

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.

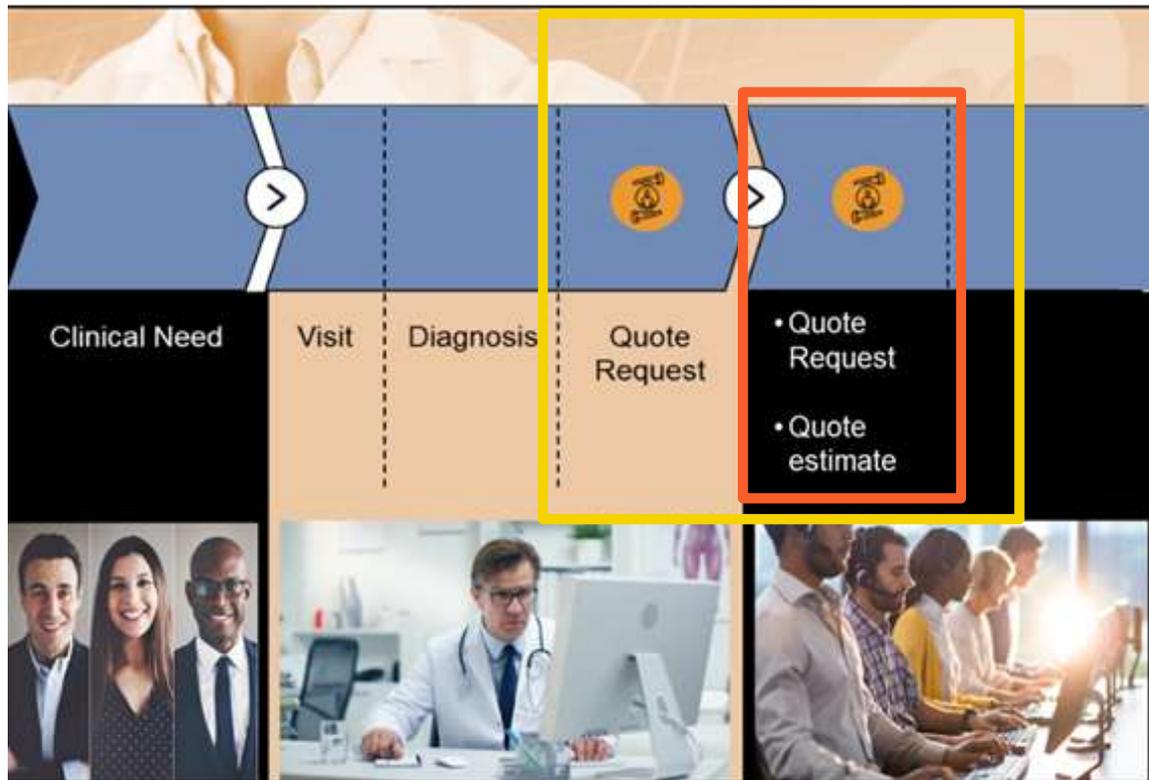
The **pro version** covers, in addition, also the steps in charge to doctors.



Light Version



Pro Version



FEATURES



NEW MODEL DRIVEN APP

The screenshot shows the Dynamics 365 interface for a Patient Request System (PRS). The top navigation bar includes 'Dynamics 365', 'Dynamics 365', and 'PRS'. The left-hand navigation pane is divided into 'Principal' and 'Accessories' sections. The 'Accessories' section is highlighted with a red box and contains the following items: Conditions, Medication Requests, Procedures, Practitioner Roles, Practitioner Role Loc..., Locations, and Codeable Concepts. The main content area displays 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. An orange callout box points to the 'PRS' tab with the text 'Hospital staff dedicated app'. Another orange callout box points to the 'Accessories' menu with the text '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	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...

