



Outpatient Clinic Admissions Office (A-OAO)

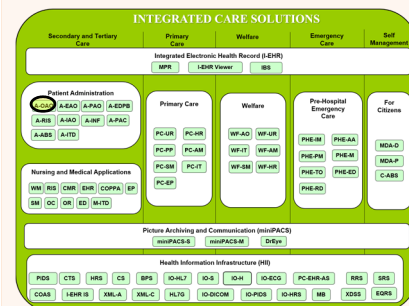
Overview

The **Outpatient Clinic Admissions Office** application supports the management and planning of services of outpatient clinics in a healthcare facility. More specifically, the application supports appointment booking and monitoring of appointments, searching and creation of electronic patient records and visits, as well as billing and pricing of patients' visits and exams. Moreover, the application supports cashier management, printout of referral notes and claims to insurance organizations for reimbursement of healthcare services provided.

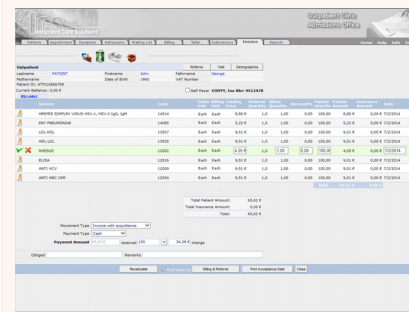
The **Outpatient Clinic Admissions Office** application belongs to the patient administration family (ICS-A) of FORTH-ICS' Integrated Care Solutions suite. It is based upon an open, scalable and evolvable architecture that integrates distributed information and knowledge in a flexible manner, focusing 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 **Outpatient Clinic Admissions Office** application are:

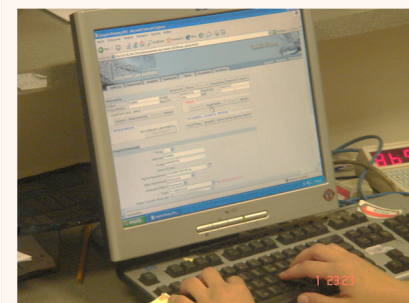
- It is fully configurable and adaptable to any hospital's workflows using intuitive user-friendly interfaces.
- It is a subsystem of an integrated solution. It can be installed either as stand-alone system or in combination with other ICS or 3rd party applications.
- It supports automation of business processes both within and between healthcare facilities.
- It can electronically interface with eGovernment services, 3rd party applications and open devices. All interfaces are based on standards such as HL7, FHIR, DICOM, XML, and web services.
- It is customizable and scalable according to the needs of each institution.
- It supports role based access control.



A-OAO is Part of the Integrated Care Solutions (ICS) Software Suite Covering the Areas of Primary Care, Secondary and Tertiary Care, Emergency Care, Welfare and Citizen self-management



Outpatient Clinic Billing



Encounter Management

Target Domains

The application is suitable for the outpatient clinic admissions office in healthcare facilities.

Description

Main Functionalities

The supported functionalities of **Outpatient Clinic Admissions Office** application include: management of patient records, encounter management, management of appointments and patient arrivals at the outpatient department, billing / charging, cashier management, management of submissions (for outpatients).

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 eGovernment services) in line with current legislation.



ICS Installations in Greece since 2005



FORTH-ICS products and services have been certified according to the requirements set by ISO 9001:2008 and ISO 27001:2013

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 application has been deployed in more than 20 Hospitals in Greece since 2001.

Other products of the patient administration family (ICS-A) of ICS include applications for 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 Patient Accounting Office (A-PAC), the Appointment Booking System (A-ABS) the Emergency Department Patient Book (A-EDPB) and the Hospital IT Department (A-ITD).



CeHA web site

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