests overdue, contributes to early diagnosis.

❑ **Extensive graphic utilities**

Graphic utilities for viewing pictures and imaging or creating online graphs based on record data (laboratory test results, vital signs, Gantt graphs and more), all stored in the patient's photo album.





#### ❑ **Various view options**

Medical staff using the system can use various ways to display information: by subject, by date, or by medical problem.

#### ❑ **Reports**

Conduct research and analysis of recorded data and produce effective reports.

#### ❑ **Electronic test results**

Laboratory test results can be imported electronically directly into the patient's file, with lab alerts displayed for every irregular test result received.

#### ❑ **Efficient archiving**

Archive files remain available for browsing and reports. Nothing is ever erased or deleted. Once entered data is permanent and errors and corrections can be noted. The original entry is always available to resolve any issues or address any questions.

#### ❑ **Advanced options**

Macros and clinical algorithms, pending procedures, lab alerts etc.

#### ❑ **Customisable system**

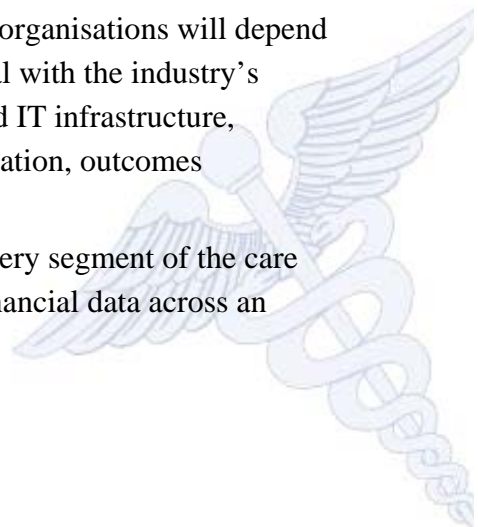
Different parts of **Clicks**<sup>®</sup> applications are customised to suit the needs of the target audience and individual end users, thus, medical staff carry out their tasks within an application built for their field of specialisation.

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## **IT Professionals**

Most experts today agree that the success or fall of many healthcare organisations will depend on how well they are using the tool of information technology to deal with the industry's wide range of challenges and difficulties. Without genuine integrated IT infrastructure, workflow automation, real time cost control, effective resource allocation, outcomes information and clinical pathways all become impossible.

With more than dozens of specific applications covering virtually every segment of the care continuum, our software is capable of retrieving both clinical and financial data across an





entire health care system. We provide answers to important strategic issues such as: implementation of enterprise-wide management reporting systems, and maximisation of physician connectivity and integration. Our depth of knowledge and expertise in this area is unparalleled.

We have developed a proprietary technology, the **Clicks**<sup>®</sup> own authoring environment. This is a Windows 2000/NT based RAD type application generator developed especially for the management of medical information systems. The **Clicks**<sup>®</sup> technology is underlying the design of all **Clicks**<sup>®</sup> solutions.

### **Benefits to IT professionals**

#### **□ Fully integrated system**

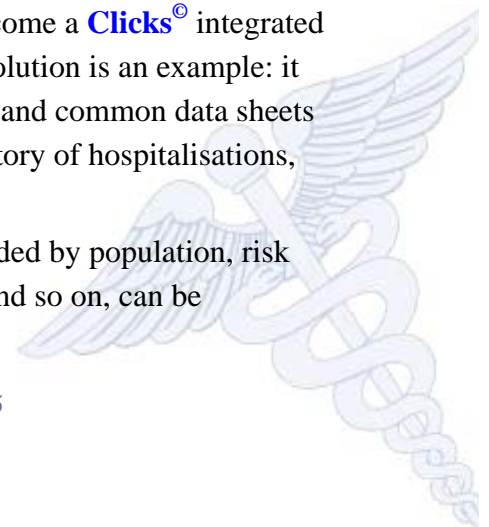
**Clicks**<sup>®</sup> solutions are designed to enable practicing physicians carry out and record their medical activity within a state of the art electronic medical record. This is a patient charting oriented medical file that fully emulates the natural flow of events of the patient physician encounter, and has all the tools necessary to record and carry out the physician's tasks. The tools that handle the medical and administrative activities are built into the workflow and are just a mouse-click away. For example, the physician can easily issue prescriptions and referrals and obtain lab and drug alerts online. In a hospital setting, physicians produce discharge letters, automatically selecting the necessary information from all across the hospitalisation file and incorporating it into the discharge letter ready to be printed out.

