

Electronic Correspondence Module

Overview

The iSOFT Electronic Correspondence Module is a web based, workflow driven application. It has been designed to improve communications between ward staff, clinicians, pharmacists and primary carers with respect to inpatient episodes in secondary care.

Has been deployed to a significant number of English and Scottish NHS hospitals and has been widely used for several years.

Immediately meeting NHS Contract for Acute Hospital Services target, with delivery of discharge information to GP practices within 24 hours (target should be met on/after 1 April 2010).

Supporting a multi-hospital environment, secondary care establishments can deploy a single solution across multiple sites.

Being web based it is quickly deployed across a site, with only a client web browser required.

Designed to connect to any hospital Patient Administration System, including:

- iEXPRESS
- CLINiCOM/PatientCentre
- iPM

Main Features

The application enforces a clear workflow on the production of discharge summaries, whilst remaining sufficiently flexible to enable users to work efficiently. It ensures that all steps are completed and authorised (where mandated by the selected template) before the discharge summary is released.

Users can be given permissions specific to their role, and different users may be granted different mixes of permissions, as required.

The application enables a Trust to customise the data entry templates, even being able to specify different templates for different wards and/or specialties and/or hospitals

The application contains many items that are configurable or customisable to suit the needs of the trust. For example, drug, diagnosis and treatment lists can be managed by the trust to ensure they meet the specific needs of users.

Adopts a friendly and easy to navigate user interface; with individual views for the relevant areas.

Multiple methods of delivery to GP practice

- Email via the Trust's MAPI-compliant email system, such as Microsoft Exchange or Novell GroupWise
- Email via NHSnet
- Fax via NHSnet
- DTS to GP practice systems (such as EMIS), so that the application can deliver discharge summaries directly into the patient record, ready for viewing within the GP system.

Business Benefits

A discharge letter that is delivered in a timely manner, with minimal effort from admin staff.

A discharge letter that is easy to read.

An information rich discharge summary covering all areas of the patient's stay.

Helping towards a paper light hospital, including the ordering of prescriptions for the patient To Take Away.

Development highly driven by current user groups and customer required enhancements.

iSOFT Electronic Correspondence holds a repository of archived discharge letters. These archived letters can be viewed, by medical staff, from within the application or reported on via a connection to the databases.

Technology Summary

iSOFT Electronic Correspondence uses Microsoft Technology including:

- Microsoft Windows Server
- Microsoft SQL Database
- Microsoft Internet Information Server
- Employs ASP and .Net languages
- Interfaces using .Net Windows services

About iSOFT Group

iSOFT works with healthcare professionals to design and build software applications that answer all of the difficult questions posed by today's healthcare delivery challenges. Our solutions act as a catalyst for change, supporting free exchange of critical information across diverse care settings and participating organisations.

Today, more than 13,000 provider organisations in 39 countries use iSOFT's solutions to manage patient information and drive improvements in their core processes. The Group's sustainable development is delivered through careful planning, in-depth analysis of the market, and anticipation of our clients' evolving requirements.

Our business is driven by the collective talent, experience and commitment of more than 4,200 specialists in 18 locations worldwide, including more than 2,300 technology and development professionals.

A global network of iSOFT subsidiaries, supported by an extensive partner network, provides substantial experience of national healthcare markets. As a result, we offer our clients comprehensive knowledge of local market requirements in terms of culture, language, working practices, regulation and organisational structure.