Concerto Clinicals
Clinical Documentation

Concerto Clinicals Clinical Documentation allows clinical staff to quickly create a wide range of legible and accurate medical documents, with a high degree of automation.

Hospitals need a documentation system that can communicate with existing information systems and databases, both within the hospital and outside, gather together all the relevant patient data and make it automatically available to clinicians for inclusion in their clinical documents. This same system needs to provide a template-based environment to ensure that consistent and complete documents are created.

Paper-based systems are becoming increasingly inefficient. Hospitals today generate vast quantities of clinical documentation that has to be tracked, organized and communicated in an efficient and accurate manner. Paper-based systems have historically proven to be inefficient and unable to deliver critical information on time and where it is needed.

Concerto Clinical Documentation is designed to meet the document requirements of modern health care providers. The system provides a rich set of features and capabilities that are designed to provide significant benefits to clinical staff, these include:
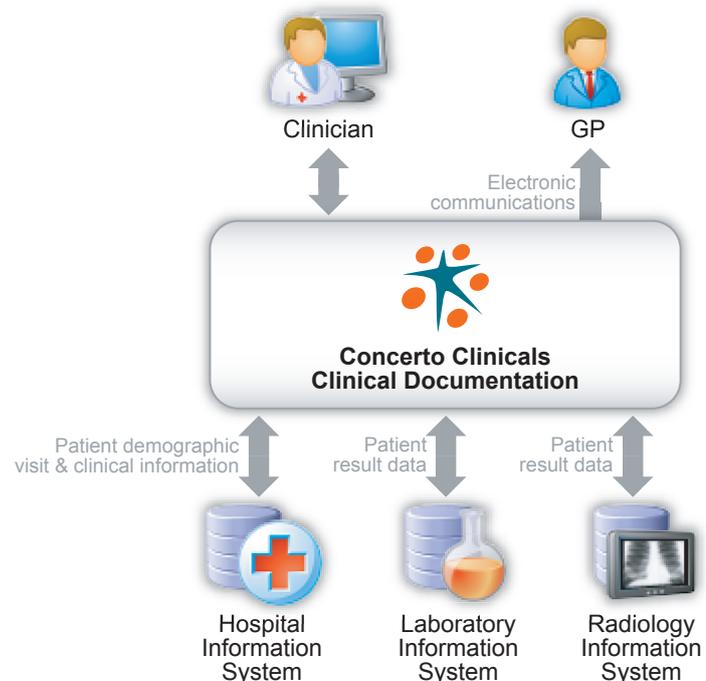
- ✓ Increased accuracy of clinical data
- ✓ Consistency of documents
- ✓ Improved legibility of documents
- ✓ Increased speed of document creation
- ✓ Increased security and reliability in message delivery
- ✓ Widespread, fast and secure availability of historical documents

These very real and quantifiable benefits all contribute to improved patient safety.

Concerto Clinical Documentation can be used to produce and manage a broad range of medical documents, including:

- ✓ Admission Notes
- ✓ Patient Progress Notes
- ✓ Allied Health Notes
- ✓ Nursing Assessment Forms
- ✓ Pharmacy Updates
- ✓ Discharge Summaries / Transfer Summaries

Concerto Clinical Documentation is an ideal starting point for clinical staff as they move toward a full clinical information system within the Concerto environment. There is a short lead-time from system purchase to full implementation and the system can be scaled up as users become more comfortable with the software.
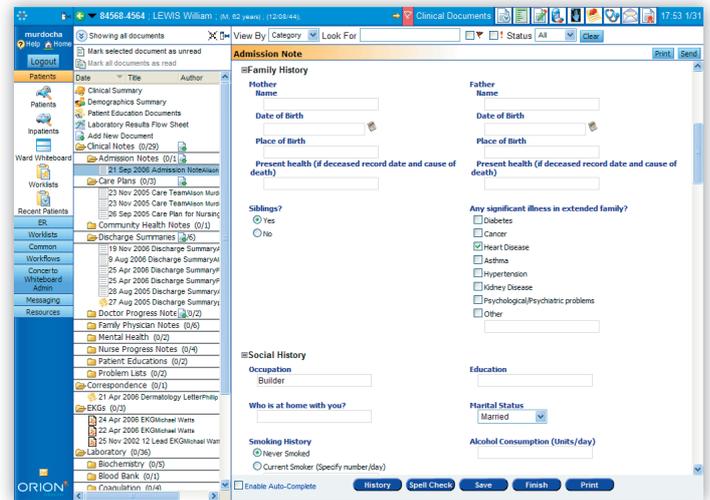
Clinician   GP

Electronic communications

Concerto Clinicals Clinical Documentation

Patient demographic visit & clinical information   Patient result data   Patient result data

Hospital Information System   Laboratory Information System   Radiology Information System

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Features

Customizable templates and data entry forms

Concerto Clinical Documentation supports the creation of customized letterheads and templates so that clinicians from different specialties can design a variety of medical documents to meet their particular needs. Concerto Clinical Documentation customers can choose the level at which they wish to create documents, from a few simple document types, to a large number of complex document types, covering the patient from admission to discharge.

