

IES Medical: Consultations

Purpose

The purpose of this Document is to describe how the Consultation process is dealt with in the Medical system.



Introduction

The Consultation is the primary event around which the Medical Practice revolves. Although it is possible to use the system without ever using the Appointment Books, and without using the "Open Consultation" functions, i.e. simply by using ad hoc Invoicing, the system will nevertheless open Consultations (if there aren't any) when ad hoc Invoicing is used.

The real flow of the Medical system is designed to start with the Appointment, and open the Consultation from there, or else to use the "Open Consultation" function, and proceed from there.

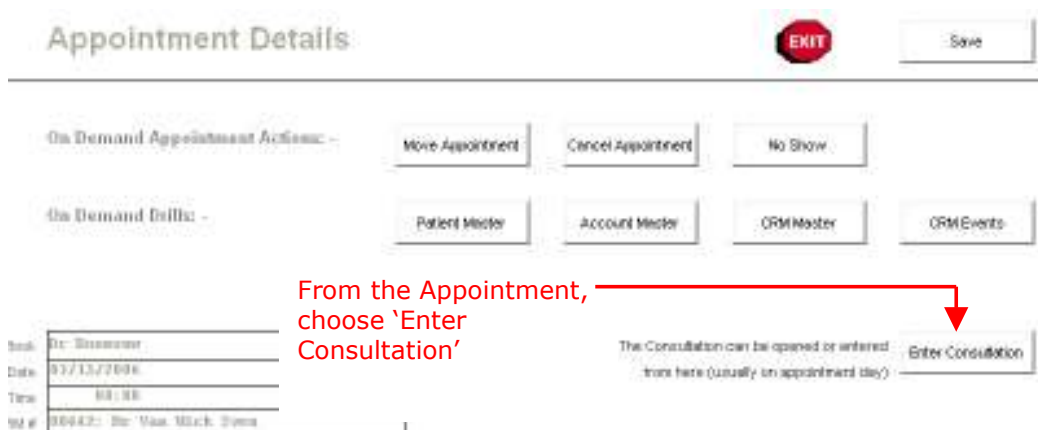
The Consultation Event

A Consultation has 3 phases –


- It is opened
- It is transacted while open (e.g. Invoices, Treatment, Notes, Prescriptions, Lab Tests, Diagnosis)
- It is closed

Opening the Consultation

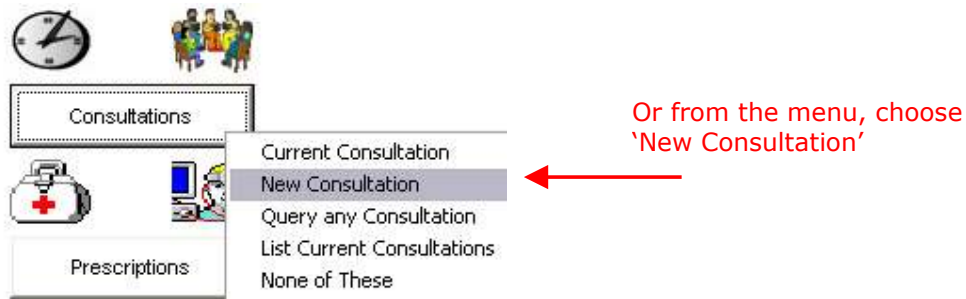
The Consultation can be opened directly from the Appointment, or by selecting "New Consultation" from the Consultation menu.