Microsoft Healthcare Accelerator data model



CUSTOMIZED BUSINESS PROCESS

The screenshot shows a web interface for creating a 'New Quotation request'. The title bar includes 'New Quotation request' and 'Quotation request · Operator Information'. On the right, there are dropdown menus for 'Request id', 'Patient', 'Urgent' (set to 'Yes'), and 'Navigation processes'. A red notification bar at the top indicates 'Quotation request: prima... Active for less than one mi...' and 'Request Sent (< 1 Min)'. Below this, a horizontal menu contains tabs: 'General' (underlined), 'Notes', 'Quotation typology and insurance ...', 'Medication request', 'Condition', 'Procedure', and 'Other information required'. The 'Quotation typology and insurance ...', 'Medication request', 'Condition', and 'Procedure' tabs are highlighted with yellow boxes. The main content area is divided into three columns: 'Registry' (with fields for Request id, Applicant Doctor, Patient Portal User, Patient, and Department secretary confirmation), 'Date' (with fields for Date of request, Last modification date, Hospitalization date proposed, Confirmation proposed day, and Effective hospitalization date), and a 'View Request' button and a 'Timeline' section with a message: '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

The screenshot displays a software interface for a 'New Quotation request'. At the top, the title is 'New Quotation request' with a subtitle 'Quotation request · Operator Information'. The request ID is 2020000126, the patient is maura cuppone, and the status is 'Yes Urgent'. A progress bar at the top shows four stages: 'Request Sent', 'Request Managed', 'Quote Sent', and 'Close (47 Hrs)'. The 'Quote Sent' stage is currently active. Below the progress bar, there are tabs for 'General', 'Notes', 'Quotation typology and insurance...', 'Medication request', 'Condition', 'Procedure', and 'Other in...'. The 'General' tab is selected, showing fields for 'Registry' (Request id: 2020000126, Applicant Doctor: TEST DOCTOR, Patient Portal User: maura cuppone, Patient: maura cuppone) and 'Date' (Date of request: 5/12/2020, Last modification date: ---, Hospitalization date proposed: ---, Confirmation proposed day: No, Effective hospitalization date: ---). A 'Timeline' section is visible on the right, showing an email notification from 'RU' with the subject 'Invio c Gentile' and the date '5/12/2020'. A 'Completed' dialog box is open, displaying a table of status updates:

Field	Value
Refusal Reason	---
Other refusal reason	---
Quotation state	Quote accepted
Quote uploaded	Yes
Quote attached 1	Open
Quote attached 2	Open

A 'Set Active' button is located at the bottom of the dialog box.

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: 202000099
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 Department solvent Established solvent
Insurance convention: Yes No
Indicate Insurance: bassa
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): (in-out patient) 3
Day Hospital:
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...
- 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
- FR Note modified by Fabrizio Rossi 5/13/2020
CLUPRS: Quote - Attached 1
"WEB"CLUPRS: Quote - Attached 1

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



BETTER CONTROL

The screenshot shows the Dynamics 365 PRS Dashboards interface. The main content area displays a table titled "All requests" with the following data:

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*: [input field]

Luogo di ricovero*: Sede Turro

Medico richiedente*: TEST INTERNO

Cognome paziente*: [input field] Nome paziente*: [input field]

Data di nascita paziente*: [input field]

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*: [input field] Cell. paziente*: [input field] Fax paziente*: [input field]

Il paziente autorizza l'invio di SMS

Indirizzo e-mail paziente*: [input field]

Tipologia di ricovero*:
 Solvente Solvente di reparto Solvente calmierato

Convenzione assicurativa*: SI No

Medico convenzionato*: SI No

Tipo di intervento previsto*: [input field] +

Codice diagnosi primaria*: [input field]

Codici diagnosi secondarie*: [input field] +

Codice procedura primaria*: [input field]

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	✓	✓	Tailored on your needs
	Hospitalization quotation automation	✓	✓	
	Communication between healthcare provider and patient by email	✓	✓	
	Quotation requests traceability	✓	✓	
WEBAPP	Custom web application for doctor and care team		✓	
	CRM sync		✓	
SUPPORT	Updates		✓	
	Support		✓	
		FREE	Contact us! dynamics365@reply.it	Contact us! dynamics365@reply.it



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



www.clusterreply.it
www.cluster.reply.it

