

The Medical Software for Nigerian Hospitals

PRODUCT BROCHURE

August 2014





SwiftPractice EMR is the new, dynamic, easy-to-use electronic medical record system designed to cater to the automation needs of the forward-looking clinical practice in this information age.

It is founded on a robust stack of open-standard technologies, and is ready to run on your regular basic hardware and network infrastructure.



SwiftPractice EMR is robust and customizable, meant to be a solution for the forward-looking Nigerian hospital. It features all that you need for successful medical information management, and little extra luggage!

SwiftPractice is designed and tested by medical professionals for medical professionals. See the subsequent sections for more information.



SwiftPractice Strong Points



Beyond your regular expectations from an electronic medical record system, there are many reasons you might want to choose SwiftPractice over the other options. Here's a few of them:

- Truly paperless potential. Experience the full freedom of paperless input and elibrary. At the same time, upload and link any paper document to the same client, providing flexibility to accommodate, for instance, occasional staff who may not be able to immediately use the EMR
- More like Facebook than Quickbooks!, SwiftPractice uses familiar web 2.0 interface, making using the system easier and more friendly. Tasks are generally intuitive, requiring no learning of new shortcuts, other than those normally used for browsing.
- Strong on Managed Care transactions, including NHIS and other private retainerships. Enables automated enrollee validation, retainer-based transaction auditing, claims computing and other correspondences
- *Completely customized solution*, with limitless opportunity for adapting to YOUR HOSPITAL's unique needs and circumstances. Software that is either picked from the shelf or outsourced from elsewhere can only go so far; often this leaves you only one option: squeeze a square peg into a round hole.
- Ability to integrate with your existing or anticipated website for purposes such as synchronizing appointment requests coming from the internet



- Countless utility tools, including a chat facility, internal memos, clinical calculators
 and converters, appointments, calendars, sundry graphs and charts and table
 reports for monitoring and evaluation, et cetera, et cetera
- **Specifically Nigerian** software thoroughly designed for Nigerian practices, from within Nigeria Specifically hospital-based software thoroughly designed with extensive experience within the hospital system...
- *ICD-10* is the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD), a medical classification list by the World Health Organization (WHO). SwiftPractice provides assistance for easily adding appropriate diagnostic codes to clinical encounters.



Frequently Asked Questions



Do I really need electronic medical records, or is it all just hype?

In recent years it has become clear that EMR systems will become the way of the future. Case studies have found that proper implementation of an EMR system can greatly increase the quality of patient care. The question has changed from 'Do I need an EMR system?', to 'When will I adopt an EMR system?'. You cannot open a medical journal these days without seeing an article on the benefits of EMR systems. As Nigeria gets increasingly 'cashless', your practice will, sooner or later, have to also get 'paperless'.

Is it really possible to practice paperlessly in Nigeria? What about the infrastructure challenges?

The short answer is YES, and the most plausible reason is, perhaps, that several of our clients are already enjoying this freedom! For instance, practices have employed inverter systems to help maintain uninterrupted power supply. Just as the Central Bank cashless policy is getting entrenched, it won't be long till the question becomes: 'How come we were able to operate without electronic medical practice in the first place?'

How does SwiftPractice look and feel? I've seen some really unfriendly practice software that just overwhelm you!

One of our core goals is to make tools that are usable and friendly. It's not the same, but it may give you a fair idea to see some swiftpractice EMR screenshots right here.

Does SwiftPractice EMR accommodate scanned photos, images, and documents?

Absolutely. SwiftPractice EMR allows your office to go entirely paperless, if you choose. However, images, labs, radiology reports and documents of all types can be stored and integrated with your patient records. You can choose between PDF and image formats (like png, jpeg, etc) for storing scanned documents. Therefore, in case you have a visiting septuagenarian neurosurgeon who is unable to use your electronic system, you may have 2



options: provide him a 'scribe' (e.g. a younger in-house doctor) or easily scan in his encounter notes as soon as he is done, the good-old-way!

How do you ensure privacy and security of patient medical records?

SwiftPractice software is protected by a very robust authentication system.

This protects your patient data from unauthorized access. Within the system, user rights are also enforced to help constrain staff to only those areas they have been allowed the privilege.

Having said that, there is no good alternative to a properly managed and policed network system in your facility, with users constantly encouraged and mandated to make use of the system using best security practices.

Do we require an internet connection to use SwiftPractice?

Generally, no. SwiftPractice is designed primarily and an intranet web application. This allows the program to run at the best possible speed and to be always available, irrespective of internet bandwidth constraints and downtimes.

However, several modules of the software will obviously not function properly without and internet access. These include facilities for online reporting issues to SwiftPractice staff, auto-emailing of reports to clients or retainer companies, and synchronizing patient appointments between your website and the local database.

I'm interested in trying EMR software in my office but am concerned that some of my staff do not know how to use computers well enough in order to be successful. Can a physician with less than perfect computer skills successfully use an EMR? And what about other staff?

Any physician or nurse can learn to successfully use EMR software provided they are willing to put in the time and interest. Obviously a person that is computer savvy prior to implementing an EMR will have a much gentler learning curve, but even persons with less than perfect computer skills can use EMR software if they have an interest and a motivation to learn the software.

In the specific case of SwiftPractice, you can take a look at the example screenshots on this site. Then you should see how our software is the most user-friendly that you can find. Unlike the majority of foreign EMR products that vendors peddle, you do not have to put up with tons of features you do not need, which will only serve to befuddle your staff. We have repeatedly promised that using SwiftPractice will be as intuitive as browsing their favorite website. Our clients agree!



What happens to my accumulated volumes of paper case notes, laboratory and imaging reports and other documents?

SwiftPractice ships with all you need for a paperless practice. And you do not have to lose any of the paper-based medical record you have accumulated to date. Pre-existing records can be scanned in, then classified and filed into the patient's electronic records for a seamless availability.

I already have some form of electronic record system (e.g. Microsoft Excel or Access), but this doesn't cut it for me. If I decide to implement SwiftPractice, then we'll have to start everything afresh, right?

