novari

Access to Care Platform™

Access to Care in Canada

An End-to-End Integrated System

Electronically manage the complete patient journey and transitions of care

novari health

eReferral · eConsult · eBooking · eVisit

The Patient Journey

The End-to-End Novari Access to Care Platform™

Novari Health focuses exclusively on "access to care", how patients enter and move through a healthcare system. The Novari Access to Care Platform is comprised of a series of integrated modules and is the only system available that electronically manages the continuum of care from primary care, to specialist care and on to post acute care services.

"The surgical programs across our region are working diligently to improve access to care for our patients. Novari's innovative technologies are an important piece of this vital work."

– Dr. David A. Puskas MD MSC FRCSC, Muskuloskeletal Health TBRHSC

Today, one-third of my patient appointments were virtual. It's convenient for them and more efficient for me.

Wait **0**

Wait time for a primary care appointment (physical or virtual)

On a mobile device, I conveniently saw my family physician without taking time off from work or driving across town.

novari eVisit™

Using Novari eRequest, I showed Sam his referral options, then sent his referral electronically to an appropriate surgeon with all of the necessary information.

Wait **1**

Wait time for referrals from primary care to specialists, clinics, imaging, etc. and eConsults

For my referral to a specialist, my doctor discussed my referral options including wait times.

novari eRequest®

My office received, triaged and accepted Sam's referral electronically while automatically informing his primary care physician of Sam's referral status.

When I had my appointment with the surgeon, he added me to his Novari wait list software and accurately estimated my date of surgery.

Wait **2**

Wait time for surgeries, endoscopies, etc.

novari ATC™

After seeing Sam and deciding to proceed to surgery, we simply moved him onto our Novari surgical wait list. A few months later, using our Novari ATC system, we "eBooked" him into the hospital scheduling system.

With the Novari system, my surgeon kept track of me while I waited for surgery and made sure I was scheduled in accordance with provincial wait time targets.

Wait **3**

Wait time for post acute care discharge referrals, ALC, rehab, CCC, LTC, community care etc.

novari eRequest®

Sam's referral and all of our eReferrals are always complete and can be accepted with a click of a button.

After surgery and a brief stay in hospital, the hospital staff used the Novari system to send and track my rehab referral.

8 Million Patient Cases Processed

Made in **Canada**

75+ Successful Implementations

Privacy Compliant

Only **120 Days** to Implement

Microsoft

Azure

Coordinated Care • eHealth • ALC • Mental Health • Primary Care • Hospitals • Telehealth • Health Regions • Diagnostic Imaging • MSK • Diabetes • Community Health

Contents

Virtual Care 5

eReferral, Central Intake & eConsult 6

Surgical eBooking & Wait Times Management 8

Provider Relationship Management. 10

Technology & Implementations 11

Definitions

Wait 0: The wait time a patient experiences when accessing primary care.

Wait 1: The wait time for referrals from primary care to specialists, diagnostic imaging and other types of specialised care.

Wait 2: The patient wait time from the date of a decision to treat to the date the procedure is completed.

Wait 3: The wait hospitals and patients experience when being discharged to post acute care settings.

eConsult: The ability for a primary care physician to electronically consult a specialist.

eReferral: Electronic referrals for any type of healthcare service with resource matching capabilities.

Central Intake: Air traffic control like functionality for healthcare referrals ensuring equitable access and load balancing for some types of regional healthcare services.

eVisit: Using secure messaging , voice and video conferencing for patients to remotely access a primary care physician(s).

novari eVisit™

Virtual Care

See your patients virtually anywhere.

Novari eVisit™ allows patients virtual access to their care provider. From both mobile and desktop devices, the system uses secure instant messaging, voice and video conferencing to improve access to care when appropriate.

Virtual access to care is efficient and convenient for both providers and patients. Prescriptions and referrals can be initiated from the Novari eVisit system and a detailed report is generated from every virtual visit.

