MediXcel + HealthConnect
Connected Health in Sierra Leone
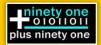
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Tags: MediXcel, Plus91, HealthConnect, Sierra Leone, EHR, EMR, PHR, Labs, West Africa

http://www.plus91.in

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Client Profile

XXXX is the largest Internet Service Provider(ISP) operating in Sierra Leone. It has subsidiaries, one of which XXXX is established to market and operate cloud-based services.
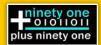
Business Scenario Summary

XXXX wanted to setup an online EHR and Health Information portal for Sierra Leone called HealthConnect™.

Its core business goal was to create a single Healthcare Information Exchange for Sierra Leone. To achieve this, XXXX wanted to enable health care facilities to migrate their medical records and practice management away from manual and paper-based systems to an electronic environment across the entire country. Thus they wanted a solution which was flexible to work for the entire spectrum of healthcare centers, small hospitals, diagnostic centers as well as larger government and military hospitals. Besides this, XXXX had an additional qualifying parameters that the solution would either directly work for pharmacies and the insurance sector, or be flexible enough to integrate with technology solutions which they would be offered.

HealthConnect would also

- grant access to patient records by permitted health care providers;
- enable e-prescriptions,
- permit patients to book/block online diagnostic requests and
- permit multiple opinion seeking via medical reports sharing by service providers that are registered with them.

What did HealthConnect want?

HealthConnect team had identified 2 key user personas which needed to be satisfied during the running of their operations to ensure their business goals would be met.
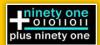
HealthConnect wanted to ensure that the health technology solution they procured would satisfy the independent business and operational needs which arose due to each of these user personas.

1. Network Partners (Clinics, Labs and Pharmacies)

They needed to create a network of integrated Clinics, Small Hospitals, Labs and Pharmacies that would allow them to exchange information. The information would include but not be limited to Medical Records, Prescriptions and Lab Orders and Lab Results to form a single Medical record for each patient in Sierra Leone.

Key requirements stated by HealthConnect with regards Network Partners:

- Administration of each Partner by their own administrator for services provided, rates, users, doctor and doctor timings.
- Ability to create, update and manage medical reports for all types of specializations (Cardiology, Diabetes, Dermatology, etc.)
- Ability to generate Lab results and share them with the ordering physician to improve outcomes
- Sharing of medical records of patients between facilities with patient permission to ensure on-time delivery of care
- Each partner can see their own MIS Reports on clinic usage, billing, and administration
- Ability to create clinic groups for closed sharing of information and administration rights
- Ability to view e-prescriptions at any pharmacy shared by the clinic to deliver the medicine

2. Network Members (Patients)

HealthConnect needed to sign-up general public as patients, either directly or via their partners. Each Member would then view, manage and update their profile, medical reports and make request to the network for new appointments.

Key Requirements stated by HealthConnect with regards Network Members:

1. Single Record per Member which was easily identifiable, secure and accessible by the Patient.
2. Ability to contact members directly from the system by Healthconnect's administrators to allow them to send membership and promotional information
3. Enable any Partner of the network to access the patient record with authorisation of the patient.
4. Provide avenues to engage patients and allow them to access patient education content.

HealthConnect™ Proof of Concept

For a proof of concept stage, HealthConnect had decided to target only Private Health Setups in Sierra Leone's capital city of Freetown. Their targets for the first year pilot phase are:

- 25 private clinics
- 2 private hospitals of up to 50 beds
- 4 Laboratories
- 6 Pharmacies

They also estimated a total membership of patient population of up to 10,000 registered on their HealthConnect Network within the first year.

As of January 2017 MediXcel via Healthconnect is used by 2 Hospitals / 12 Clinics / 3 Labs / 8 Pharmacies / 7,000+ members enrolled.

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MediXcel - the solution that made HealthConnect happy

MediXcel is a scalable Healthcare network information management platform which offers a variety of powerful features including Electronic Medical Records (EMR), Hospital / Clinic Practice Management, Lab Management, Pharmacy Management, Patient Engagement and Member Management solutions.

It can be deployed via the cloud across a group of medical practices of different types to have a shared medical information exchange.

Healthconnect officials after two phases of detailed demonstration based qualifications, realized the potential of MediXcel to quickly fulfil their major requirement set over other competing products.

The key factors which helped Plus91 win this contract were

- The time estimated to setup the solution, was only 45 days with minimal handholding or inputs from their end, which gave them the confidence to confirm the order without delay.
- MediXcel was flexible enough to incorporate all their changes without significant customization, which saved much time and development cost prior to deployment.
- The architecture of Medixcel which supported plug and play integrations offered the perfect platform which HealthConnect felt they could extend on given their future plans.

In addition to the above, factors which helped firm up the decision by the Healthconnect officials included Medixcel's ability to allow easy addition of new clinics, better documentation of Medical reports and the in-built flexibility in sharing data with adequate access and approval rules which would allow them to scale faster across the country.
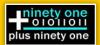
For HealthConnect, MediXcel is deployed in Healthcare Network Mode (where a private Multi-tenant Slave platform is created for a Master Client.). In the Network mode, the Administration Entity is partnering with multiple Healthcare Providers to form a Virtual Medical Provider Network which will share and exchange medical information, but each Healthcare Provider will also have independent control over their own clinic's administration, billing and medical reporting.

Pre deployment, MediXcel was mapped to HealthConnect's set of requirements and found to be covering 90% of their requirement set without the need for any customization. The primary effort in the go live period was implementation and setup. During the implementation time, HealthConnect's team was thrilled with the powerful features offered by MediXcel. The doctors and nurses both went on record to inform the Plus91 team that they found MediXcel to be way ahead of all other products they had demoed when it came to be used for deploying virtual medical networks.

To fulfil the additional requirements which were not supported, we updated MediXcel, primarily with upgrades in the next release cycle to enable it to cover the specifications set. Updates carried out to MediXcel to support Healthconnect's additional feature set were:

- Creation of a new Access management panel where patients could provide access to Partner clinics and labs of their entire Medical history.
- Provided an option to administer a sub-group of clinics together to tackle multi-location clinic chains.
- Provided an option of a stand-alone Pharmacy Application which would allow Pharmacies which are not part of a clinic or hospital to manage their stock and Point of Sale from within MediXcel and be part of the health network.
- Updated the Member demographic information to include the Sierra Leone Security Number to track individual members of the public

We were able to deploy the given solution with all the requisite personalization within a period of 45 days for the client with complete SMS and E-mail integration with local providers.

The solution has now been now live and active for over 15 months. During this period, Healthconnect has increased the licenses they had procured. HealthConnect also purchased the insurance management add-on for MediXcel in the 12th month of use.

Testimonials

We believe MediXcel is going to work well for us in rolling out EHR across Sierra Leone. Our whole team finds it so easy to train on, comprehensive and flexible in managing multiple clinics" -

Mahmoud Idriss – Afcom, Sierra Leone

MediXcel is very easy to operate, extremely smooth to use and evolving with new features which make our life easier. It is by far the best EMR I have come across.

Mami Iye - Health Connect, Sierra Leone

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