You do not have to start everything afresh! SwiftPractice can help you migrate your existing data into our new robust database system.

I have particular needs! Can this software be customized?

Yes, the software can be tailored to meet your individual needs. If features you are requesting are scheduled as part of maintenance release, there is no charge. Notwithstanding, we have been able to make virtually all requested modifications free-of-charge, as a bonus for our clients during this introductory period. However, most of the time, practices are very happy with our software in its "out-of-the-box" functionality.

We do not have the funds to erect a standard network with a specialised server machine, complete with employing and maintaining qualified network staff. Is it possible to use SwiftPractice (effectively)?

The requirements for using SwiftPractice are not fastidious. Although we recommend a top-notch range of hardware for the best experience, security and durability, any regular modern day PC can serve, even as the server. Our fail-proof backup regime will help keep your data safe. In addition, SwiftPractice staff can assist you in carrying out basic network and operating system maintenance tasks directly related to the use of our software.

What about using mobile devices such as iPads, Android and other tablets, and even smartphones?

Smart devices, when connected to the hospital's LAN, are able to serve as clients for practices using SwiftPractice. This might come in very useful for activities such as ward rounds and other ambulatory activities within the facility.

How can I schedule a demonstration?

It's easy! We'd be delighted to answer your questions and schedule a demonstration. Just fill out the small form on the top right, or click here to contact us directly, via email or by phone.

I still have questions!

No problem.

Go to **SwitPracticeSoftware.com/contact-us** to ask us directly,



Email us at **info@swiftpracticesoftware.com**, or Call our hotline on: **+234-806-151-4838**



Testimonials



When a deal is reached to implement SwiftPractice in your establishment, we obligate ourselves to the success of that project...completely. Essentially, our commitment is to stand with you all through the process, guaranteeing that you will realize your goals or, more likely, exceed them!

Here are some of the clients who have experienced impeccable SwiftPractice implementation support. Hear them!



Very Expansible and Flexible



DR. FRED F. ACHEM FEREPROD MEDICAL CENTRE, GARKI 2, ABUJA

At last, I have found one medical software -SwiftPractice - that allows the realization of the goal of Paperless Hospital Services, ranging from Outpatient to Inpatient, including the Laboratory, Pharmacy and other diagnostic support services –

the Health Information component serving as the master-orchestra of this software.

Swift Dataworks currently runs our services at Fereprod Medical Centre, Abuja. I must also say that the expansibility and flexibility of the software is perhaps the most impressive component. It is adaptive to each hospital's need as aspects of each service can be updated to incorporate each specific need.

The Accounts component has the full complements of billing, payments, authorizations and bill compilations on daily, weekly, monthly or even annual strata.

SwiftPractice Software has helped us tremendously as we are well on our way to effecting Paperless Hospital Based Medical Services.



With SwiftPractice, it was 'love at first sight'!



DR. YINKA OLANIYAN GYNAECARE CLINIC, CENTRAL AREA, ABUJA

When I was planning to start my practice, I considered that I needed to have a system of documentation that would seamlessly integrate all aspects of the practice without the usual hassles of cumbersome and space occupying paperwork.

My enquiries led me to the discovery of SwiftPractice, and it was 'love at first sight'. SwiftPractice has met my expectations and more.

It has enabled digital documentation of all aspects of my practice – client database and clinical notes, laboratory forms and reports, accounting processes, staff records, prescriptions and stock levels – the whole works. Its user-friendly interface means that new staff can quickly master its use. It has improved clinic efficiency by obviating the need for physical search and transport of patient related notes and reports from part of the clinic to another – everything is just there at the click of a button.

Through an efficient technical support system provided by SwiftPractice staff, we have over the years, been able to customise the package to suit our peculiar needs. I gladly recommend SwiftPractice to any medical practice that aspires to provide modern and efficient services to its clientele.





SwiftPractice ... exceeded our expectations

UMAR MAHMUD UMAR REEMEE MEDICARE NIGERIA LIMTED, BAUCHI

The adoption of SwiftPractice EMR has turned out to be arguably the best thing that has happened to our hospital in its 20 years of existence. The software has made life easier for all stakeholders: patients & their relatives, staff, corporate

clients and even NGOs, IDAs, & statutory/regulatory bodies who occasionally request for statistical information from our clinic.

SwiftPractice is so well-thought out that apart from solving everyday problems, it anticipates future problems and provides solutions beforehand. While almost all other EMRs available in the market today are designed by developers with superficial knowledge of the intricacies of medical practice in Nigeria, SwiftPractice sets a whole new standard by incorporating aspects that only the most experienced medical practitioners could think of.

The software is also very user friendly and easy to learn. My legacy staff of over 15 years who were initially apprehensive of the idea of automation quickly learnt the ropes and are now happily clicking away at their computers.

Furthermore, the developers' readiness to respond to our seemingly endless requests for customizations has been most impressive. The promptness with which our complaints and observations are attended to is simply amazing. Overall, I don't think we could have made a better choice as SwiftPractice not only met but even exceeded our expectations.



We run paperless ... impressed with support



DR. YASHUA ALKALI, MEDICAL DIRECTOR CHILDCARE AND WELLNESS CLINICS, WUSE 2, ABUJA

Two years ago we began a search for a software for Childcare and Wellness Clinics, in order to automate processes in the Clinic. We interviewed software developers and suppliers but could not find the software that suited our purpose. Then we saw the SwiftPractice Software online and invited Dr. Ifedi Okonkwo for a presentation.

Dr. Okonkwo's expertise as a Consultant Obstetrician and Gynaecologist as well as a software developer contributed to the ease in providing practical and flexible solutions to our need. He showed good judgment and unconventional way of thinking in the most efficient way.

