

# PRIVATE PRACTICE QUOTATION

PRS - PREVENTIVAZIONE RICOVERI SOLVENTI



**PRS** is entirely based on **Microsoft Dynamics 365 Customer Engagement** platform and **Microsoft Dynamics Healthcare Accelerator**.

**PRS** is a powerful tool integrated in the private Hospital Information System as a management tool that **supports and structures** the entire process of **private practice quotation**, from doctor's diagnosis to patient acceptance of the hospitalization quote.



# OVERVIEW



# PATIENT JOURNEY

A patient hospitalization requires an **effective management** of information among:

- patient
- practitioner
- hospital staff

PRS manages the whole process of a hospitalization quotation request from the **patient clinical need**, through the **doctor diagnosis** and his **quotation request**, to the patient acceptance of the **quote** uploaded from the **hospital staff**.



# PATIENT JOURNEY

The **light version** of PRS covers processes and steps of the back office operators.

The **pro version** covers, in addition, also the steps in charge to doctors.



Light Version



Pro Version



# FEATURES



# NEW MODEL DRIVEN APP

The screenshot displays the Microsoft Dynamics 365 interface for a new model-driven application named 'PRS'. The top navigation bar shows 'Dynamics 365' and 'PRS > Dashboards'. The left-hand navigation pane includes sections for 'Principal' (Home, Recent, Pinned) and 'Accessories' (Conditions, Medication Requests, Procedures, Practitioner Roles, Practitioner Role Loc..., Locations, Codeable Concepts). The main content area shows a table titled 'All requests' with columns for Request id, Date of request, Quotation state, Applicant Doc..., Contact, Birthday (Cont..., Patient, Hospitalization, and Created On. The table contains 10 rows of data. Two orange callout boxes are present: one pointing to the 'PRS' tab in the top navigation bar with the text 'Hospital staff dedicated app', and another pointing to the 'Accessories' menu with the text 'Microsoft Healthcare Accelerator data model'.

**Hospital staff dedicated app**

**Microsoft Healthcare Accelerator data model**

Request id	Date of request	Quotation state	Applicant Doc...	Contact	Birthday (Cont...	Patient	Hospitalization	Created On
2020000197	5/13/2020	Quote sent	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	SRT	5/13/2020 4:41...
2020000128	5/12/2020	Quote refused	DOCTOR ONE	DOCTOR THREE	3/6/1988	maura cuppone	SRT	5/12/2020 11:0...
2020000126	5/12/2020	Quote accepted	DOCTOR ONE	DOCTOR TWO	3/6/1988	maura cuppone	Venue	5/12/2020 10:4...
2020000124	5/11/2020	Request mana...	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	SRT	5/11/2020 8:52...
2020000110	5/10/2020	Request sent	DOCTOR ONE	DOCTOR TWO ilco...	6/21/1991	Francesca De Falco..	Venue	5/10/2020 9:15...
2020000109	5/10/2020	Request mana...	DOCTOR ONE	maura cuppone	3/6/1988	Francesca De Falco..	SRT	5/10/2020 7:44...
2020000108	5/10/2020	Quote sent	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	Venue	5/10/2020 7:34...
2020000107	5/10/2020	Expired quote	DOCTOR ONE	DOCTOR THREE	3/6/1988	maura cuppone	Venue	5/10/2020 7:20...
2020000106	5/10/2020	Quote sent	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	Venue	5/10/2020 7:09...



# CUSTOMIZED BUSINESS PROCESS

New Quotation request  
Quotation request · Operator Information

Request idPatientYes UrgentNavigation processes

Quotation request: prima...  
Active for less than one mi...

Request Sent (< 1 Min)

GeneralNotesQuotation typology and insurance ...Medication requestConditionProcedureOther information required

Registry  
Request id  
---  
Applicant Doctor  
---  
Patient Portal User  
---  
Patient  
---  
Department secretary confirmation

Date  
Date of request  
---  
Last modification date  
---  
Hospitalization date proposed  
---  
Confirmation proposed day  
---  
**No**  
Effective hospitalization date

View Request

Timeline  
This record hasn't been created yet. To view this record, save it to your timeline.