From the Appointment, choose 'Enter Consultation'

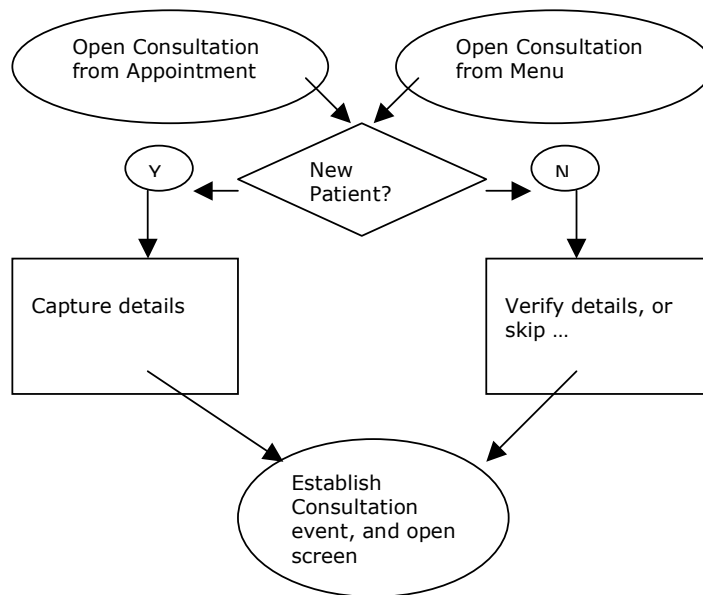
Have you used your IES  today?


IES Medical: Consultations



When a Consultation is opened, it can be for an existing or a new Patient. In the case of a new Patient, the new Patient record will have to be established (captured), as well as the Account Holder (the person responsible for payment). Often, these will be the same person, and then the system will default the information already captured, but the Account Holder could also be the family head, while the Patient is possibly the spouse or a child, and then clearly the details are not all the same.

In the case of an existing Patient, it may be necessary to verify the current details on file, i.e. whether the address, telephone and other details are still current (correct). The system may be set to enforce verification, or offer it, or skip it altogether. If verification takes place, it just means that the system will open the Patient and Account Holder screens so you can check any required details, make changes if necessary, and then choose SAVE.



Have you used your IES  today?

IES Medical: Consultations

Transacting the Consultation

Once the Consultation is established, it can be transacted. You can leave the Consultation screen and re-enter it as many times as you like, until it is closed. Once it is closed, it can still be queried.



Consultation Record EXIT

Consultation Ref #

Patient Profile #
 Given Name
 Date Of Birth
 Age
 Gender
 Account Holder #
 Doctor

Enter current allergies and
 Consultation Fee Fee
 Consultation Fee:

CLASSIFICATIONS	
1	

Review all allergies
 Patient allergies:

Substance Allergies	
1	

Review consultation history
 Number of prior consultations:


>>> Prior Consultations	Date
1 H20 Dr. Fossoum	24/07/2006
2 H15 Dr. George Dewie	13/07/2006

A consultation record for Mr Verdoef is shown above. It indicates some primary details like age, gender, allergies, etc., and the consultation record allows for recording of classifications on this Consultation. Hint: Classifications are defined as applicable for your Practice, and can be interrogated in the statistics, i.e. how many cases of flu, check ups, etc.

Prior Consultations for the same Patient are also shown, and can be drilled into (the history) by dbl-clicking on them.

At the top, the following functions are listed: -

- Patient Master – opens the Patient Master File record.
- Account Holder – opens the Account Holder Master File record.
- Laboratory Tests – leads to new, current and prior Lab Test functions for the Patient.
- CRM Events – shows events related to this Patient, from the most recent to the oldest.
- Invoice – to record charges. The Invoice may also be entered multiple times until it is finalised.
- Close this Consultation – use this option only when the Consultation is complete. It then becomes history that can be queried.
- Custom Options – if any custom options are implemented for your system, then they are found here.

