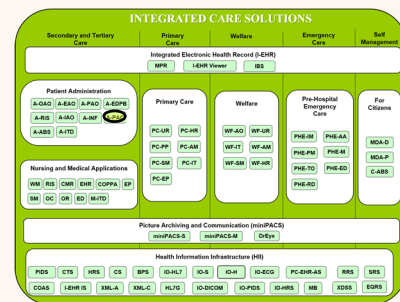# Patient Accounting Office (A-PAC)

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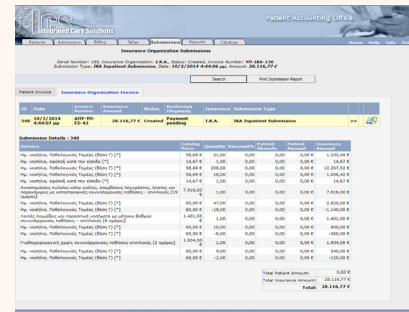
The **Patient Accounting Office** application belongs to the patient administration family (ICS-A) of FORTH-ICS' Integrated Care Solutions suite. It is based upon an open, scalable and evolvable architecture that integrates distributed information and knowledge in a flexible manner, focusing on the timely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

Insurance Organization Invoice for Patient Hospitalization

Patient Accounting Office in Use

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), and 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 eGovernment services) in line with current legislation.

State-of-the-art Technology

The **Patient Accounting Office** is a robust and reliable application that delivers state-of-the-art performance using 64-bit architecture and web technologies. It is compatible with major database management systems and with the latest versions of all popular web browsers.

ICS Installations in Greece since 2005

TŪV **TŪV**
AUSTRIA **AUSTRIA**
HELLAS **HELLAS**
EN ISO 9001:2008 **EN ISO 27001:2013**
No. : 010140702 No. : 08014041/01

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 system 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 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), the Emergency Department Patient Book (A-EDPB)and the Hospital IT Department (A-ITD).

CeHA web site

Contact details: **Dimitrios G. Katehakis**

katehaki@ics.forth.gr