Administrators design templates within the Concerto Clinical Documentation system, incorporating pre-populated data, standard windows data entry elements such as radio buttons, check boxes, drop-down lists and free text sections as well as interactive images. Items within a form may be identified as mandatory components, in which case the user must enter a value in every document.

Data entry forms and document templates can be customized to closely reflect local conditions. Templates, letterheads and data entry forms can be linked to specialties, and made available only to specific or individual specialties.

Benefits include fast and efficient completion of medical documents as well as consistent documentation.

Pre-population of documents with existing clinical information

Concerto Clinical Documentation can automatically generate "mostly complete" documents. Using data sourced from other hospital systems and previously created documents, much of the detail can be filled out automatically.

For example, administrative details can be read from any existing ADT system, relevant lab results from the laboratory system and current medication from the pharmacy system. As another example, a problem list entered into a Concerto Clinical Documentation admission note at the time of admission can be used subsequently to automatically populate progress notes and discharge summaries.

Clinicians can generate different types of clinical correspondence and documentation from within the single Concerto Clinical Documentation application, reducing the need to handwrite the same information into different documents.

In addition, Concerto Clinical Documentation can automatically generate documents such as referral forms, outpatient appointment requests and discharge prescriptions based on events and data within existing hospital systems.

Benefits include fast and efficient completion of medical documents as well as accurate and consistent documentation, leading to enhanced patient safety.

Easy to use graphical interface

The Concerto Clinical Documentation user interface is designed to be easy to learn and simple to use. The interface makes extensive use of clickable hyperlinked text, icons, and buttons; creating a workspace that is clear, uncluttered and highly functional. Benefits include faster creation of documents by clinical staff, and a shorter training period.

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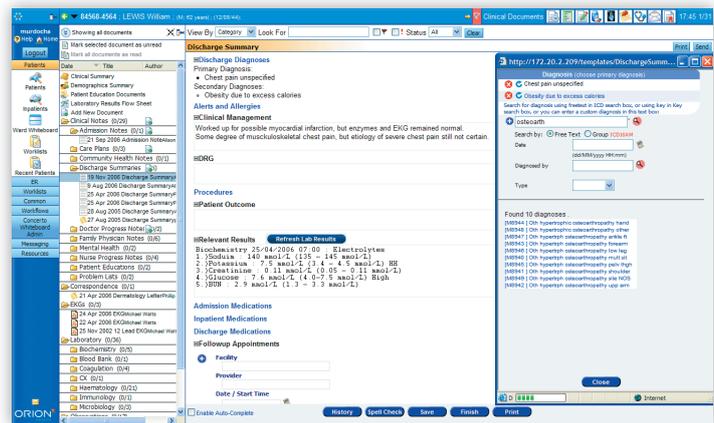## Designed for optimum integration with existing hospital information systems

Concerto Clinical Documentation integrates seamlessly with the hospital's existing information systems and uses internet-derived technologies to present data from a number of existing sources in a consistent and user-friendly way. Benefits include faster creation of more accurate documents, leading to enhanced patient safety.

Interim documents

Interim documents can be created and then finalized at a later date, allowing busy clinicians to make the most of their time. Amendments can be made to finalized documents as the need arises. Amendments are fully audited and changes can be traced back to the clinician that made them.

Medical reconciliation

Concerto Clinical Documentation allows for delivery of a medications reconciliation solution as recommended by the Joint Commission of Accreditation of Healthcare Organizations (JCAHO). Clinical users are able to record the medications that the patient was taking at home, the medications they are taking whilst in hospital and the medications that they should take following discharge from the hospital. Any changes to medications can be documented. This helps to avoid medication errors such as omissions and duplications. And, since it is recorded electronically, it can easily be viewed throughout the healthcare continuum.

Instant transmission of documents using electronic messaging

Concerto Clinical Documentation can automatically transmit completed documents to third parties, including primary care physicians, specialists and other health providers.

Concerto Clinical Documentation can transmit documents via a variety of methods including email, fax, HL7, EDIFACT and XML. Messages are tracked by the system to ensure they are sent and recieved.

This broad range of messaging options makes Concerto Clinical Documentation a key enabler of integrated care initiatives between hospitals and primary care providers.

Benefits include faster delivery and more widely available documents, leading to enhanced patient safety.