Wait 0

Download on the App Store

GET IT ON Google Play

novari eRequest®

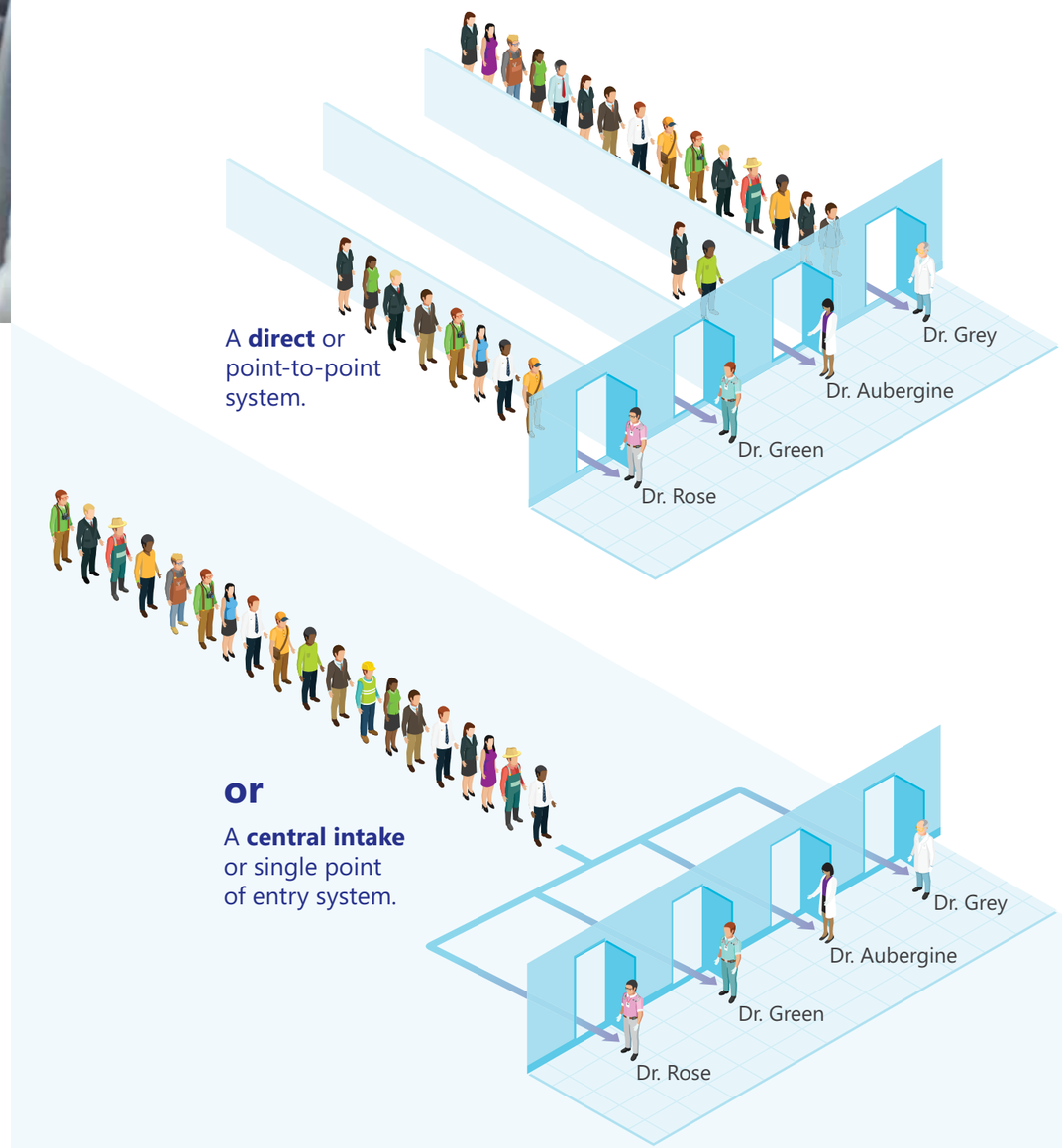
eReferral, Central Intake & eConsult

The Novari eRequest® module uses state of the art technology and the power of the cloud to allow for real time electronic management and routing of any type of referral, request or requisition for any type of healthcare service. Examples of referral types or "pathways" include diagnostic imaging, mental health, addictions, diabetes, specialists, orthopedic hip & knee, cataracts, palliative care, long term care, community care, etc.

Using referral air traffic control™ functionality, the person making the referral can select a provider from a list of available and appropriate resources; taking into account such factors as wait times and the travel distance from the patient's perspective. The Novari eRequest module can route referrals directly from point A to B. Alternatively, for a sub-set of referral types, the system can route to a central intake program, which using the same technology may assess, triage and subsequently route to a specific provider, agency or clinic.

The system's eConsult features (Novari eConsult™) allows primary care physicians to electronically consult with a host of specialists. eConsult has proven itself effective in reducing unnecessary referrals, to the benefit of patients, primary care physicians and specialists and in reducing "wait 1" wait times.

