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.

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What is CMS On-ramp?

CMS On-ramp is a clinic management software to suit clinics' daily operations and workflows. It is a turn-key system readily usable by private clinics with low investment cost. The installation of CMS On-ramp would enable clinics to smoothly connect to the eHealth Record Sharing System (eHRSS) for sharing of patients' clinical data.

The final version of CMS On-ramp will be made available in early 2014 for deployment to private solo or group practice healthcare providers.

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.

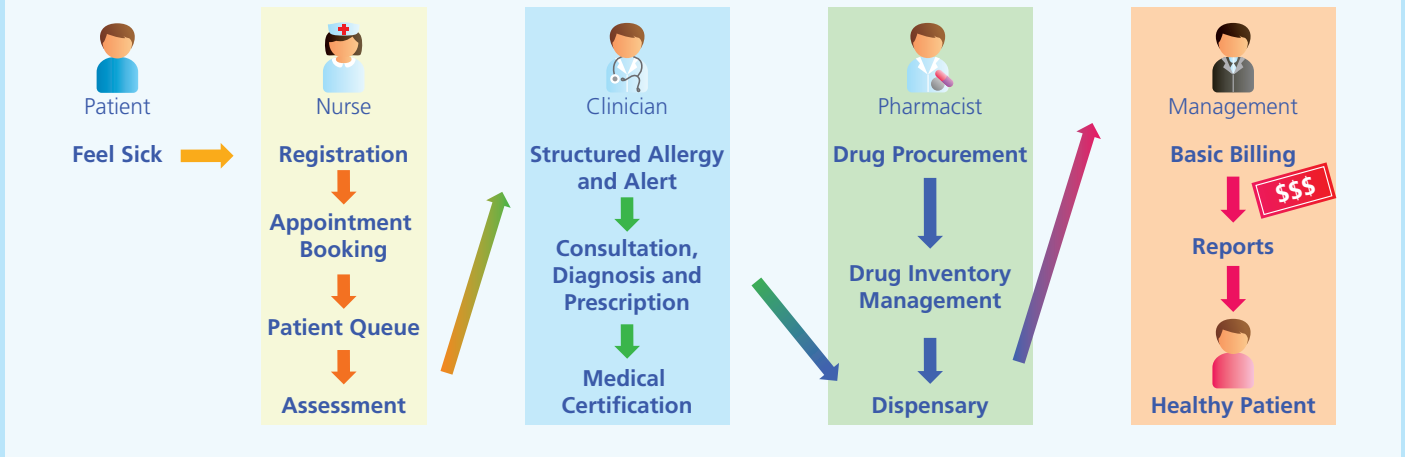### CMS On-ramp in Evangel Hospital

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

Key Functions in CMS On-ramp

Patient
Feel Sick →

Nurse
Registration
↓
Appointment Booking
↓
Patient Queue
↓
Assessment

Clinician
Structured Allergy and Alert
↓
Consultation, Diagnosis and Prescription
↓
Medical Certification

Pharmacist
Drug Procurement
↓
Drug Inventory Management
↓
Dispensary

Management
Basic Billing
$$$
↓
Reports
↓
Healthy Patient

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."

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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.