Thanks to the Healthcare Accelerator, you can create a quotation request with all the necessary details for the estimate of a hospitalization and FHIR® compliant.





# BUSINESS PROCESS AUTOMATION

**New Quotation request**  
Quotation request · Operator Information

2020000126 Request id | maura cuppone Patient | Yes Urgent | --- Navigation processes

Quotation request: prima... Active for 47 hours

Request Sent Request Managed **Quote Sent** Close (47 Hrs)

General Notes Quotation typology and insurance ... Medication request Condition Procedure Other in

Registry

Request id  
2020000126

Applicant Doctor  
TEST DOCTOR

Patient Portal User  
maura cuppone

Patient  
maura cuppone

Department secretary confirmation

Date

Date of request  
5/12/2020

Last modification date  
---

Hospitalization date proposed  
---

Confirmation proposed day  
No

Effective hospitalization date

Completed

Refusal Reason ---

Other refusal reason ---

Quotation state **Quote accepted**

Quote uploaded **Yes**

Quote attached 1 **Open**

Quote attached 2 **Open**

Set Active

Timeline

Enter a note...

RU Email  
Invio c  
Gentile

5/12/2020

provedu...

PRS allows the management of the entire process of private practice quotation, simplifying the E2E process from the doctor's request to the quote acceptance by the patient, with predefined and customizable steps.



# BENEFITS



# INCREASED EFFECTIVENESS

**QUOTATION REQUEST FORM**

Request ID: 2020000099

Date: 01/01/1970

Hospitalization place: ☒ Sede ☐ Turro

Applicant doctor: DOCTOR THREE

Patient: maura cuppone

Patient birthdate: 01/01/1970

Tel.: 3333333333 Cell.:

E-mail address: m.cuppone@reply.it

Hospitalization typology:

☐ Solvent Insurance convention: ☒ Yes ☐ No

☒ Department solvent Indicate Insurance: baxa

☐ Established solvent Affiliated doctor: ☐ Yes ☒ No

Surgery type: Analgesia mediante PCA

Primary diagnosis code: 25-26 SETTIMANE COMPLETE DI GESTAZIONE

Primary procedure code: ABORTO ABITUALE SENZA GRAVIDANZA IN ATTO

Operating room time (hour): 3

(in-out patient)

Day Hospital: ☒ Yes ☐ No

Prosthesis: ☐ Yes ☒ No

2020000197 maura cuppone Yes Urgent Navigation processes

Request Sent Request Managed Quote Sent (17 Hrs)

Medication request Condition Procedure Other information required Related

Date

△ Date of request 5/13/2020

△ Last modification date

△ Hospitalization date proposed

△ Confirmation proposed day No

Effective hospitalization date

△ Acceptance date 5/13/2020

△ Modification request date

△ Quotation sending date 5/13/2020

△ Quotation deadline date 9/13/2020

△ Last remind date

View Request

Timeline

Enter a note...

FR Email from Fabrizio Rossi 5/13/2020

Invio del preventivo n. 2020000197 CRM:0001082  
Gentile Dott./Dott.ssa/Prof./Prof.ssa TEST INTERNO Abbiamo provveduto ad inviare al Suo paziente, il/la Sig./Sig.ra maura...

doc1.docx

FR Email from Fabrizio Rossi 5/13/2020

Preventivo di ricovero n. 2020000197 disponibile sul Portale Pazienti CRM:0001083  
Gentile Sig./Sig.ra maura cuppone, La informiamo che sul Portale Paziente dell'Ospedale San Raffaele è disponibile il preve...