Under his leadership, Swift Dataworks had the responsibility of designing, developing, installing and maintaining SwiftPractice in our organization. The software system was designed to streamline and automate the various medical process of a hospital in order to increase efficiency — Medical Health Record, Laboratory Information Management, Imaging reports and viewing, computerised physician order entry, In-patient records, billing, appointment scheduling, Multi-specialty templates, Drug Inventory etc.

SwiftPractice was not only fully integrated in all aspects of running all aspects of a hospital, but was flexible enough to suit our own needs. The implementation and training provided to each department was excellent. We have been running paperless on the software now for over a year, and continue to be impressed with the support that SwiftPractice staff provides to us.

Furthermore, as we expanded, Swift Dataworks designed and hosted our website and integrated it with our software, which is an amazing state-of-the-art business strategy. I can confidently tell you that Dr. Okonkwo has evolved to being a stakeholder in this organization, and will highly recommend that you consider this company for providing software solutions.



SWIFTPRACTICE SCREEN TOUR



A single picture, the old adage says, is worth more than a thousand words. Knowing this only too well, we have organized a few categories of SwiftPractice screenshots for you.

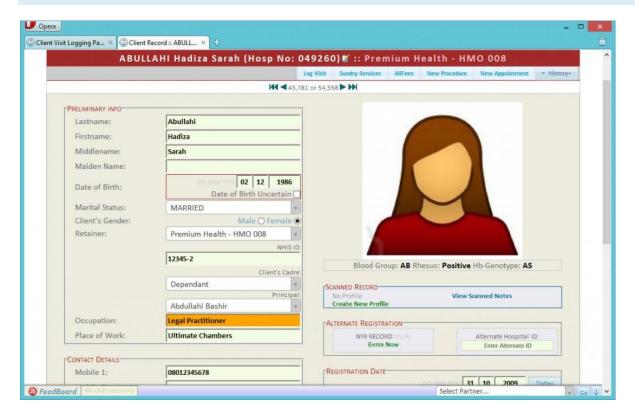
Browse them and get an idea of the look - though not the feel - of our easy-to-use Electronic Medical Record system.





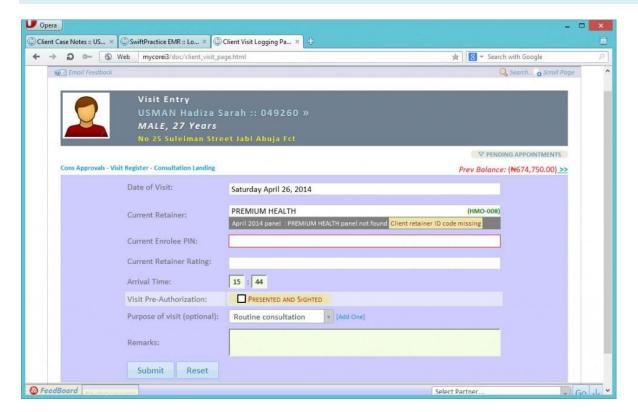
This is the SwiftPractice Welcome Screen, displayed following successful sign in. A departmental portal menu is displayed on top. Several informational and alert boxes as well as convenience links to certain essential areas are present on the right pane.





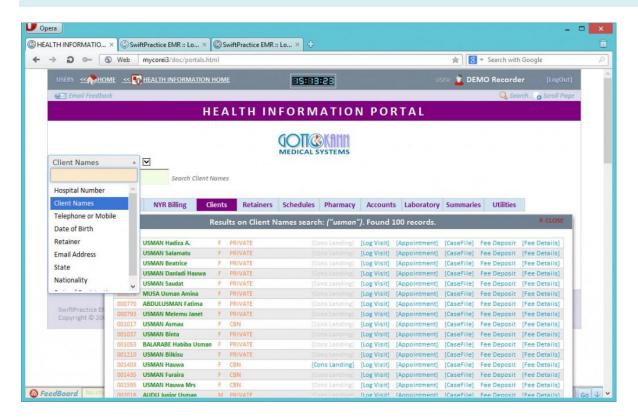
This is the biodata page, enabling the capture of the client's relevant personal information, contact details, retainer/insurance data, next-of-kin relevant information and many, many more. An ID picture may be uploaded to the profile, but can also be snapped using the webcam, live into the system.





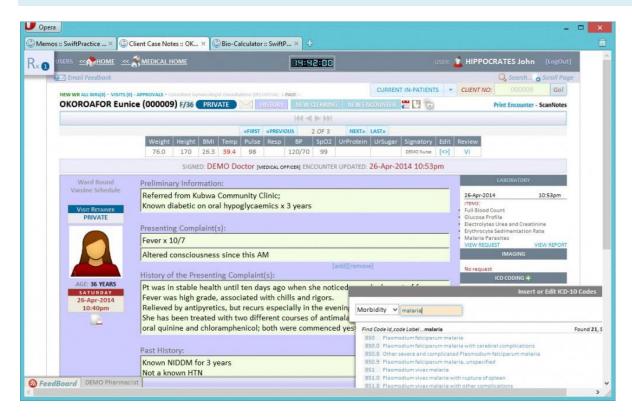
The entry point of client flow through SwiftPractice is normally through the visit register. The visit logging page shown here is the means of filing into this register. Take note of the many useful relevant bits of information (relating to this visiting client) that can be gleaned from, as well as entered at this stage.





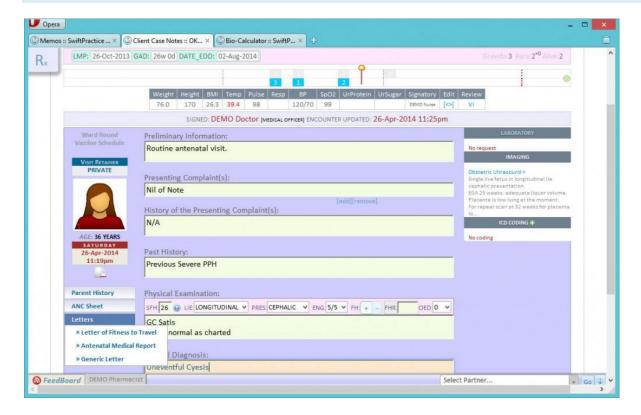
The SwiftPractice main client search client is a powerful means of getting to the client you are looking for. Typically you would search on the name or hospital number. But any of several other search parameters can be used, and might be most useful in particular circumstances.





