Patient Accounting Office (A-PAC)

Overview

The Patient Accounting Office application supports all business processes of the patient accounting office in a healthcare facility. The application is updated with all data related to pricing and billing. It issues invoices for patients and insurance organizations (both for inpatients and outpatients), taking into account all the relevant parameters of the agreed contracts, such as pricing model and insurance price-lists. The application supports splitting of costs between patients and one or even more insurance companies.

The Patient Accounting Office application belongs to the patient administration family (ICS-A) of FORTH-ICS’ Integrated Care Solutions suite. It is 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, it encompasses both state of the art trends and real-world requirements for effective use.

The main characteristics of the Patient Accounting Office application are:

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

Target Domains

The application is suitable for the patient accounting department in healthcare facilities.
Description

Main Functionalities
The supported functionalities of the Patient Accounting Office application include: management of patient records, billing/charging of patient, cashier management, management of submissions (inpatients and outpatients), printouts.

The application communicates with information systems for:
- Accounting, Materials Management, Pharmacy, Radiology, Laboratory, etc. for electronic transmission of patient and encounter data (e.g., invoices and cash movements, orders, etc.) and for updating lists of services.
- Laboratory IS (LIS) for ordering/order cancellation and business intelligence/MIS for the electronic transmission of data for statistical analyses.
- Communication with 3rd parties (e.g., insurance organizations) or government bodies in line with existing legislation.

Minimum Technical Requirements

Database server: Microsoft SQL Server 2000 SP3 or Oracle 10g R2 or PostgreSQL 9.1, 8 GB RAM, 200 GB Hard Disk. Application Server: 4 GB RAM, 200 GB Hard Disk. Clients: Compatible with the latest versions of popular web browsers (e.g., Microsoft Internet Explorer, Google Chrome, Mozilla, etc.).

Additional Information

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 communication standards and protocols (like HL7, DICOM, etc.). This system is deployed at more than 20 Hospitals in Greece since 2001.

Other products of the patient administration family (ICS-A) of ICS include applications for the Outpatient Clinic Admissions Office (A-OAO), the Emergency Department Admissions Office (A-EAO), the Outpatient Pharmacy Admissions Office (A-PAO), the Radiology Information System (A-RIS), the Inpatient Admissions Office (A-IAO), the Information Office (A-INF), the Appointment Booking System (A-ABS), and the Hospital IT Department (A-ITD).

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