FR Note modified by Fabrizio Rossi 5/13/2020

CLUPRS: Quote - Attached 2  
\*WEB\*CLUPRS: Quote - Attached 2

doc1.docx

FR Note modified by Fabrizio Rossi 5/13/2020

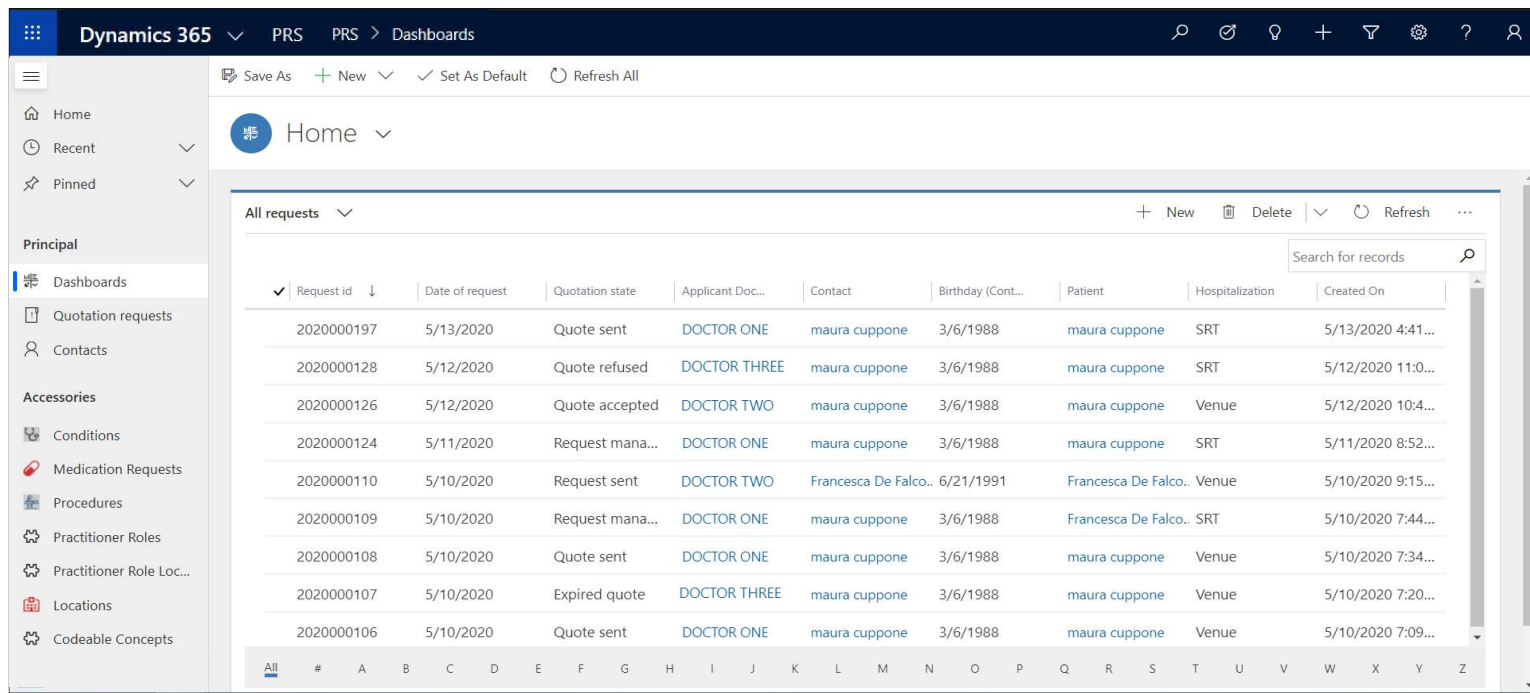
CLUPRS: Quote - Attached 1  
\*WEB\*CLUPRS: Quote - Attached 1

doc1.docx

- Automated management of the administrative procedure
- Proactive actions by the clinical structure toward the patient



# BETTER CONTROL



The screenshot displays the Dynamics 365 PRS Dashboards interface. The left sidebar contains navigation options: Home, Recent, Pinned, Principal, Dashboards, Quotation requests, Contacts, Accessories, Conditions, Medication Requests, Procedures, Practitioner Roles, Practitioner Role Loc..., Locations, and Codeable Concepts. The main area shows a 'Home' dashboard with a table titled 'All requests'. The table has columns for Request id, Date of request, Quotation state, Applicant Doc..., Contact, Birthday (Cont..., Patient, Hospitalization, and Created On. The table lists 10 records with various request statuses and dates. A search bar is located at the top right of the table area.

