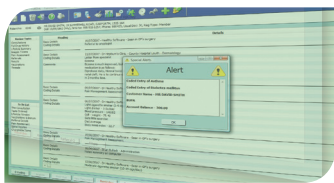


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Crosscare private practice core modules

Clinicians desktop

The core of Crosscare's consulting system is its clinical desktop. Users can have their own tailored views of medical records and data entry windows, allowing the system to work in a way that is suited to the clinician.



The system reacts dynamically to the patient record being viewed. Special alerts pertaining to the patient are displayed

centre screen and un-avoidable. Customisable triggers highlight in a more subtle way, further important information displayed as icons down the right hand side of the screen.

The clinician can review any part of the patients' historical medical record, choosing separate discrete pieces of data for analysis alongside each other, monitoring result levels or changes over a period of time. From the Crosscare Analysis tool, any numerical data item can be graphed.

Data views can include the patients' entire history, drug issues, test results, lifestyle factors, vital signs, plus scanned documents, hospital letters and photographs. Particularly sensitive entries can be marked as confidential, with the data being scrambled on ordinary viewing.

A choice of clinical coding systems are available, with support for Read Codes CTV3 as well as Snomed CT, the NHS standard coding system.

Medication management

Crosscare's drug database of over 20,000 drugs, preparations and appliances is updated monthly,

ensuring systems always have the very latest drug information. Whenever a drug is prescribed or added to a patients' regime, automatic checks are performed for drug interactions, drug doubling, contraindications, precautions and warnings, together with sensitivity and allergy checking. Whenever an allergy is identified, the user has to enter their password to proceed, ensuring messages are read.

To further minimise prescribing errors, individual formularies can be created, minimising stock requirements and maximising value for money. If generics are preferred, there is a generic default, or a single key switch from a generic to a proprietary brand and vice versa. Review dates and/or a finite number of issues for each drug make sure that re-authorisation takes place at the appropriate time.

As always, flexibility and integration are key parts of the Crosscare solution. If, for example, a patient is going on holiday, multiple issues can be pre-printed and dated appropriately. There is full integration with the Dispensing module, including the automatic display and handling of stock levels.

Audits and reports

A unique wizard based reporting system provides the data analysis elements of Crosscare, with a comprehensive library of standard reports. The powerful yet simple reports builder allows users to create their own reports, with any data item being available for display or filtering. Queries can be created which filter by clinical codes at the highest levels, with further, more detailed, analysis added later on.

Once the core report data has been identified, columns can be added or removed without the need to start again and re-run the query. A special

Pivot facility, similar to the Microsoft Excel Pivot Table function, allows the data to be analysed in many different ways. Once the report is complete, the user can choose to output either to the printer, to a mail-merge file, or to an export file and the report can be saved and added to the standard report library. The Variable Dates facility means that date ranges never need to be updated or amended.

The Crosscare reporter also has a scheduler, allowing batches of reports to be created and run unattended at preset dates and times, with the printed data being ready on the printer for collection the following morning.

Security

Security in modern healthcare systems is of paramount importance. Crosscare therefore has two in-built methods of maintaining security in the system.

Firstly, the full system Audit Trail monitors all user activity within the system, recording when a user logs in or out and when they view a patient record, even if no edits are made. It also records the date, time and user for any change made in the system. The Audit Trail can report on a range of activity, including the activity of a particular system user, activity on a particular patients' record and also has the ability to recover a patient record back to any given point in the past.

Secondly, the setting of access rights for users, or groups of users, is equally comprehensive. Each user profile contains details of exactly what the user can see and do, ranging from views of a patients' record, to data entry windows and individual menu options and buttons within the system. Security can be set on an individual user basis, or on a group level, allowing changes to be made across a number of users easily and efficiently.

Pharmacy and stock control

Crosscare's pharmacy and stock control modules are fully integrated with the systems prescribing and medicine management modules. When prescribing, stock levels and locations are displayed on screen

to aid the clinician. If a particular drug is out of stock, Crosscare will offer alternatives from the same BNF grouping. Labels containing full warning messages for patients can be printed automatically, or stored for printing later at the convenience of the dispenser.

The stock system allows all products to be set up with wholesalers and suppliers, to specify minimum order levels and associated re-order quantities. When an item falls below its re-order level, a new order is automatically created to the supplier for the item and its re-order quantity. Should other items bought from the same supplier also fall below their re-order levels, they will also be added, creating one single new order ready for dispatch to that supplier. At the end of each day, these pending orders are finalised and placed with the appropriate providers.

Document management

Despite being in a digital age, paper is often the communication method of choice for hospitals, doctors and consultants. This results in an influx of documents that would ordinarily still require distribution around the building. Managing paper, filing letters, copying and distributing circulars can easily become a full time job for one or more members of staff, proving to be time consuming and costly.