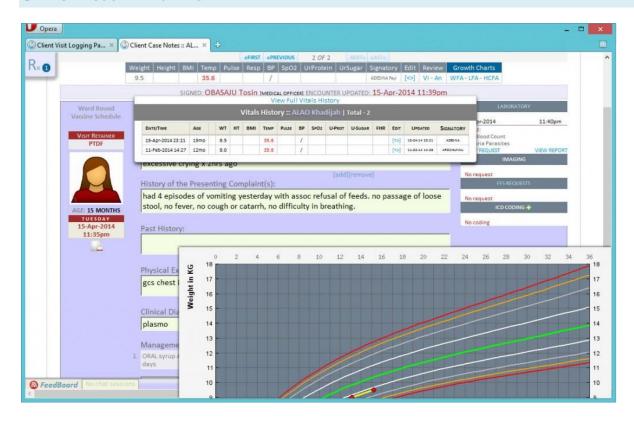
Encounter Page, visit showing vital signs at the top, requested labs on the right pane. ICD-10 coding assist has been opened on the right lower area, searching on 'malaria'. The regular 'SOAP' documentation occupies the central region. Keyboard arrow keys can be conveniently used to browse 'Previous' and 'Next' encounters, ordered by date.





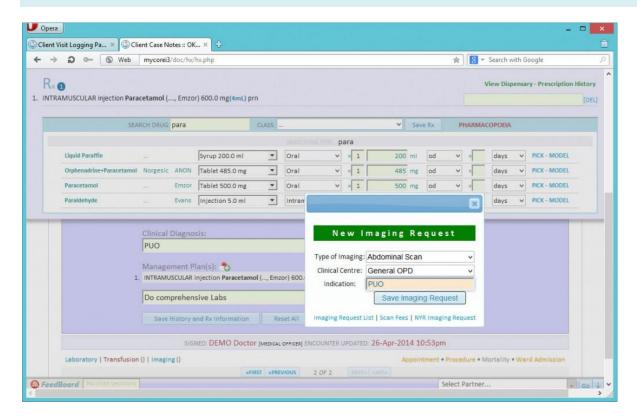
Encounter page, showing obstetric timeline scheduler towards the top, vital signs for this visit, obstetric ultrasound report (on the right) and antenatal-specific examination parameters. A letter template menu is open on the left lower area.





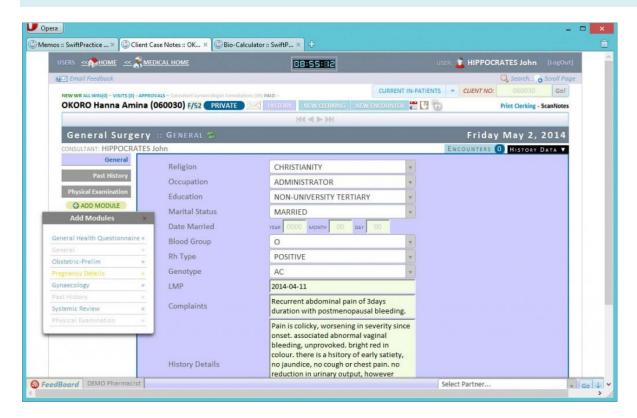
Encounter Page, showing vitals/anthropometry history and a growth chart. At the click of a button, a historical table of this client's vitals information is displayed, showing, for instance, the pattern of blood pressure over time. The importance of this, or the paediatric growth chart, needs not be over-stated.





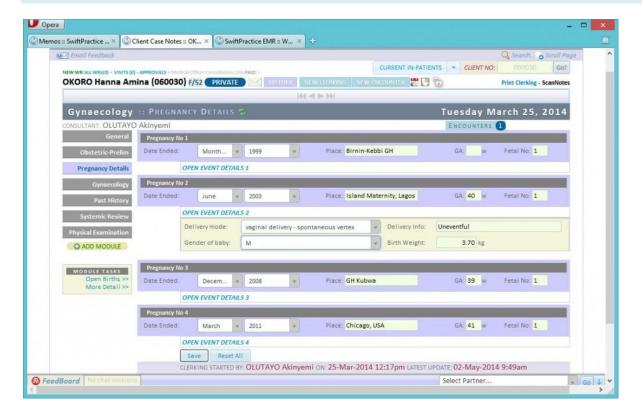
Encounter Page, showing prescription panel and imaging request. Electronic prescription is achieved using search, or various convenient methods. Pharmaceutical items are colourcoded to depict things like: Present in NHIS essential drug list, About to expire and Out of stock.





Clerking modules currently exist for several specialties, and more can be added if required. This view shows the General or 'NASAROM' tab of a General Surgery clerking that was recently opened.

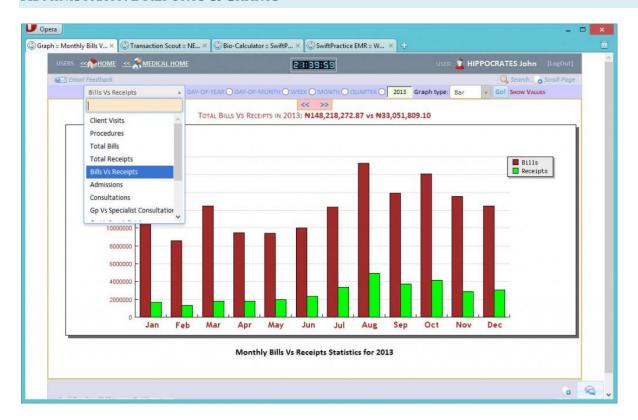




A gynaecology clerking has been opened. This view shows the filling of the obstetric history component of this clerking. All inputs are optional, and the doctor can choose to fill more or less detail, according to need and exigency.