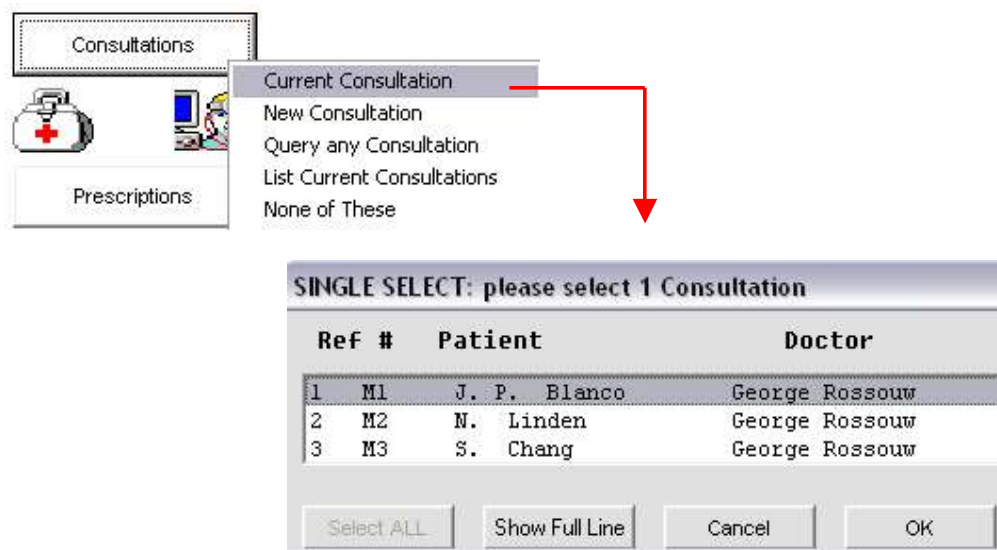
Have you used your IES  today?

IES Medical: Consultations

- Customer Account – opens the Customer account, where transaction history may be drilled, statements produced, invoices queried, etc.
- Prescriptions – leads to Prescription functions for this Patient.
- Consultation Notes – allows recording of new consultation notes, editing of prior, and searching for content.
- Credit Note – leads to Credit Note functions on this or a prior Consultation.
- Save – if any changes have been captured to the Consultation screen use SAVE, else simply use Exit.

Re-entering the same Consultation

The same consultation can be saved or exited and re-entered many times. Just choose 'Current Consultations' from the menu to re-enter a Consultation that is still 'open'.



The screenshot shows the 'Consultations' menu with options: 'Current Consultation', 'New Consultation', 'Query any Consultation', 'List Current Consultations', and 'None of These'. A red arrow points from 'Current Consultation' to a 'SINGLE SELECT: please select 1 Consultation' dialog box. The dialog box contains a table with the following data:

Ref #	Patient	Doctor
1 M1	J. P. Blanco	George Rossouw
2 M2	N. Linden	George Rossouw
3 M3	S. Chang	George Rossouw

Buttons at the bottom of the dialog box are: Select ALL, Show Full Line, Cancel, and OK.


Closing the Consultation

When there is no further transacting to be done on this particular Consultation, then use the 'Close this Consultation' function shown above.

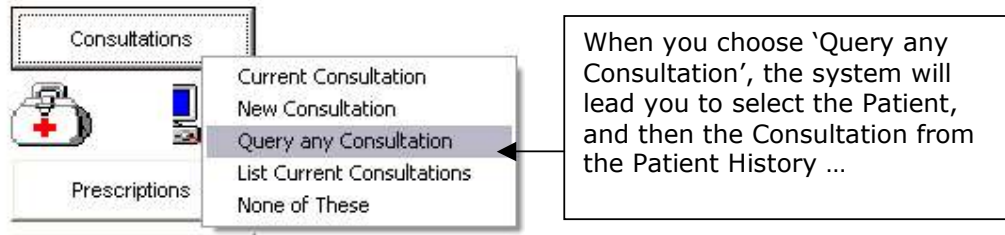
Query a Consultation, Current or Prior

If you have a Consultation screen for a Patient open, then of course you can just dbl-click any prior Consultation that is shown, to query it (see the Consultation screen shown before).

To query any Consultation for any Patient, you can also select the function from the Menu.


Have you used your IES  today?

IES Medical: Consultations



© Infolab, 2006

This Documentation is copyrighted by Infolab (Pty) Ltd. [www.infolab.cc] All rights are reserved. Licensed INFOLAB Business Partners and Users are granted permission, for internal use ONLY, to reproduce the Documentation, and to include amendments dealing with specific instructions local to your installation.

Have you used your IES  today?