#### **□ Multi disciplinary & embedded algorithms**

The **Clicks**<sup>®</sup> electronic medical record is the building block and major component of **Clicks**<sup>®</sup> integrated system solutions. It can be created specifically for each medical field and as such incorporates that field's preferred information flow and practice methods.

The target platform for any organisation is made up of a unified patient file made up of a collection of medical-field oriented applications, which together become a **Clicks**<sup>®</sup> integrated medical information system solution. A hospital out-patient clinic solution is an example: it may contain specialised **Clicks**<sup>®</sup> applications for each medical field and common data sheets for all the clinics; it may also contain a section with the patient's history of hospitalisations, updated automatically with each hospitalisation.

In addition, basic medical procedures such as patient follow-up divided by population, risk factors and clinical reminders of drug allergies, periodic checkups and so on, can be





integrated into the natural flow of information in the medical record. Clinical algorithms for common and complex situations alike can be built in the same manner.

#### □ **Application generator for integrated systems**

**Clicks**<sup>®</sup> solutions are designed in the environment of **Clicks**<sup>®</sup> own RAD technology, developed specially for the medical arena. As such, they are integrated solutions, customised and built to suit all the needs of the target organization or facility. Focusing on the needs of the target installation sites, the solutions provide answers to all aspects of the medical work methods and organisational standards.

#### □ **On the production floor**

Our system operates online, on location at the physician's workstation at the heart of the medical session. The system enables interactive management of clinical information (text and numeric, graphics and imaging, sound, video and scanned documents). At the same time administrative procedures and connectivity to main computer systems are maintained to enhance the performance of the medical process at hand.

#### □ **Built in connectivity and control**

The system provides bi-directional connectivity to the organisation's main computer system. That means an insight of unprecedented scope into the heart of the medical process and provides a coherent solution for optimal functionality in today's complex medical environment.

#### □ **Flexible structure**

**Clicks**<sup>®</sup> is an open application. As such, the flexibility of the database structure allows frequent changes with the utmost degree of tolerance. For example, new data sheets can be added, others modified or even removed. Or, new fields can be added to application, other modified, moved around in location, enlarged or reduced in size etc. These changes can be made at any time, without the need to rebuild the database or interfere with the physician's daily work.

### **Platforms**

**Client:** Windows Windows NT/2000 workstation

**Servers:** Novell or Windows NT

**Database:** Pervasive SQL 7 or 2000





## ❑ **Features**

- Financial and management systems
  - Decision support applications
  - Open and flexible design capabilities, (i.e. customised reports of clinical or financial data)
  - Continued centralised control & separate applications on clients' PC's
  - Technology that can be scaled to serve the smallest to the largest organisations
  - A secure Intranet, which provides all media to serve text, audio, and imaging requirements of the integrated delivery system.
  - Extensive communication capabilities serving both medical and administrative purposes
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## **Patients**

Improved medical information management can make the difference between “OK” healthcare and quality healthcare. Instant access to electronic medical records, rapid turn-around of test results, patient registration and membership, and a host of other applications, all contribute to increased patient satisfaction and safety, and accelerating the clinical workflow.

## **Benefits to Patients**

### ❑ **Continuous, always up to date medical file**

Standardised information and documentation patterns. All documentation produced within the system is easily retrieved and always available. No misplaced or lost data.

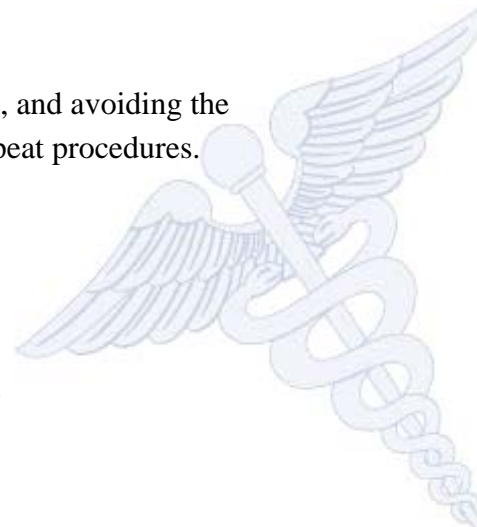
### ❑ **Better medical care**

Through implementation of preventive medical guidelines, the patient receives frequent and consistent follow-up, thus, high quality care.

### ❑ **Time saving**

Limiting the occurrence of misplaced or lost data such as test results, and avoiding the frustration and extra time wasted in having to search for it and/or repeat procedures.

### ❑ **Readily available educational information sheets**





Various health related information sheets for patient education and promotion, are easily issued, such as for smoking, exercise and nutrition, preparation for certain X-ray tests etc.

***Ultimately, better medical care***

