

CareLINE InfoBroker and Emergency

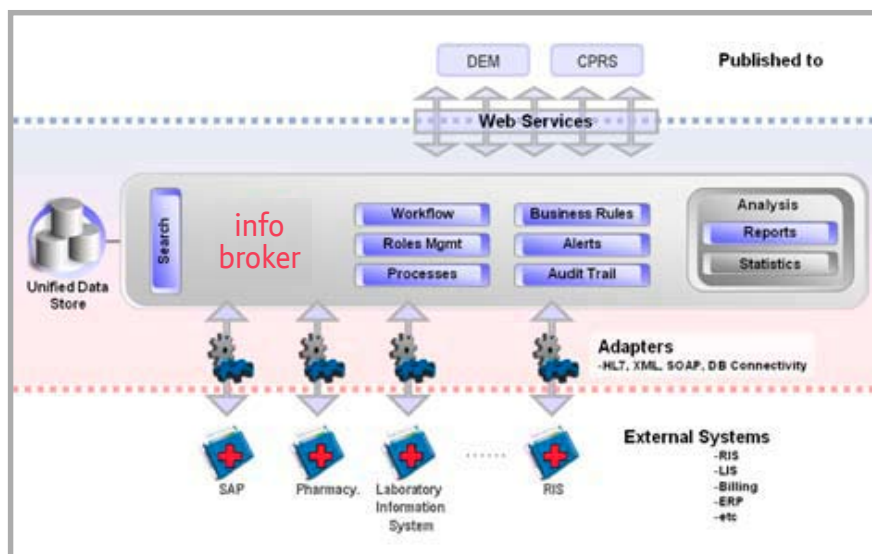
Department System Improving co-ordinated healthcare services



Harnessing the power of infocomm technologies for holistic and hassle-free healthcare

In a healthcare organisation, dealing with the challenges of time and disparities in patient information can hinder the healthcare professional's abilities to provide quality healthcare services.

BT Frontline has developed CareLINE, a suite of healthcare solutions that caters to the specific needs of each operational unit within the healthcare organisation, enhancing workflow and productivity, thus improving coordinated healthcare services for the entire patient care cycle.



InfoBroker

The InfoBroker (IB) is the heart of CareLINE, integrating all health information, rules, workflow and processes.

IB allows Healthcare Service Providers (HSPs) to seamlessly integrate with healthcare systems through proven industry standards adaptors such as HL7. IB lets HSPs extend and protect their current investment on their existing or new healthcare systems.

IB Key Highlights

- Ability to publish and subscribe information between disparate healthcare systems
- Provide real-time data, reflecting accurate, timely and meaningful information to CareLINE
- Provide support for multiple data formats and interface standards
- Publication of data schema and APIs for third parties
- Information adoption by other systems can be securely regulated by access policies
- New systems do not have to contend with legacy interfaces — instant connection to IB is possible.

Emergency Department System

Emergency Department System (ED) is an intuitive and user-friendly clinical dashboard and medical records system designed to offer both patients and healthcare providers a hassle-free experience. ED forms part of CareLINE's healthcare solutions suite that caters to the entire patient life cycle.

✓ Careplan Templates	✓ Graphical Support	✓ Patient Status
✓ Careplan Templates	✓ ICD Diagnosis Tracking	✓ Patient Tracking Functions
✓ Chief Complaint	✓ Monitoring and Recovery	✓ Physician Documentation
✓ Complaints Driven/Problem Based/Provisional Diagnosis Based	✓ Nurse Documentation	✓ Registration
✓ Critical Vital Signs	✓ Order Entry and Results	✓ Treatment Status
✓ Discharge Instructions	✓ Patient Biodata/ Demographics	✓ Triage
✓ Disposition	✓ Patient Location	



1. Real-time information is displayed on the infoboard
2. Clinician's dashboard for clinical notes input
3. Ordering of X-rays through ED.net ordering module

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ED Key Benefits

- **Complete, accurate, timely and real-time information access**
 - Enable physicians to make life-saving decisions in times of emergency
 - Reduce diagnostic and treatment errors
- **Coordinated and synergised patient-care**
 - Reduce waiting time, optimising the entire treatment process
 - Improve healthcare service quality
 - Allow for holistic healthcare treatment to be provided
- **Intuitive and user-friendly interface**
 - Minimise training needed
 - Eliminate illegibility and reduces error entries
 - Template-based design simplifies the input of data from examination and consultation notes to diagnosis, orders and prescriptions
 - Specific nursing input screens are provided to record initial observations (Triage) and track patients' movements and timing around the department
 - Quick search lists of suggested diagnosis, ICD-9 coding and built-in help and library functions for general and physical examinations
- **Immediate access to key patient information**
 - Allow the healthcare provider immediate access to key data in an emergency setting, enabling him to make immediate critical decisions
- **Improved clinical efficiency**
 - Clinical practice guidelines and computerised clinician order entry (CCOE) to improve clinical care
 - The system allows the entry of real-time orders and is able to match results electronically once it becomes available
 - The information dashboard provides a real-time ability to track and follow up on CCOE in an emergency setting
- **AUTOMATION at every point of emergency care delivery**
 - Electronic documentation ensures accurate charting and note taking
 - Online image file attachments can be viewed on the patient's EMR
 - Multi-lingual patient information, discharge instructions and advice
 - Dynamic reporting
 - Real-time information through our "INFO- BOARD" technology
- **INTERFACES through clinical information broker**
 - Service oriented architecture
 - System interfaces through our clinical information broker allows the system to access and update information with other hospital-wide systems
 - Provide an integrated platform to allow you to deliver the best level of care
 - HL-7 compliant
 - Web services

For more information, please contact our hotline at (65) 6415 4687 or email healthcare@frontline.com.sg.