

## Unrivalled power and versatility for healthcare's front line



### Solution summary

Primary care plays a pivotal role at the front line of healthcare. The provision of an efficient and cost-effective service that focuses on patient care is vital to the health and well-being of any community.

LORENZO Primary Care can be used to effectively manage a variety of different services across the whole spectrum of primary care.

This solution can be seamlessly integrated with others in the LORENZO range to form a set of services available at the first point-of-contact that a patient has with a healthcare provider. Further integration also supports patient referral and communication between primary, community and acute care.

### Benefits

- complete patient management
- shared patient record
- improved communication and interaction with other health professionals
- intelligent prescribing
- intuitive consultation recording
- state-of-the-art clinical documentation
- sophisticated appointment scheduling and diary management
- advanced decision support
- rapid access to on-line resources
- template-driven assessments and referrals
- graphical timeline providing a visual overview of the patient record
- workflow to assist with care delivery
- clinical and non-clinical messaging
- wide range of deployment options
- improved efficiency and safety.

### LORENZO Primary Care

- is an enterprise solution for primary care supporting the provision of services across entire health communities.
- fulfils, in conjunction with other LORENZO solutions, the emerging demand for an integrated patient record, mapping the entire patient journey.
- is designed to be intuitive to use for a demanding user base.
- offers a paperless patient record, accessible across the spectrum of services within primary care and the wider health economy.

LORENZO Primary Care delivers many significant advantages to primary care organisations.

**For healthcare professionals,** it provides extensive facilities to manage the care of individual patients, as well as tools to monitor and manage the provision of best-practice care to well-defined cohorts of patients.

**For managers,** it provides the tools and information with which to organise, run and report on care-providing organisations.

**For administrative staff,** it provides tools to:

- manage sessions of booked appointments and home visits,
- register patients and manage their demographic information, and
- prepare routine tasks that require clinical review (such as repeat prescriptions).

**For patients,** it provides the opportunity to participate actively in their own healthcare journeys.

LORENZO Primary Care provides comprehensive facilities to manage all the clinical aspects of patient care and delivers clinical information capabilities that can automate care processes and support clinical decision-making, thereby improving the quality of care.

#### • Complete patient management

Comprehensive functionality is provided to manage patient demographics, including additional contact details, family relationships and viewing of family trees.

#### • Shared patient record

With its shared patient record capability, LORENZO Primary Care enables all care providers to share the same set of information about a patient. The care record is filtered according to interest and authorisation rights – so only relevant information is presented to the care provider. Patients no longer have to tell their story twice.

#### • Improved communication and interaction

Shared patient records, combined with the workflow capabilities of LORENZO Primary Care, improve communication between care providers. For instance, a care provider can easily defer part of a care record to a colleague for advice. Through the solution's In-tray, feedback and tasks are displayed for the care provider to act on.

#### • Intelligent prescribing

Intelligent prescribing capabilities can provide the user with alerts on drug overdoses, drug-drug interactions and contraindications of drugs against health problems or allergies. This greatly reduces the risk of errors, thereby improving the safety and quality of care.