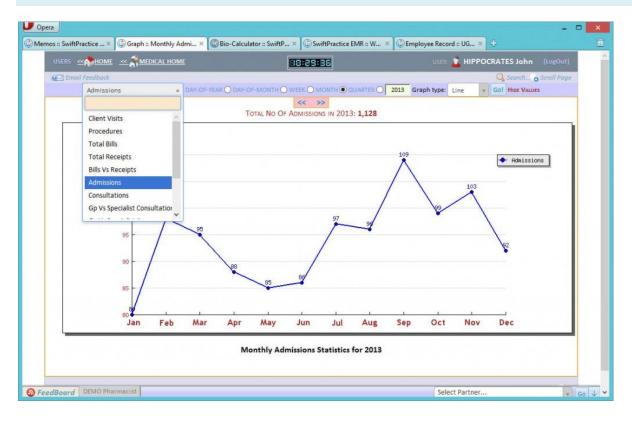
ADMINISTRATIVE REPORTS & CHARTS



Graphical summaries currently exist for several of the important information Management is likely to find essential. This graph matches amounts billed for services rendered against actual receipts (cash, epay or cheque) during the same period.



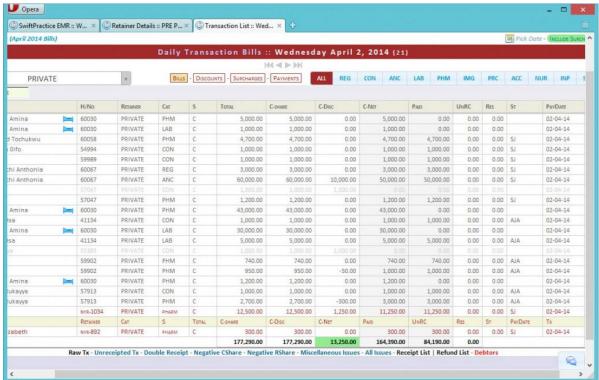
ADMINISTRATIVE REPORTS & CHARTS



Line graph of client visits by months during a particular year. You can turn display of values on or off. You can also dive deeper into a particular month (to view the daily breakdown) or else view weeks-in-year or days-in-year, etc



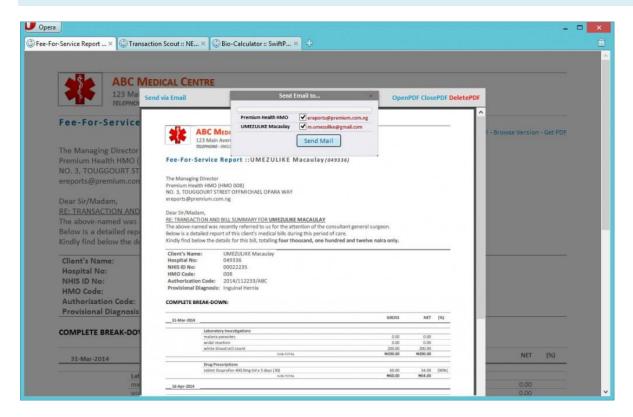
Administrative Reports & Charts



The Transaction List is an infinitely flowing record of all committed transactions. SwiftPractice currently defines eleven billing categories: registration, consultation, antenatal, laboratory, pharmacy, imaging, procedure, accommodation, nursing, inpatients and sundry. Countless filtering and aggregation of information can be performed from here, and access exists to dive deeper into any transaction, or back off into monthly aggregates.



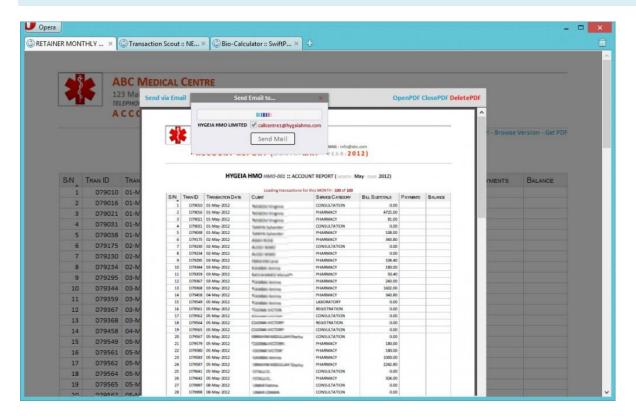
ADMINISTRATIVE REPORTS & CHARTS



This is an example bill report for a particular client, generated automatically from existing transaction data. You can further filter by transactions or a date range. In this case, a PDF has been generated and a button just popped up to auto-email this to the client and/or retainer.



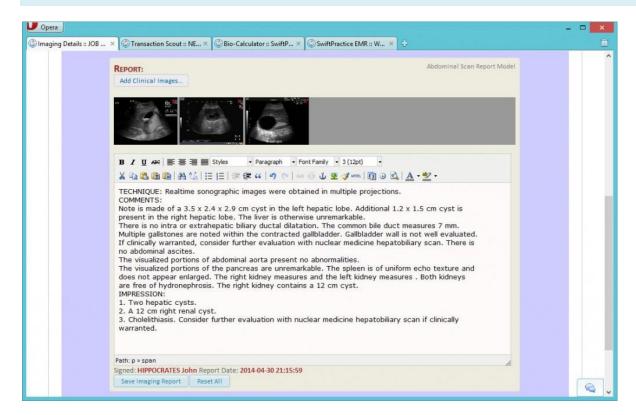




This is a pooled bill report for a retainer during one month. At the click of a button a PDF may be generated, processed, saved or emailed to the retainer.



IMAGING REPORT



Imaging (including ultrasound, x-rays, CT scan and MRI) reports can be added easily to a SwiftPractice encounter. Images associated with such reports can also be seamlessly uploaded in a batch, into the report.

