Patient Administration (ICS – A)

Overview

Patient Administration (ICS – A) applications support all patient management procedures that are important for inpatients and outpatients in a healthcare facility. They support patient admission-discharge-transfer (including the radiology department), waiting lists and appointment booking, billing, payment collection and interaction with other facilities at a cross-enterprise level, allowing for the improvement of the organizational performance and cost savings.

Patient Administration applications constitute the patient administration family (ICS – A) of FORTH-ICS’ Integrated Care Solutions suite. They are based upon an open, scalable and evolvable architecture that integrates distributed information and knowledge in a flexible manner, focusing on the timely and effective delivery of the appropriate information to all authorized users. Being the outcome of applied research, they encompass both state of the art trends and real-world requirements for effective use.

The main characteristics of the Patient Administration applications are:

- They can be installed either as stand-alone systems or in combination with other ICS applications.
- They are subsystems of an integrated solution.
- They support automation of business processes both within and between healthcare facilities by communicating with each other.
- They can electronically interface with third party applications and open devices. All interfaces are based on standards such as HL7, DICOM, XML, and web services.
- They are customizable and scalable according to the needs of each institution.
- They support role based access control.

Target Domains

ICS – A is suitable for patient administration departments in healthcare facilities (e.g., hospitals).
Description

**Main Functionalities**

The Patient Administration family of ICS products have been designed for the automation of administrative paperwork in healthcare organizations, particularly hospitals, and are one of the core components of a hospital’s IT infrastructure for:

- Outpatient Clinic Admissions Office (A-OAO)
- Emergency Department Admissions Office (A-EAO)
- Outpatient Pharmacy Admissions Office (A-PAO)
- Radiology System (A-RIS)
- Inpatient Admissions Office (A-IAO)
- Information Office (A-INF)
- Patient Accounting Office (A-PAC)
- Appointment Booking System (A-ABS)
- Hospital IT Department (A-ITD)

**Patient Administration** applications support standards based electronic communication with 3rd party systems for:

- Accounting, Materials Management, Pharmacy, Radiology, Laboratory, etc. for electronic transmission of patient and encounter data and for updating lists of services.
- RIS/ LIS for examinations ordering.
- Insurance organizations and/ or government bodies in line with existing legislation.

**Additional Information**

The software suite **Integrated Care Solutions (ICS)** is a series of IT software, centered around the electronic health record, to support **patient administration (ICS – A)**, pre-hospital emergency care (ICS – E), health information infrastructure (ICS – H), the integrated electronic health record (ICS – I), nursing and medical applications (ICS – M), primary health care (ICS – P), IT support (ICS – S), welfare (ICS – W), and picture archiving and communication (ICS – X).

The ICS suite follows high quality international trends regarding both the structure of the Electronic Health Record (EHR), as well as integration with third party systems through the use of internationally acclaimed standards and protocols (like HL7, DICOM, etc.). This system is deployed at more than 20 Hospitals in Greece since 2001.

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