The Novari eRequest® module can manage both "direct" and "central intake" access models.



novari ATC™

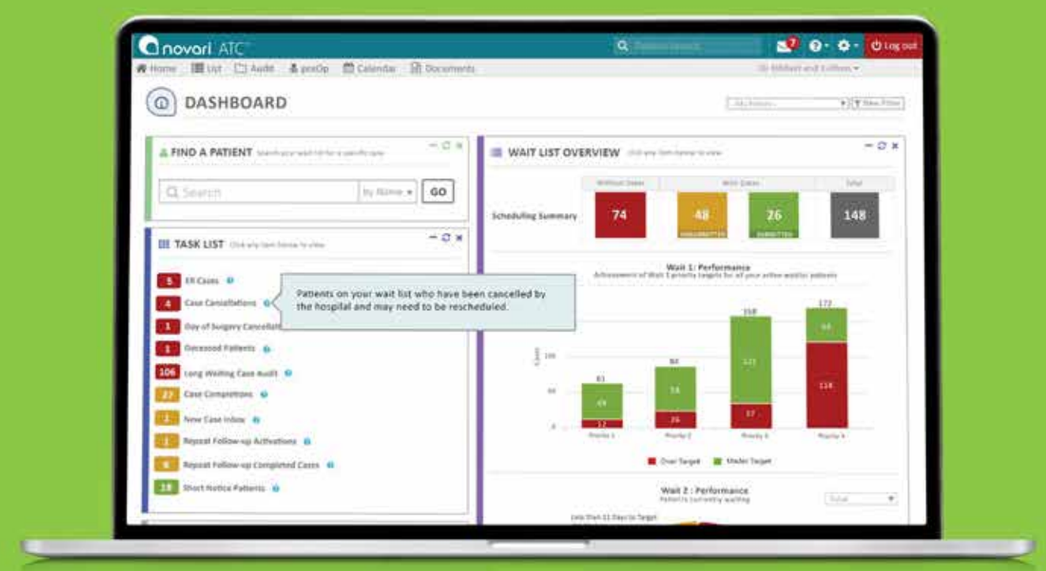
Surgical eBooking & Wait Times Management

The Novari ATC™ module is widely used by hospitals and across health regions to enable better surgical wait list management and the paperless eBooking of cases from the physician offices to the hospital booking offices. It complements and integrates with each hospitals' surgical information system (Meditech, Cerner, Picis, SIS, etc.) in real time.

Surgical and other procedural cases (e.g. endoscopies, etc.) are entered into the system by the physician offices and appear on their individual wait list dashboard. When required by provincial or state authorities, the system can open and report wait list information to government wait list registries (WTIS, PAR-NS, etc.)

Wait list management and case booking can be managed by either the physician office staff or hospital staff. At the time of case scheduling, the physician offices send an electronic scheduling request to the booking office will all supporting electronic documents. (i.e. consent form, etc.).

The optional Pre-Surgical Screening (Novari PSS™) module can use local, national, international clinical best practice directives (i.e. choosing wisely), and the procedure and comorbidities to automatically determine the type of pre-admission clinic (PAC) appointment for each patient. In a patient centric approach, scheduling of PAC appointments can be scheduled at the time of booking by the physician office.



novari PRM™

Provider Relationship Management

In many health regions with hundreds, if not thousands, of providers, the management of the delivery of primary care can be challenging. Pioneered with our clients, the Novari Provider Relationship Management™ module gives regional health authorities a software tool designed to provide a detailed real-time and constantly updated database of primary care providers and a means to help manage these relationships. Using the system, regional health authorities can understand the number and distribution of primary care providers in their region. Detailed profiles of each provider can be easily and accurately maintained to include clinical areas of interest (i.e. palliative care, etc.), number of patients, electronic medical record system in use, etc.

Optional functionality of the system includes the ability to create educational initiatives and campaigns documenting each touch point with each provider and their level of engagement. The system can be used to forward targeted communication to the providers and their staff via email, fax and, when appropriate, via text messages.

