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Case Study

Cloud Based EHR System for Dental Practices

The Client

The client is a vendor that offers a cloud-based EHR management product designed for dental practices.

Their EHR integrates the commercial and clinical aspects of practice management, including administrative tasks like:

- ✓ Scheduling
- ✓ Eligibility verification
- ✓ Patient documentation
- ✓ Claims submission
- ✓ Revenue Cycle: payments
- ✓ Custom reports

Additionally, it facilitates patient-related functions such as tracking medical history, recording diagnoses, charting, and completing procedures.

Their objective was to tackle the issue of insufficient cloud-based dental electronic healthcare records (EHR) systems that met the requirements for ONC-ACB certification in meaningful use (MU). To achieve this, we created a dental-specific EHR product that encompassed comprehensive dental-specific functionalities.

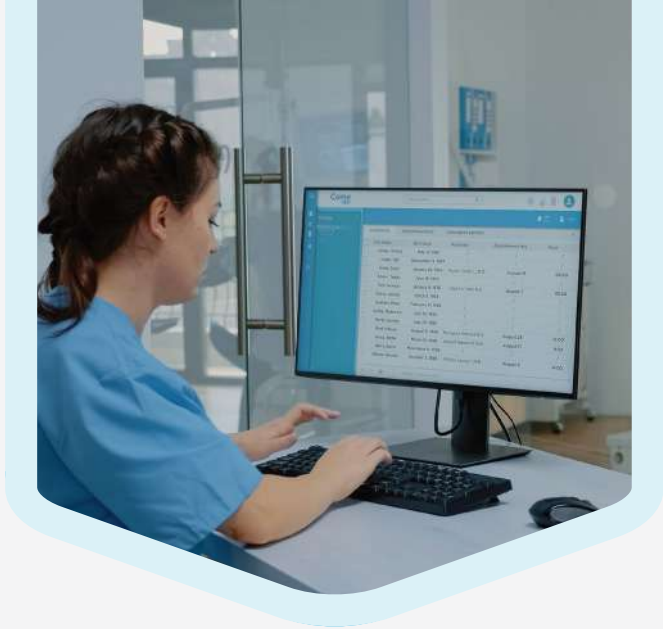
The Challenge

The client needed Telliant's software expertise to design user interfaces, databases, and integrated functionalities. They wanted a cloud-based product with a scalable architecture to accommodate practices of any size and their patient databases.

The product's success in the marketplace hinged on obtaining the MU certification to meet competitive demands.

New Requirements for EHR

- ✓ Enhanced charting capabilities for dental organizations providing color tooth graphic charts and customized patient treatment.
- ✓ Efficient scheduling features designed with color-coding options, notifications, check-in/out indicators, and waiting room.
- ✓ Certified ePrescribing technology integration to EHRs for tracking medication history, allergies, interactions, education, and eligibility/formularies.
- ✓ Comprehensive billing including insurance verification, claims submission, payment processing, adjustments, and patient ledger.
- ✓ Comprehensive patient portal for patients to access medication history, refill requests, secure messaging, lab results, and appointment management.
- ✓ Highly secure fully certified MU ONC-ACB certified EHR with adaptable code, with full support during certification testing.



Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include the following

- LANGUAGES**
 - ASP.NET
 - .NET
 - C#
 - JavaScript
 - Nhibernate
 - JQuery
- PLATFORMS/SERVERS**
 - MVC Architecture
 - SQL Server
 - ORM Framework
- INTEGRATIONS**
 - ePrescribe APIs
 - ICD-9-10
 - CDT/SNODENT
 - SNOMED
 - CQM reporting
 - CCDA

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

Solution Highlights

The newly developed EHR system has evolved into a robust and user-friendly software solution that significantly enhances the workflow of clinicians.

The seamless integration of administrative and medical aspects within the practice, resulting in a more efficient and effective healthcare experience for both healthcare providers and patients.

Charting: Dental-specific with sophisticated graphics for accurate tooth charts and customizable treatment displays.

Scheduling: Patient appointment scheduling, including color-coding options, notifications, check-in/out Indicators, and waiting rooms.

EPrescribing: Secure, certified EHR with medication tracking for allergies, interactions, education, and eligibility.

Billing: Revenue Cycle mgmt. features, including insurance verification, claims submission, payment processing, adjustments, and patient ledger.

Patient Portal: Comprehensive portal for patients to access medication history, refill requests, secure messaging, lab results, and appt management.

Meaningful Use: ONC-ACB 2011 & 2014 certified EHR with adaptable code, supported during certification testing by Telliant staff.

HIPPA Compliant: Safety enhanced with secure mail encryption, with ICD 9-10, SNOMED, and CCDA.

Insights and Results

This cloud-based healthcare software solution is easily supported, providing a low Total Cost of Ownership and an attractive Return on Investment.

Client has increased their market share by 75% with the increased scalability and ability to handle large DSOs.