Request id	Date of request	Quotation state	Applicant Doc...	Contact	Birthday (Cont...	Patient	Hospitalization	Created On
2020000197	5/13/2020	Quote sent	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	SRT	5/13/2020 4:41...
2020000128	5/12/2020	Quote refused	DOCTOR THREE	maura cuppone	3/6/1988	maura cuppone	SRT	5/12/2020 11:0...
2020000126	5/12/2020	Quote accepted	DOCTOR TWO	maura cuppone	3/6/1988	maura cuppone	Venue	5/12/2020 10:4...
2020000124	5/11/2020	Request mana...	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	SRT	5/11/2020 8:52...
2020000110	5/10/2020	Request sent	DOCTOR TWO	Francesca De Falco.	6/21/1991	Francesca De Falco.	Venue	5/10/2020 9:15...
2020000109	5/10/2020	Request mana...	DOCTOR ONE	maura cuppone	3/6/1988	Francesca De Falco.	SRT	5/10/2020 7:44...
2020000108	5/10/2020	Quote sent	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	Venue	5/10/2020 7:34...
2020000107	5/10/2020	Expired quote	DOCTOR THREE	maura cuppone	3/6/1988	maura cuppone	Venue	5/10/2020 7:20...
2020000106	5/10/2020	Quote sent	DOCTOR ONE	maura cuppone	3/6/1988	maura cuppone	Venue	5/10/2020 7:09...

- Monitoring the whole patient care workflow
- Complete traceability of “who does what”



# SUPPORT TO DOCTORS

Pro  
Version  
Only

Home Nuova Richiesta Preventivo Info

Le tue richieste Richieste da correggere Preventivi accettati Preventivi rifiutati Preventivi inviati

ID Rich.	Data Rich.	Paziente	Stato Preventivo	Data Modifica	Prev.	
2020000197	13/05/2020 16:41	maura cuppone	Preventivo inviato		€	
2020000128	12/05/2020 11:08	maura cuppone	Preventivo inviato		€	
2020000126	12/05/2020 10:41	maura cuppone	Preventivo accettato		€	
2020000124	11/05/2020 20:52	maura cuppone	Richiesta presa in carico			
2020000110	10/05/2020 21:15	maura cuppone	Preventivo inviato		€	

Data\*: 14/05/2020

Data proposta ricovero\*:

Luogo di ricovero\*: ☐ Sede ☐ Turro

Medico richiedente\*: TEST INTERNO

Cognome paziente\*: Nome paziente\*:

Data di nascita paziente\*:

E' necessaria la figura di tutore legale (e.g. paziente minore, paziente disabile, paziente non autosufficiente) e/o il paziente è accompagnato da un familiare da contattare in vece del paziente? ☐ Si ☒ No

Tel. paziente\*: Cell. paziente\*: Fax paziente\*:

☒ Il paziente autorizza l'invio di SMS

Indirizzo e-mail paziente\*:

Tipologia di ricovero\*: ☐ Solvente ☐ Solvente di reparto ☐ Solvente calmierato

Convenzione assicurativa\*: ☐ SI ☐ No

Medico convenzionato\*: ☐ SI ☐ No

Tipo di intervento previsto\*: +

Codice diagnosi primaria\*:

Codici diagnosi secondarie\*: +

Codice procedura primaria\*:

The process of hospitalization quotation is also enabled by the integration of a web application to support doctors while creating the quotation requests.



# PRICING



# VERSIONS & FEATURES

		LIGHT	PRO	CUSTOM
DYNAMICS	Hospital staff dedicated work area Hospitalization quotation automation Communication between healthcare provider and patient by email Quotation requests traceability	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	Tailored on your needs
WEBAPP	Custom web application for doctor and care team CRM sync		✓ ✓	
SUPPORT	Updates Support		✓ ✓	
		FREE	Contact us! <a href="mailto:dynamics365@reply.it">dynamics365@reply.it</a>	Contact us! <a href="mailto:dynamics365@reply.it">dynamics365@reply.it</a>



# UPDATES & SUPPORT

## PRO VERSION

**PRO** version includes:

- Software Updates
- Continuous integration with new version of Dynamics 365
- New features
- User Manuals
- Bug Fixing
- Dedicated Mail Support





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[www.cluster.reply.it](http://www.cluster.reply.it)