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“IMPROVING THE CLINICAL QUALITY MATRIX & REDEFINING THE TQM” IN INSURANCE DEPARTMENT OF A MULTI SUPER SPECIALTY HOSPITAL

*Dr. Raghav Arora
Management Trainee
Insurance Department*



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Healthcare in UAE

Healthcare is among the priority sectors identified by the UAE government and, as a result, the UAE healthcare industry has displayed extraordinary growth and significant progress in the past few years. The government's focus on healthcare is aimed not only to diversify the oil-reliant economy but also to develop unprecedented healthcare infrastructure to ensure that adequate services are provided in the Emirates. Healthcare is regulated at both the Federal and Emirate level. Federal level legislation dates back to the 1970s and 1980s and there are pending legislative reform initiatives in order to facilitate the development of the healthcare industry. There are also two healthcare free zones in Dubai, Dubai Healthcare City and Dubai Biotechnology and Research Park, which have their own regulatory bodies.



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PRINCIPLE REGULATORY AUTHORITIES

Public healthcare services are administered by different regulatory authorities in the United Arab Emirates.

- The Ministry of Health (Ministry)
- The Health Authority-Abu Dhabi (HAAD)
- Abu Dhabi Health Services Company (SEHA)
- The Dubai Health Authority (DHA)
- Emirates Health Authority (EHA)



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“HEALTH INSURANCE LAW” MANDATORY INSURANCE TO ALL

Dubai Health Authority (DHA) enacted a health insurance law (No. 11, 2013) in November 2013 that mandates coverage for all residents and visitors in Dubai, the largest Emirati state, with a population of around three million. This move has been under consideration since 2009. Dubai is following the lead of other nations in the Middle East; workers in Abu Dhabi and Saudi Arabia have long been required to have health insurance, and in June 2013, Qatar enacted a health insurance law that mandates coverage for all Qatari nationals and visitors.



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KEY DETAILS

Implementation of the law will be phased in gradually, starting in 2014, and is expected to be completed by June 2016 as follows:

- Employers with over 1,000 workers must comply by the end of October 2014.
- Employers with between 100 and 999 workers must comply by the end of July 2015.
- Employers with less than 100 workers must comply by the end of June 2016.
- All workers' spouses and dependents must be covered by the end of June 2016.

Starting January 1, 2014, insurers, brokers, third-party administrators and health care providers are required to register with and obtain a permit from the DHA. Insurers will not be allowed to deny individuals coverage due to preexisting health conditions.

The new law applies to all residents (including offshore zones) and visitors. Compliance with the health insurance requirements will be a prerequisite to applying for residency or a visitor's visa. Noncompliance could lead to stiff penalties for the employer.



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AIM

To improve the clinical quality matrix & redefining the TQM System of insurance department for claim management of insured patients.

OBJECTIVES

- To understand thoroughly the process flow of a health insurance claim in GMC, Ajman.
- To examine the issues and challenges faced by the insurance department of hospital.
- To develop an understanding of the claim management with Redefining the TQM



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Total Quality Management

TQM is a people-focused management system that aims at continue increases in customer satisfaction at continually lower real cost. TQM system approach and an integral part of high level strategy, it works horizontally across functions and departments, involves all employees, top to bottom and extends backward and forward to include the supply chain and the customer chain. TQM stresses learning and adaption to continual change as keys to organization success.

Deming principles to healthcare Systems:

- Insists on zero defects eliminate inspection through proper quality control on suppliers.
- Constant improve the system
- Educational and Training program
- Maintain the records
- Eliminate numerical goals, work standards and slogans
- Remove the barriers that hinder the worker through the day
- Top management support for implementing TQM



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METHODOLOGY

STUDY DESIGN

A Qualitative Retrospective design was planned to check the utilization of insurance department and was mapped on that basis.

STUDY SETTING

Patients mapped in OP & IP departments of GMC Ajman

TIME PERIOD

Period : February- April'2014 (3months)

SAMPLE SIZE

4200 Claims were observed and mapped to define the system

SOURCE OF DATA

Manual Interpretations, HMIS and TrackZone

DATA ANALYSIS APPROACH

All the necessary data was collected from the department observations & HMIS Software's.