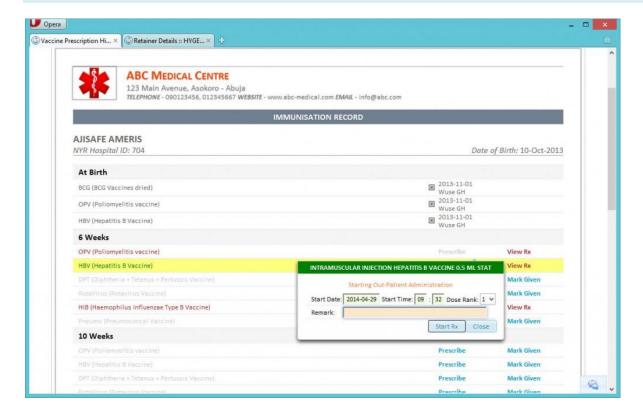


IMAGING REPORT



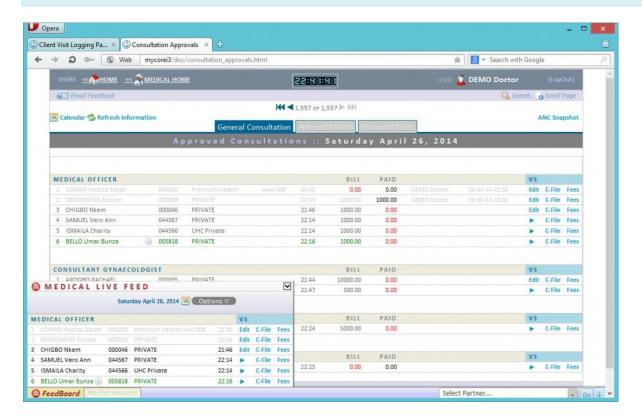
This is an auto-generated PDF report of the previous abdominal ultrasound report. This can be emailed to the client (in a simple click), saved to a chosen location, or else used like any other PDF





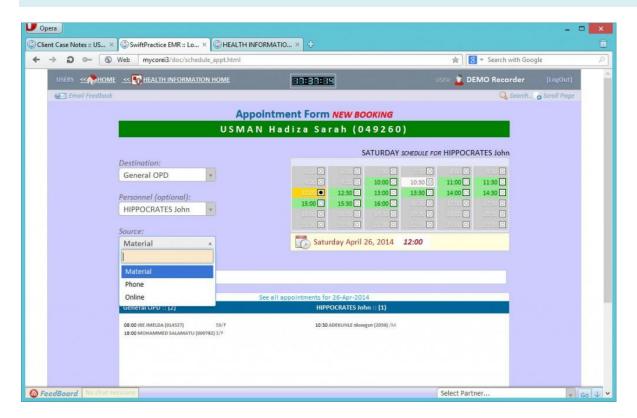
Immunization record is fully implemented in SwiftPractice. This tool features the NPI-covered package and, in addition, several other essential vaccines. Records can be kept for "pass-through" clients (or not-yet-registered – NYR – clients) as well as registered clients.





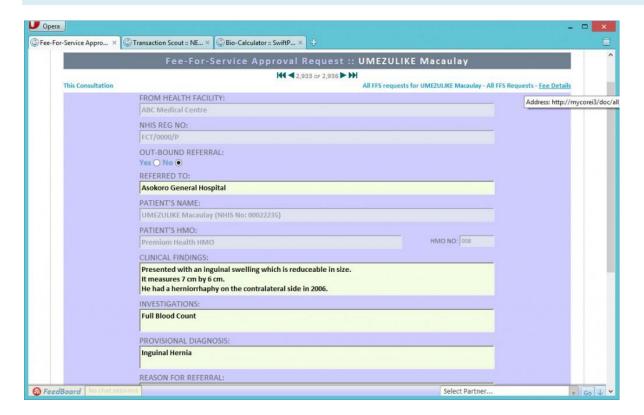
In SwiftPractice, physician encounters (or "consultations") must be previously approved at the front desk. Several options exist for controlling validity period of the approval as well as whether payment will be required before encounter, etc. Clients currently on a packaged service (e.g. ANC) are automatically placed on the approved list on visit logging.





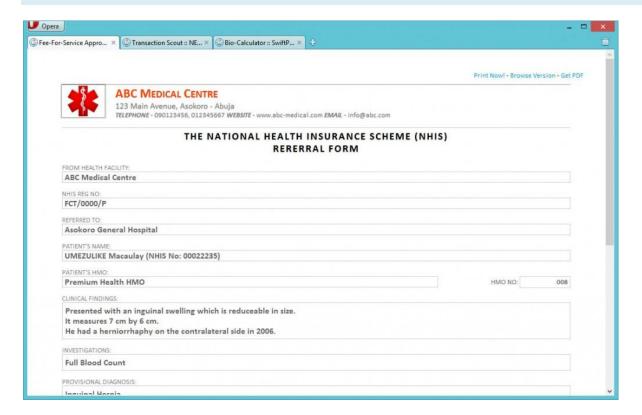
Appointment scheduling for 'Material' or on-site appointments. Options can be chosen to assign an appointment to a particular staff and time slot. If linked online appointments is implemented (This is one SwiftPractice bonus!), then such appointment requests coming from the internet are seamlessly presented locally for vetting and approvals. The client who made the request receives automatic emails regarding the current status of their appointments.





SwiftPractice EMR features a referral register that is structured to mirror the standard NHIS Secondary Care referral form, though it might well be used for general clinical referral purposes, to keep a record of such referrals. When this is an in-house NHIS secondary care referral, it can subsequently be "mail-merged" into a bill report for claims purposes.

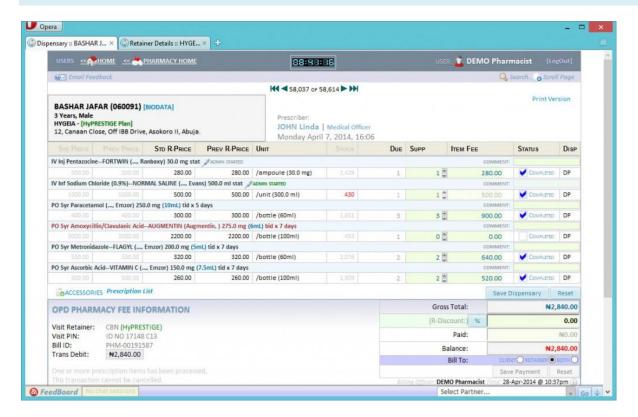




Print version of a National Health Insurance Scheme referral, in case a printed version of the previous view is needed. Both this and the preceding shot reveal only the top one-third of the document.



