



## Emergency Department Real information in real-time for today's Emergency Department

A patient centric information system that addresses the clinical and managerial issues of today's busy Emergency Departments.

Today's Emergency Departments demand real-time information. From the moment the patient presents, all healthcare providers involved require accurate and meaningful information to assist in the delivery of the best quality health care. iSOFT's dedicated Emergency solution comprises an intuitive user interface based on best evidence workflow supporting the capture of data in a fast and accurate manner.

The iSOFT Emergency application is a solution that has been developed and refined over many years in conjunction with Emergency Departments and their users across the globe, to deliver one of the very best information systems available to Emergency Departments today.

The power of the application lies in its fundamental approach of aligning with and being adaptable to the workflow of today's busy and sometimes highly congested Emergency Departments. The capture of data is made all the easier by the logical flow from area to area of the system. When combined with the use of technology that includes touch-screens, tablet PCs and wireless networking, clinical and administrative staff alike benefit from a solution that delivers real features in a manner that compliments their work practice.

The iSOFT Emergency application has been implemented in over 150 Emergency Departments across Australia, New Zealand, Canada and the United Kingdom making it one of the most widely used clinical information systems supporting this specialised area of health care delivery.

### **Workflow Driven**

Whether your department requires patients to see the triage nurse, attend the registration desk or be admitted directly to the department to initiate their attendance, the iSOFT Emergency application will start working with you straight away.

The more widely adopted process of patients initially being seen by a triage nurse, delivers to the user of the application immediate benefit through its clinical substance. The entry of a presenting problem into the system opens a

clinical pathway designed to guide users through a best evidence process of assessment and potential treatment. In turn, this delivers a more consistent triaging process and ultimately an improved and more even throughput of patients through the department.

Waiting times are monitored with alerts built in to advise staff of potential blocks - any block that becomes serious can be sent to other healthcare providers such as ambulance crews advising them of by-pass procedures. Locations can be assigned to patients based on the knowledge that the system is providing accurate real-time information about current occupancy and clinical relevance.

### **Clinical Focus**

The iSOFT Emergency application is designed by clinical staff for use by clinical staff. When a patient is within the department, healthcare providers need a system that not only sits hand in hand with their work practice but also one that allows for capture of relevant data and returns clinically appropriate information. The application's clinical touch screen is just that. Designed to utilise touch-screen data entry, clinical staff are easily able to capture significant events linked to a patient's episode of care.

### **Patient Tracking and the Whiteboard**

The Patient Tracking screen delivers a real-time picture of patients in the department, their location, who is treating them, their presenting problem and or diagnosis, any outstanding tests, results sent by the lab or radiology and much more. It is customisable so that you can display information in the order that is relevant. The whiteboard of yesterday is replaced with the technology of today.

iSOFT's Emergency application is a powerful information solution that delivers what is required by its core demographic in a format that is meaningful, relevant and easily understood by its users.

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Enhancing the whiteboard information, the application also delivers a graphical department map showing at a glance patient, staff and equipment locations. Updated through touch-screen data entry or via optional infra-red transmitters and receivers located throughout the department, this provides currency to all users and so contributes to improved levels of care.

**Technology**

A common reason for the failure of computer systems in the healthcare market has been in their design and method of use. Large units that take up valuable space and lack of typing skills for data entry have long hindered the staff of a busy ED. The iSOFT Emergency application takes advantage of today's technology. Flat screens with touch-screen capability that utilise the application's innovative design, reduce desktop space, can be wall mounted and minimise keyboard data input. Wireless networking offers the opportunity to incorporate portable data input devices such as Tablet PCs thus facilitating the mobility of data capture.

**Hospital Integration**

Patient information is often gathered at many different points of contact. The ability to capture and share this information is key to the heart of the iSOFT Emergency application. Clerical staff are able to search hospital databases and retrieve relevant data to assist in completing an Emergency Registration. In the event of a first time visit to the hospital, full registrations can be completed and the information messaged to other relevant systems.

Whether it's receiving the results of a blood test or sending a request for a bed on a ward through the use of industry standards such as HL7 and XML, the application is designed to fit in to your existing IT infrastructure and compliment the existing investment in applications.

**Management and Reporting**

The benefit of the iSOFT Emergency application to the manager, executive, health department and other reporting centres is that the information they require is produced as a natural by-product of the data collected each and every minute by the clinical and administrative users of the system. The application delivers accurate real-time information at the click of a mouse through its vast array of built in reports. This functionality combined with the use of commercial report writing tools, means that the ability to extract meaningful information is almost limitless.

**Summary**

Today's Emergency Departments are busy working environments. The demands on staff are at best high and sometimes intense. The use of a computer system to assist in the challenges of day to day work has long been recognised as something that would assist and today with the iSOFT Emergency application, the solution is available.

Designed by clinical staff, the iSOFT Emergency application supports your working practices; is patient centric both capturing and delivering in real-time clinically relevant information; providing benefits to clinical, administrative and managerial staff, allied healthcare providers such as ambulance staff; and most importantly contributing to an improved level of healthcare to our patients.