CMS On-ramp in Practice

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Dr Anne Kwan
Hospital Superintendent of Evangel Hospital

How much do you know about CMS On-ramp system? Do you realise the benefits you gain indirectly from the clinic management system when visiting a private clinic with its installation? We have interviewed Dr Anne Kwan, Hospital Superintendent of Evangel Hospital, to learn their practical experience with the implementation of CMS On-ramp and the benefits it brings to their outpatient clinic and patients.

Why CMS On-ramp?
Passionate about using advanced technology to enhance daily clinical operations, Dr Kwan introduced CMS On-ramp into Evangel Hospital this year. “Besides zero licensing fee and strong technical support from the Hospital Authority (HA), the biggest advantage of the CMS On-ramp is its capability for electronic health record sharing, which will be beneficial to our hospital and patients,” she explained the crucial factors driving their decision for adopting the system.

CMS On-ramp in Evangel Hospital
Since the beginning of this year, the Hospital has deployed CMS On-ramp to support the workflow of its outpatient department. “Using the system for appointment booking has become our daily procedure,” Dr Kwan said. “The user-friendly interface of the system enables our frontline staff to access patient information for scheduling appointments more efficiently.”

“During consultation process, doctors will input diagnoses and drug alerts into the system. Some doctors will also record clinical notes through the system interface,” Dr Kwan continued to outline their adoption of CMS On-ramp. “Right now we are trying out the drug prescription function, with which prescriptions entered by a doctor will be delivered to the pharmacy division automatically through electronic means. With less paperwork, the process helps speed up the drug dispensing procedure and reduce errors associated with paper records.”

Praising the benefits achieved in pharmacy division, Dr Kwan supplemented, “With assistance of the allergy alert function, even if a doctor has accidentally overlooked the
allergic effects of a drug to a patient, pharmacists could still
remind the doctor of the possible allergy that those related
compounds might cause. This does not only improve the
interaction and communication between doctors and
pharmacists, but also reduces the prescription errors of
giving contraindicated medication to patients. This alert
function is an effective measure to minimise the risk of
medication errors in the sense of risk management.”

Dr Kwan further indicated that CMS On-ramp has
simplified their billing process. “Despite the complexity
of billing in a private hospital, the system could generate
clear breakdown of medical fees, thus giving the patients
a comprehensive overview of all charges and speeding up
the payment process.”

**Achieving Smooth Implementation**

With the streamlined operation, Dr Kwan satisfactorily
commented, “The overall workflow in the outpatient
department has been very smooth and efficient with the
implementation of CMS On-ramp.” With heartfelt gratitude,
she attributed the success of system implementation
to the concerted support of the hospital staff and HA.
“Comprising of administrative staff, doctors, nurses and
pharmacists, the user group has offered valuable feedback
to improve the system features and interface. Furthermore,
colleagues have frequently spent great efforts on checking
data integrity of the patient database to ensure accurate
data mapping. In addition, HA has been very helpful and
skillful in enhancing the system to meet operational needs
and providing support in updating the drug list.”

**Participation in eHRSS**

Apart from CMS On-ramp, Evangel Hospital has adopted
CMS Adaptation Modules and participated in various
sharing pilot projects to prepare themselves for the
implementation of eHRSS. “In addition to our preparatory
work, patients’ consent for us to access their electronic
health records is equally essential and important to the
participation in eHRSS,” Dr Kwan said. “Our colleagues
have been proactively inviting patients to register and
participate in the sharing pilot projects so that patients
could readily enrol into the eHRSS programme when it is
launched.”

**eHR Info Zone**

**Healthcare Providers joining eHRSS**

Healthcare providers participating in eHRSS will
be required to make available health data in their
electronic medical records system falling within the
eHR sharable scope for uploading to the eHRSS with
no exclusion.

Participating healthcare providers have to be properly
authorised and need to follow certain requirements set
out in the legislation, code of practice and guidelines,
in line with the “patient-under-care” and “need-to-
know” principles.

To conclude the interview, Dr Kwan expressed her vision
on the future development of eHRSS. “As some of our
patients may move overseas, it would be ideal for them to
access their own health records abroad through electronic
record sharing so that the continuity of healthcare could
be maintained,” she said.