Crosscare has been designed to help organisations become paper-lite or paper-free. The document management system uses a workflow approach, is quick and easy to use and is of particular benefit to multi-location organisations. It allows the bulk scanning of the incoming mail at the beginning of each day. If a document is patient related, it is instantly added to the patient's medical record and can also be emailed to a clinician for reading and action at the same time. As a result, all letters and documents regarding an individual patient will be immediately found within their medical record.

General correspondence is also catered for with the documents and circulars being scanned and emailed

to the appropriate staff members, ready for reading at the desktop.

Language support

Crosscare has multi-lingual facilities allowing each user to specify the language they prefer to work in and as they are working, any windows that have been translated will be automatically presented to them in that language. The universal coding system ensures that clinical data is held and stored in a uniform way, irrespective of the language used.

The system also allows data entry windows to be swapped into different languages. This can be particularly useful if a clinician encounters a patient that cannot speak the clinician's language, whereby the clinician can type text into a window and then change the language so that the patient can understand. It is used by organisations that work in areas with a high ethnic population, for example and can save considerably on translation and interpretation costs.

Appointments

The Crosscare Appointments system provides a flexible booking system for practice surgeries and out-patient clinics.



The system works from a pre-defined schedule so appointments can only be booked if slots have been made available, keeping overall control of bookings and preventing mistakes. Custom templates are created to suit how the organisation works and these are then applied to the schedule, with a clinician being allocated to each schedule column. Clinicians are grouped on the screen by location, and can be grouped by role. Once the schedule has been built, it is easily amended to reflect staff holidays or changes in personnel.

There are a number of views of the overall appointments book; a daily view shows the overall picture, the single person view shows more detail for

an individual clinician, and the weekly and monthly planner views show the availability of a clinician over a longer period of time. Defaults are set up so each user automatically sees their favourite view. The clinicians' desktop is automatically updated once a patient arrives, showing exactly how many patients are waiting, meaning they can be called in without the need for a patient lookup. Once they have been seen the main window is updated to show they have left.

Appointments are colour coded and colours change according to appointment status. Patients who are waiting are shown in one colour, whilst patients currently being seen by a clinician are shown in another, so receptionists can easily monitor the activity in the waiting room. Even the colours can be changed to suit individual practice requirements. A touch screen kiosk can also be used, as can the internet, allowing patients to make their own bookings and confirm their arrival.

Accounting

Crosscare's accounting system provides both a Sales and Purchase Ledger for maintaining practice accounts. The exporting of standard reports and the subsequent import to products like Sage allow a practice to pull everything together with a Nominal Ledger to provide a full set of accounts.

The Sales Invoicing module makes invoicing customers and collecting outstanding debts simple for private practices. It is fully integrated into the consulting side of Crosscare, automatically passing chargeable work through to the Accounts department.

The system allows costs to be associated to clinical codes, so the practice build their own individual price list and whenever one of the priced codes is used by any of the clinicians, a "pending" invoice is created and added to the invoicing to do List. The practice book-keeper then simply completes, prints and sends the invoice. Payment details can be added at the same time for patients who pay on exit immediately after their consultation. The system also allows invoices for other patients to be paid by, for example, companies or parents. This caters for situations where a company pay the medical fees

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for their employees, or a parent pays the bills for the whole family.

Standard monthly accounting reports include outstanding invoices, overdue accounts, customers on hold and aged debtors.

Membership schemes

Crosscare allows practices that operate membership schemes to administer their schemes and collect their fees as part of the accounting system. Different membership types, such as Private Family or Corporate can be created, together with their associated costs, irrespective of whether they are monthly or annual payments.

The Crosscare accounting module processes all the regular payments, creating the appropriate accounting entries, invoices and statements if required, and a data file that can be sent to the bank for automatic collection of the fees by direct debit. The direct debit process can also include other outstanding invoices, enabling any other monies owed by the customer to be collected in the one direct debit payment, streamlining the collection of membership fees and improving overall debt collection generally.

Internet portal

Crosscare has been extended to provide a number of its functions over the internet. This is usually made available via a "Member Access" button on a practice's commercial website and connects directly

to the Crosscare database. It gives the practice a 24 hour service, with patients able to access services at any time of day or night. After logging in with their patient number and a pin number, they can book appointments, order their repeat drugs, complete health questionnaires, view their own medical record, or change their details.

Control is maintained by the practice and restrictions can be placed on each part of the system. Only appointments released for internet booking are available, only repeat drugs that are due to be ordered can be ordered, and the practice chooses which questionnaires and views of the patient medical record are available to see.

As part of the internet portal, system users can also gain access to the system and log in whenever necessary which can be useful for home-based working and community nurses.

Once logged in, the user can book appointments for their patients either with themselves or other clinicians. Health checks and questionnaires can be completed, new patient records can be added and then new data entered or appointments booked for them. For occupational health users, new employees can be added to the practice database, who can then, in turn, complete their own employment medical questionnaires prior to seeing the Doctor.

The Crosscare Internet Portal extends the life of the practice to become a 24/7 operation, increasing convenience and productivity for both the practice and the patients.

For more information

About Advanced Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

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