Eagle – the Patient Tracking System

CHALLENGES AND OBJECTIVES

IPCM – The Hospitalist Company is a major service provider for geriatrics, acute and post-acute health care. Their patients are mainly elderly patients who periodically move between different facilities like senior homes, nursing homes, hospitals etc. The case managers of IPC need to track the patients and keep up-to-date information about all patients in a single repository.

The web portal is required to be HIPAA compliant and needs to store patient demographics, facesheets received from doctors, various other health related documents, contacts, notes and tracking information. The doctors, nurses, therapists and case managers need to review the latest patient information and maintain their schedules. Hence the portal needs to implement an appointment scheduling module that is similar to Outlook or such standard calendar programs. The administration required the reporting capabilities to generate reports in various formats including Excel and PDF.

THE SOLUTION

AI Software proposed to build an AJAX based ASP.Net solution using Telerik’s ASP.Net RAD controls. The feature Appointment scheduling was one of the core requirements of the solution and Telerik has a very rich set of controls including RAD Scheduler. Our developers were already familiar with the Telerik RAD controls. We also had common framework code to generate Menus and Tab behavior such that each menu option can open in a new Tab. This code was built on top of Telerik’s client side JavaScript model. Hence, it was a no-brainer to create the new solution using Telerik as we could leverage our skills and common code base. MS SQL Server was used as the Database. We developed custom templates to generate the data access layer, data transfer objects and stored procedures. We adopted a modular approach and created a business façade pattern to abstract the business layer. For faster UI performance the “Load on Demand” feature available within most of the data loading controls like dropdown was used. The AjaxManager, AjaxPanel and AjaxLoadingPanel controls were used to achieve performance and partial rendering. RadGrid is probably the most used among all Telerik controls. Its ability to filter, sort, and provide inline editing saved a lot of development time without compromising performance.

THE RESULTS

The Eagle portal was built in record time with a UI that every user felt was easy to use. The Telerik skins were pleasing to the eyes and the users were very happy to use the new system.

When we developed the application that is used in health care that ultimately helps thousands of patients and many health care professionals it was a proud moment for us. We could not have developed this so easily without the use of Telerik controls.

– Piyush Bhatt, Owner, AI Software LLC
- Store patient demographics, contacts, insurance and health related information
- Store all notes and phone call details
- Provide timely referrals to doctors, nursing facilities and hospitals
- Schedule patient appointments
- Generate reports for patients, providers and administrators

We had 2 main developers working for six months to complete Phase 1 of the project. The client was bought out by a large corporation. After reviewing the application, the IT director of the new company complimented us on not taking any short cuts. The client was originally based in Michigan. The new company took the same portal to 6 other regions in the nation.

RESULTS
We could achieve a user-friendly web application within the estimated time and budget of the client. We could achieve client’s expectation for the Appointment Scheduler with multi-resource view.

“Eagle is extremely user friendly. New users are able to learn the system quickly through in house training classes. With several users in our office using Eagle to a multitude of purposes, it’s been important for us to keep the system simplified while still incorporating all the tools we need. I believe we have been successful in maintaining this balance.”

- Amy Hillock, Director of Post Acute Care Division, IPC

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