Seamless integration...  
intuitive... scalable

- **Intuitive consultation recording**  
Consultation recording in LORENZO Primary Care enables care providers to document the care process. The intuitive manner in which this is supported reduces time and improves the quality of the care record.
- **State-of-the-art clinical documentation**  
The clinical documentation capabilities in LORENZO Primary Care provide user-friendly ways of documenting the care record.
- **Sophisticated appointment scheduling**  
LORENZO Primary Care offers rich and flexible functionality for dealing with patient appointments and staff diaries. This is further enhanced through integration with touch-screens and display boards, allowing patients to check themselves in or be called in directly by the clinician.
- **Advanced decision support**  
Decision support in LORENZO Primary Care improves the quality of care by reducing the risk of errors. The care provider is alerted by the solution on steps to be taken in predefined situations.
- **Rapid access to on-line resources**  
Healthcare providers rely on information and knowledge for their work. Access to online resources is of paramount importance when dealing with specific problems or treatments. LORENZO Primary Care enables care providers to access these resources rapidly and easily.
- **Template-driven assessments**  
Example templates for structured care assessments are provided with LORENZO Primary Care, improving the quality of the information required for the treatment or referral of patients. These templates can easily be tailored to suit the specific needs of an individual care organisation.
- **Graphical timeline**  
The timeline in LORENZO Primary Care provides a quick overview of the relevant parameters for a specific problem or disease. Its flexibility allows for tailored presentation, greatly improving rapid insight into a patient's medical condition.
- **Workflow to assist with care delivery**  
Workflow functionality ensures that LORENZO Primary Care assists in the process of delivering as well as recording patient care.
- **Clinical and non-clinical messaging**  
Messaging functionality is available to enable the exchange of clinical and non-clinical data with other systems involved in the care of the patient.
- **Wide range of deployment options**  
LORENZO Primary Care is designed as a fully scalable solution that can be deployed in many ways. Care organisations can choose the optimum deployment configuration to suit their specific needs. This results in an optimal balance between performance and total cost of ownership.
- **Improved efficiency and safety**  
The integrated care record of LORENZO, its advanced role-based access model and architecture ensure that only care providers with the proper authorisation have access to patient information.

Rich and flexible  
functionality,  
improving  
communication and  
the quality of care

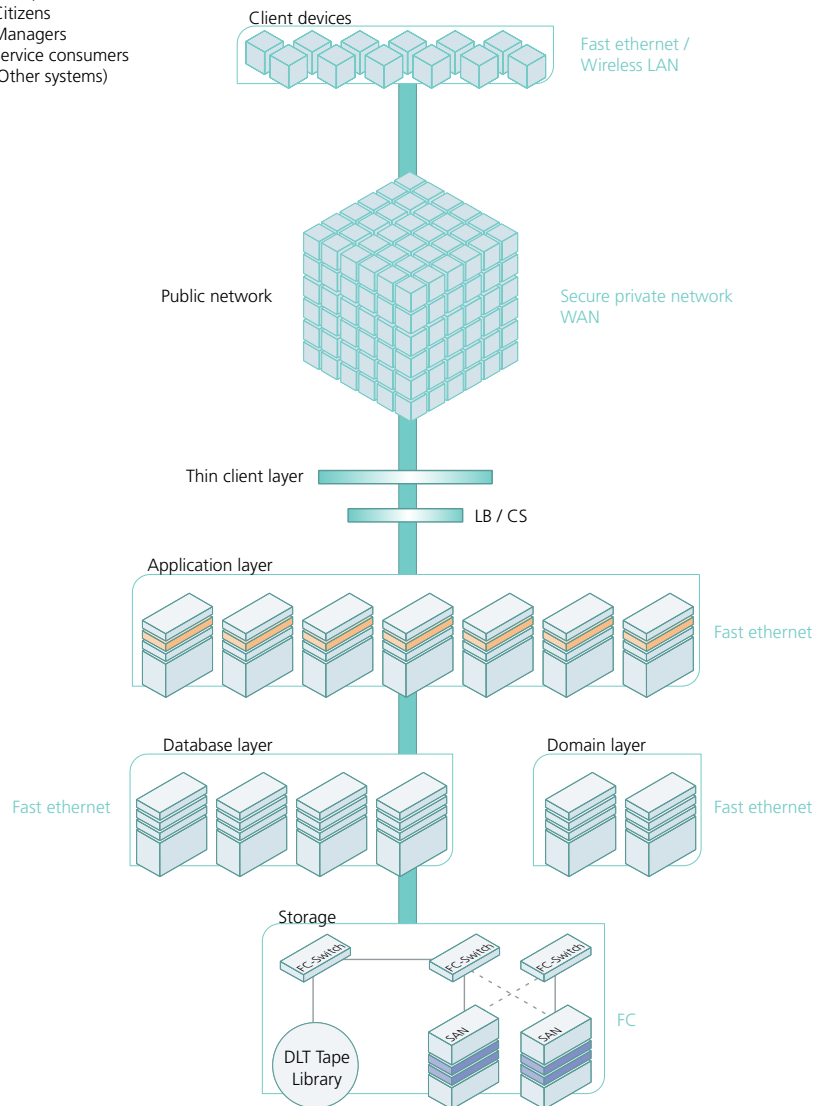
**Cost-effective deployment**

iSOFT has a wealth of experience in designing and building healthcare products and deploying healthcare solutions to its customers. We use this extensive experience to ensure that LORENZO Primary Care has the flexibility to achieve cost-effective deployments.