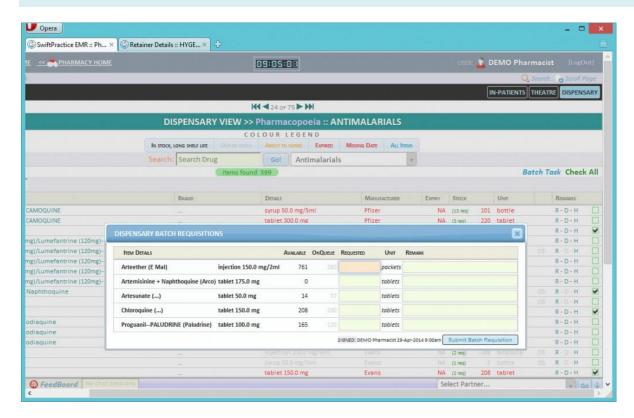
PHARMACY TASKS



Prescription in SwiftPractice is completely electronic. Usually initiated by the physician at the encounter, it is received and processed at the pharmacy. Based on pre-entered rules, SwiftPractice can calculate the quantity of drugs to supply, cost this, and decrement the stock remaining at the pharmacy.



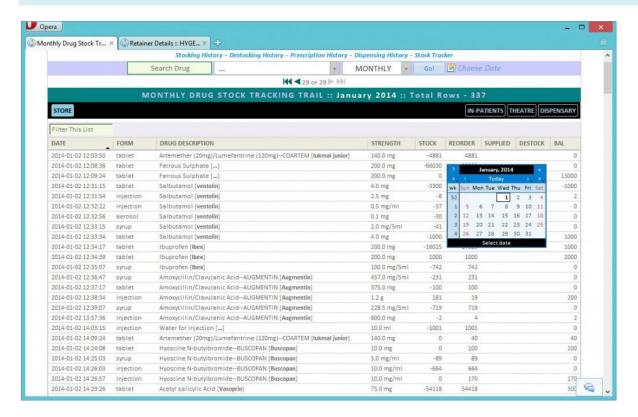
PHARMACY TASKS



SwiftPractice implements pharmacy store, with an option to disable it. With the store active, stocks of items have to be requisitioned from the Store into any of Dispensary, In-patients or Theatre.



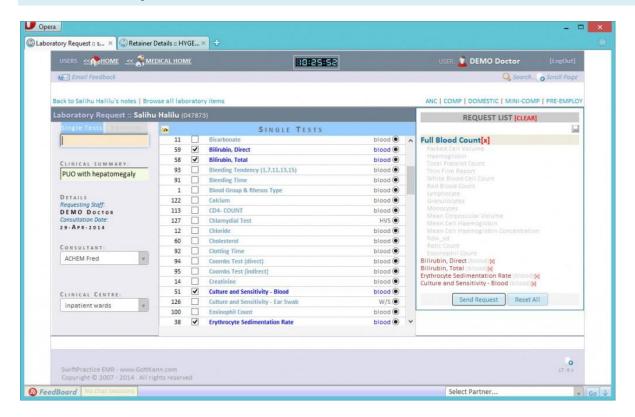
PHARMACY TASKS



Among very many pre-made reports is the pharmaceutical stock tracker. Filtering can be performed at several levels, including daily, monthly, quarterly and yearly levels. Items can be filtered by name or pharmaceutical class...



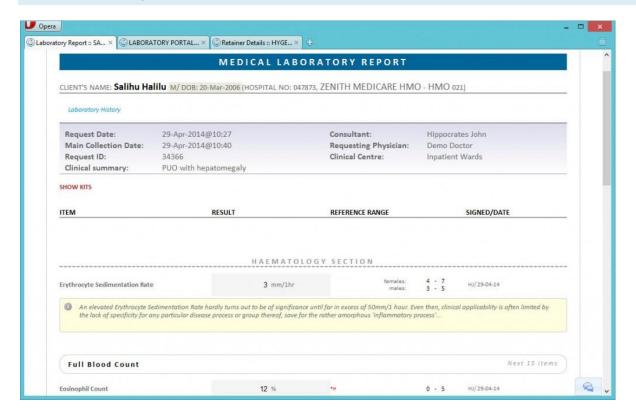
LABORATORY REQUEST AND REPORT



Making a laboratory request in SwiftPractice is simply a breeze. Access is typically via a clinical encounter page (whereby the patient and physician data are automatically populated. Request baskets can also be created (e.g. 'ANC') such that a group of tests can be requested in one click!

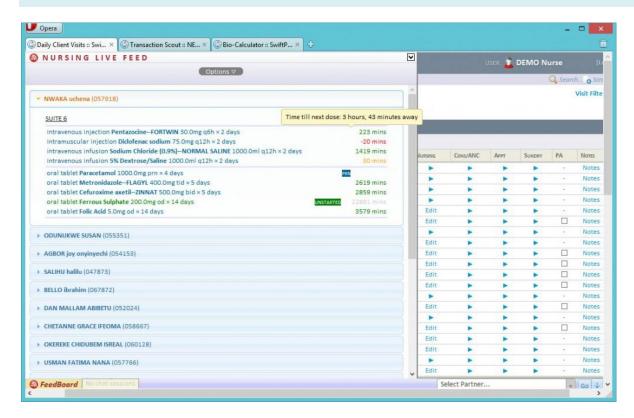


LABORATORY REQUEST AND REPORT



This is a portion of a sample laboratory report automatically created by SwiftPractice. The report is available to the physician through the encounter page, and can, again, be rendered in PDF and auto-emailed to the patient on request.