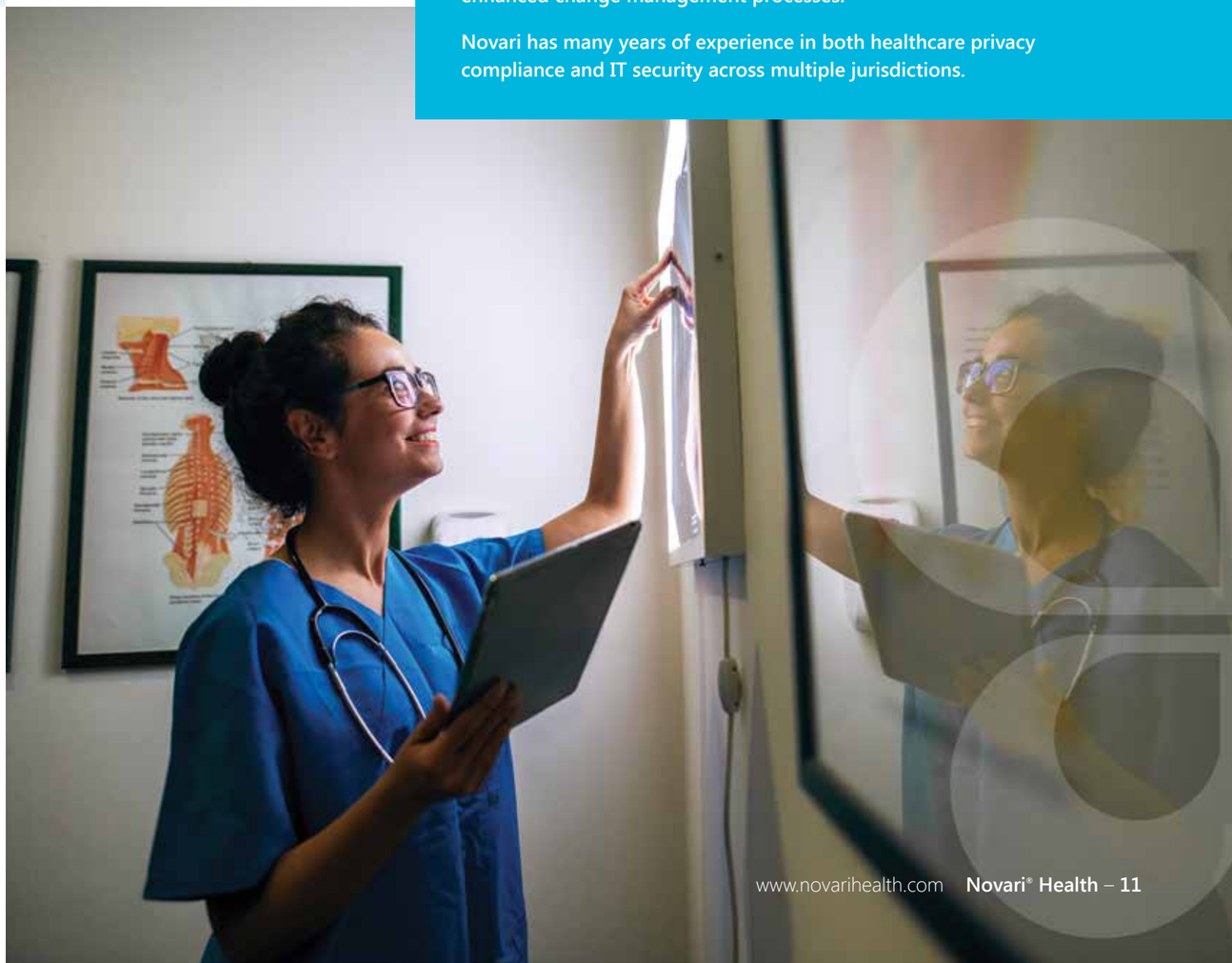
Microsoft Azure

Technology & Implementations

Novari Health is a Microsoft partner and many of our technologies leverage the Microsoft technology stack. Our solutions are designed to be provided as software as a service (SaaS); however some modules can be locally hosted. For secure and scalable cloud solutions, we partner with Microsoft and their Azure cloud technologies.

The Novari project management office (PMO) assigns each project with a qualified and experienced project manager. We typically follow the Project Management Institute (PMI) project implementation methodology with enhanced change management processes.

Novari has many years of experience in both healthcare privacy compliance and IT security across multiple jurisdictions.



Together
We Can Improve Access to Care.

Call 613-531-3008 today for more information and a free on-site live demonstration.

Kingston, Ontario
Vancouver, British Columbia
Boston, Massachusetts - USA
Sydney, New South Wales - Australia

www.novarihealth.com

Novari, Novari Access to Care, and Novari eRequest are registered trademarks of Novari Health Inc.
Novari ATC, Novari Emergency Surgery, Novari eVisit, Smart Wait, Novari PSS, Novari Provider Relationship Management, Novari eConsult, Novari Access to Care Platform are all trademarks of Novari Health Inc.
© Novari Health Inc. 2018.

V2-09-05-2018