LORENZO architecture provides the flexibility for the implementation of LORENZO Primary Care in a single care setting (e.g. a practice) upwards to a fully remote data centre, delivering functionality over wide area networks – optimal scalability achieving reduced total cost of ownership.



Care professionals  
Citizens  
Managers  
Service consumers  
(Other systems)



### About LORENZO

Based on international standards and open technologies, LORENZO offers a wide range of solutions, assembled using a series of fundamental building blocks and tools. Consequently, information stored on standalone systems can be combined in meaningful ways and delivered immediately to the people who need it, supporting timely and accurate decision-making and improved patient outcomes.

### About iSOFT

iSOFT is one of the world's leading suppliers of advanced software applications for the healthcare sector. With our core application set – LORENZO – we are at the forefront of the technology revolution taking place in healthcare.

Our products are used by more than 8,000 organisations in 27 countries for managing patient information and driving improvements in healthcare services.

We continue to focus on developing innovative application solutions for all our target markets, with 1,400 technology specialists engaged in software design, development and solution delivery.

### Contact us:

iSOFT Group headquarters  
Aviator Way  
Manchester Business Park  
Manchester M22 5TG  
England

Tel: +44 (0) 161 490 2700  
Fax: +44 (0) 161 499 2933  
Email: [info@isoftplc.com](mailto:info@isoftplc.com)  
Website: [www.isoftplc.com](http://www.isoftplc.com)

### Security

The information held within LORENZO Primary Care by care organisations is a critical information asset. A patient's healthcare record is information of a very sensitive nature, so naturally all necessary precautions must be taken to ensure the security of the information. A key aspect will be for a care organisation to have the capability to maintain the availability of this information asset, while supporting appropriate levels of confidentiality across the lifecycle of LORENZO Primary Care.

LORENZO Primary Care's security capabilities are designed to ensure that information is always *available and complete*, while being

*restricted* to those properly authenticated users who have a known right to use specific functionality in the context of patients to whom they have a duty of care.

### Device integration

LORENZO Primary Care provides a device integration framework, allowing the capture of discrete data from medical devices. The device integration framework requires components to be deployed in the locality of the medical device. LORENZO Primary Care provides support for a number of medical and non-medical devices, and the range of devices and the integration framework will be extended in the next major release of the solution.

### Current minimum technologies for the various layers of LORENZO Primary Care

Layer		Technology
Presentation	Windows	Windows XP with SP2 or higher – OS Microsoft .Net Framework v1.1 – Platform Enterprise Instrumentation Framework v1.0 – instrumentation and auditing
	Web	Windows XP with SP2 or higher – OS Microsoft .Net Framework v1.1 – Platform Microsoft Internet Explorer 6.0 and above
Web server		Windows 2003 Server, Enterprise Edition, SP1 – OS IIS 6.0 – Web / App Server ASP.NET – page serving Enterprise Instrumentation Framework v1.0 – instrumentation and auditing
Application server		Windows 2003 Server, Enterprise Edition, SP1 – OS MS SQL Server 2000 Client tools – dependency MSMQ Server 3.0 – queue management IIS 6.0 – http termination and page serving ASP.NET – dependency SMTP – e-mail integration Enterprise Instrumentation Framework v1.0 – instrumentation and auditing Web Services Extensions 2.0 (WSE2.0)
Database server		Windows 2003 Server, Enterprise Edition, SP1 – OS MS SQL Server 2000, Enterprise Edition, SP3 – database MS SQL Server Reporting Services – for reports