



## BOOKING AND PLANNING MEDICAL CARE VIA THE INTERNET

FONS Web Diary is an internet booking and planning system enabling patients themselves to plan and book examinations or appointments with doctors at medical facilities connected to the internet booking system. Users may thus select the most suitable available date and book a specific appointment time with the doctor. Once made, the booking is sent directly to the clinical information system (CIS) at the medical facility, where it is entered in the electronic planning diary of the relevant facility. This on-line booking system enables nurses and doctors to work with all bookings in their information system without the need to transcribe any data.

### BENEFITS FOR THE USER

- ▶ Cuts waiting times in waiting room as dates and times are booked
- ▶ Optimal numbers of planned patients during surgery hours
- ▶ Better use of doctors' surgery hours and diagnostic instrument capacity
- ▶ Reduces nurses' administrative workload when booking patients in
- ▶ Synchronisation with diary in CIS with no need for bookings to be rewritten
- ▶ Remote internet access for doctors to bookings in CIS diary
- ▶ Notification of imminent appointments, cancelled appointments or date changes via SMS message and e-mail
- ▶ Improving communication with patients via short text messages
- ▶ Improved patient comfort when planning regular medical check-ups
- ▶ Serves as web information portal
- ▶ Bookings for other medical facilities may be made directly from the CIS

## DESCRIPTION OF THE SOLUTION

FONS Web Diary enables patients to easily book appointments from the comfort of their homes via the Internet, which is nowadays a very widespread form of communication. Besides patients, the target group also comprises:

- ▶ general and specialist doctors, who can book their patients in for specialised examinations via the internet, or
- ▶ hospital doctors who can use the internet to work remotely with their diaries in the CIS.

FONS Web Diary enables users to search for a facility and a free date and time for their appointment and to send off the booking themselves. The entry of the booking into the target hospital IS is confirmed via SMS or email. SMS and email messages are also sent to patients to notify them of upcoming appointments or any cancellations or changes to the booking made by the medical facility.

FONS Web Diary may also assist web services simultaneously connected to one or more CIS or out-patient IS. This may be used to advantage as a regional solution or by a network of medical facilities with one central booking portal.

Connection to the IS makes administration easier, as FONS Web Diary imports the following from connected systems:

- ▶ Diary settings, e.g. if the doctor, instruments, procedure, etc. must be selected in the diary when the booking is made.
- ▶ Free dates on the basis of selection criteria entered by the patient
- ▶ Changes to bookings and automatically informs patients of changes

FONS Web Diary allows the user to switch between three languages while the application is running. Support for Czech and Slovak is intended especially for national communication; English has been chosen to facilitate communication with speakers of other languages.

The appearance of the user environment may be customised to suit the needs of the customer to improve the presentation of the medical facility or portal operator to the public.

All the features of FONS Web Diary comply with the legislative requirements. Most users must be registered, but individual facilities may enable unregistered users to make bookings. External user administration may also be used to authenticate registered users.

## RELATED PRODUCTS

Any hospital or out-patient IS may be connected to the FONS Web Diary system via a standardised web services interface. There is now full support for connection to the CIS FONS Akord and StaproMEDEA systems. When connected to these systems the solution is especially convenient for patients and CIS users.

Last but not least, the product portfolio for planning medical care also includes a "Waiting Room Call System".

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