Comprehensive, integrated security features

To ensure the security of patient data, Concerto Clinical Documentation implements a full range of security mechanisms at each stage of its operation.

Comprehensive security of the user interface, access control features and audit capabilities are provided by the standard security features of Orion Health's Concerto Medical Applications Portal (MAP).

Encrypted passwords and unique user names ensure that only suitably authorized users can access the applications within Concerto. Configurable user access groups within Concerto allow administrators to define the level of user privilege with a high degree of granularity.

Benefits include the ability to view historic documents quickly, in a secure environment, from virtually anywhere.

Benefits

Improved accuracy and clarity of documentation

The off-hand jokes about poor medical handwriting mask the serious consequences that can result from inaccurate or illegible medical documents. The generation of clear, typed documents reduces the chance of confusion or medical error through improved document legibility.

Accessing clinical data directly from other systems within the hospital improves the accuracy of data included in the documents, and ensures that documents can be created quickly, without duplication of data entry.

Improved consistency of documentation

The use of templates within Concerto Clinical Documentation enables clinical information to be presented in a standardized format, common to all documents produced by a particular department, specialty or service.
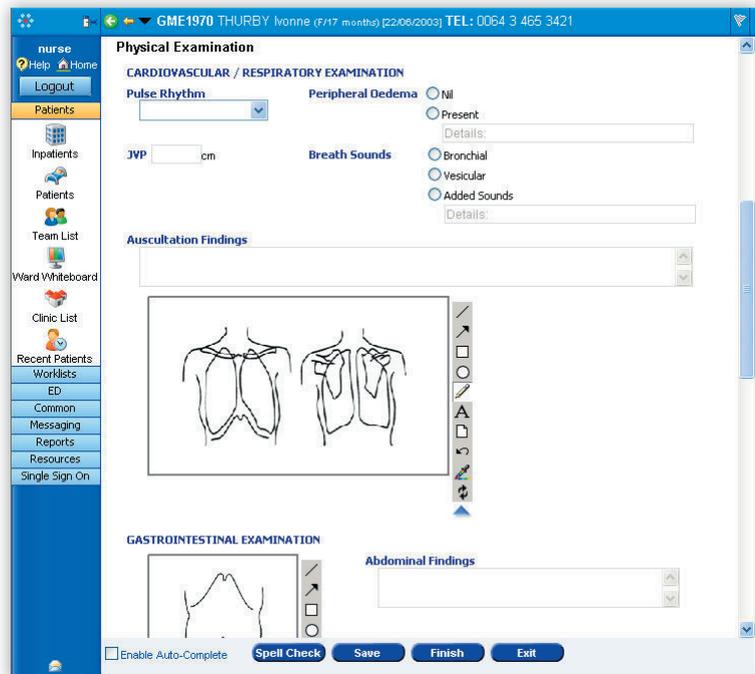
Templates mean that Concerto Clinical Documentation produces standardized documents that conform to a hospital's existing documentation and coding requirements.

Streamlined documentation workflow

By providing electronic administration of clinical documentation within a hospital, Concerto Clinical Documentation reduces the inefficiencies often associated with manual document flows.

Completed documents are easily and quickly located and can be viewed online. Documents can be searched for by category, author or creation date.

All documents are automatically archived and referenced within a dedicated electronic document repository, eliminating the time required by manual filing procedures. Concerto Clinical Documentation's comprehensive database of documents also enables more effective auditing of documentation procedures.

Concerto Clinicals Plug-In Applications

Concerto Clinicals applications are designed to connect seamlessly into a hospital's Concerto Medical Applications Portal. The modules also co-exist easily with other vendor applications, which are web integrated by Concerto.

Concerto MAP Technology

Concerto is a Medical Applications Portal (MAP) that is used to integrate disparate hospital information systems to provide a single, seamless view of all patient data. It creates a unified environment with single logon access.

Concerto MAP provides a "single patient view" across all applications. Once a patient is identified, Concerto can provide one click access to the same patient's information from any system.

For example, after identifying a patient, the clinician can immediatly open and view a patient's lab or radiology results in one system, clinical notes from another system and complete a pre-populated order from or discharge summary in further systems again.

Concerto MAP allows clinical staff to see at a glance all activity relating to a patient and then initiate further tasks.

Concerto MAP is compatible with CCOW, the common protocol for ensuring secure and consistent access to patient information from multiple hospital information systems.

About Orion Health

Orion Health's easy-to-use suite of applications and tools integrate and enhance healthcare information systems and deliver secure, universal access to information. The innovative company delivers an end-to-end information technology (IT) integration platform that brings together clinical content to improve clinician effectiveness and the quality of patient care.

More information can be found at www.orionhealth.com

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