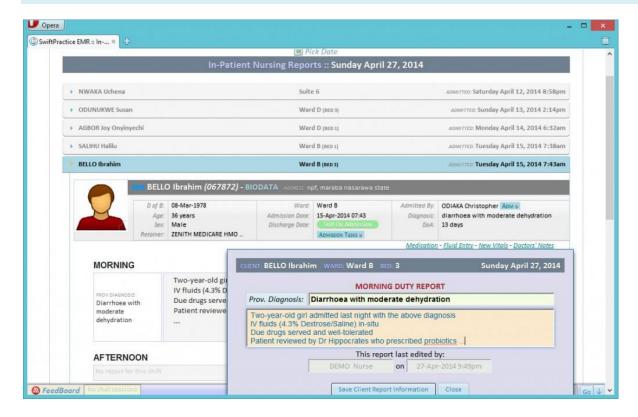
The dispensing sentry is a component of the Feedboard. In real time, information is relayed to the nurse concerning how long ago a prescription item was last administered, and how long ahead until the next dose. Feedboards, conveying information relevant to each, is also implemented for most other departments in SwiftPractice





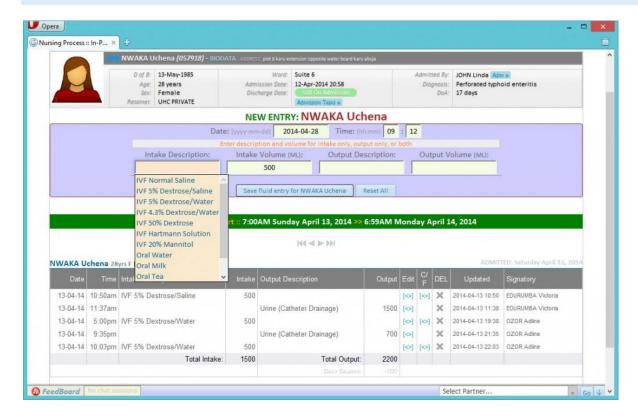
SwiftPractice features a standard partograph for monitoring intrapartum progress and fetomaternal condition. All that the staff need to do is enter the periodic clinical findings, and SwiftPractice will create the appropriate composite graph, with several relevant annotations. An option exists to choose between the 'WHO' and regular partographs





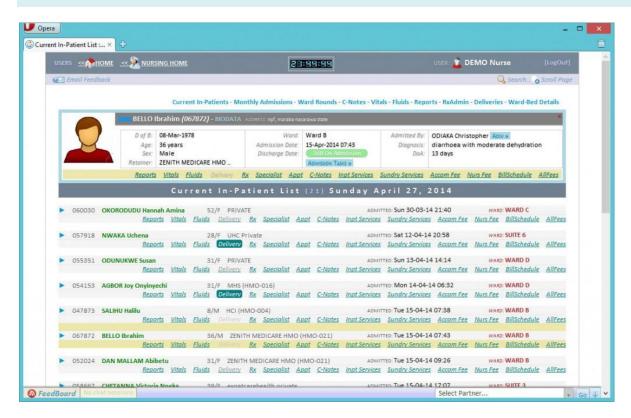
This tool shows a portion of an inpatients list, showing a pop up editor for the nursing duty shift report. An option exists to choose between full freetext entry, and hourly entry of client condition and care reports.





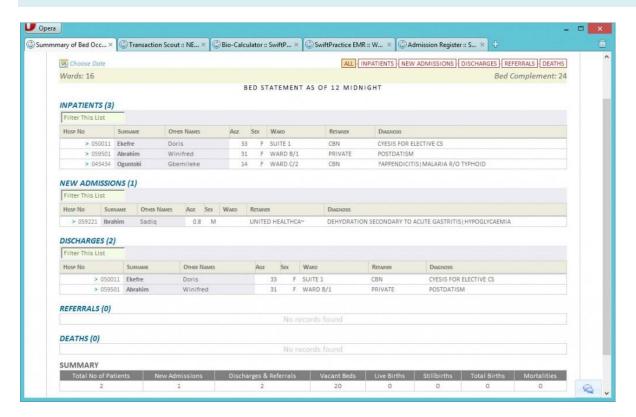
SwiftPractice features a fluid charting tool, with an intake vs output presentation. A combosuggest features enables a quicker, easier entry of fluid data. Fluid balances are automatically computed on 24-hour bases, with the exact timing (in the morning) of change over to the next day being an option (7AM in this case)





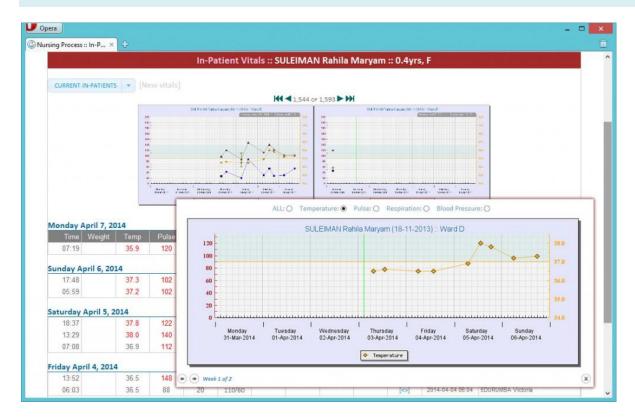
Current inpatients are presented on a live grid. This provides quick access to common admission tasks, including: duty reports, vital signs, fluid charts, delivery records (applicable to females), treatment sheets, doctors' notes, billing tasks, etc





SwiftPractice generates an up-to-date concise list of which patients are on which beds at any particular point in time, including any new admissions or discharges or births or mortalities. The corollary of this is: which rooms are occupied by which patient. (You can rewind infinitely to any date)





This view shows portions of vital signs records for a particular in-patient. Views exist to track a particular patient's progress, as well as to overview all existing inpatients for a given date. A dynamic graph plots the records automatically, and can be filtered to display only the required parameter, in this case, 'Temperature'.