All data was mapped with various accountability factors.

ETHICAL CONSIDERATIONS

The confidentiality of the patients and their records was maintained and not shared elsewhere. It was taken only for study purpose and no information of hospital will be revealed elsewhere other than the academic purposes.



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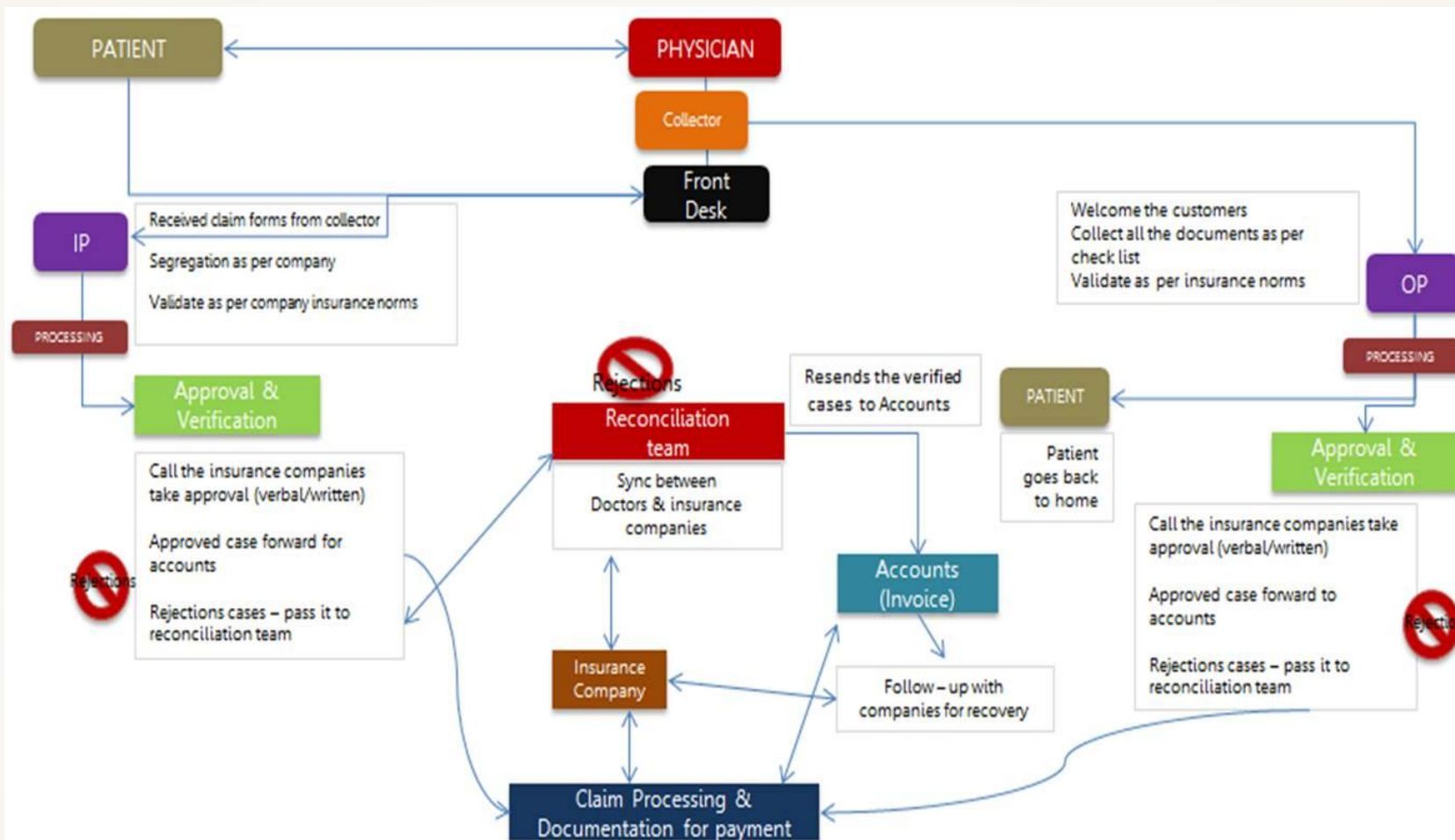


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ANALYSIS & RESULTS

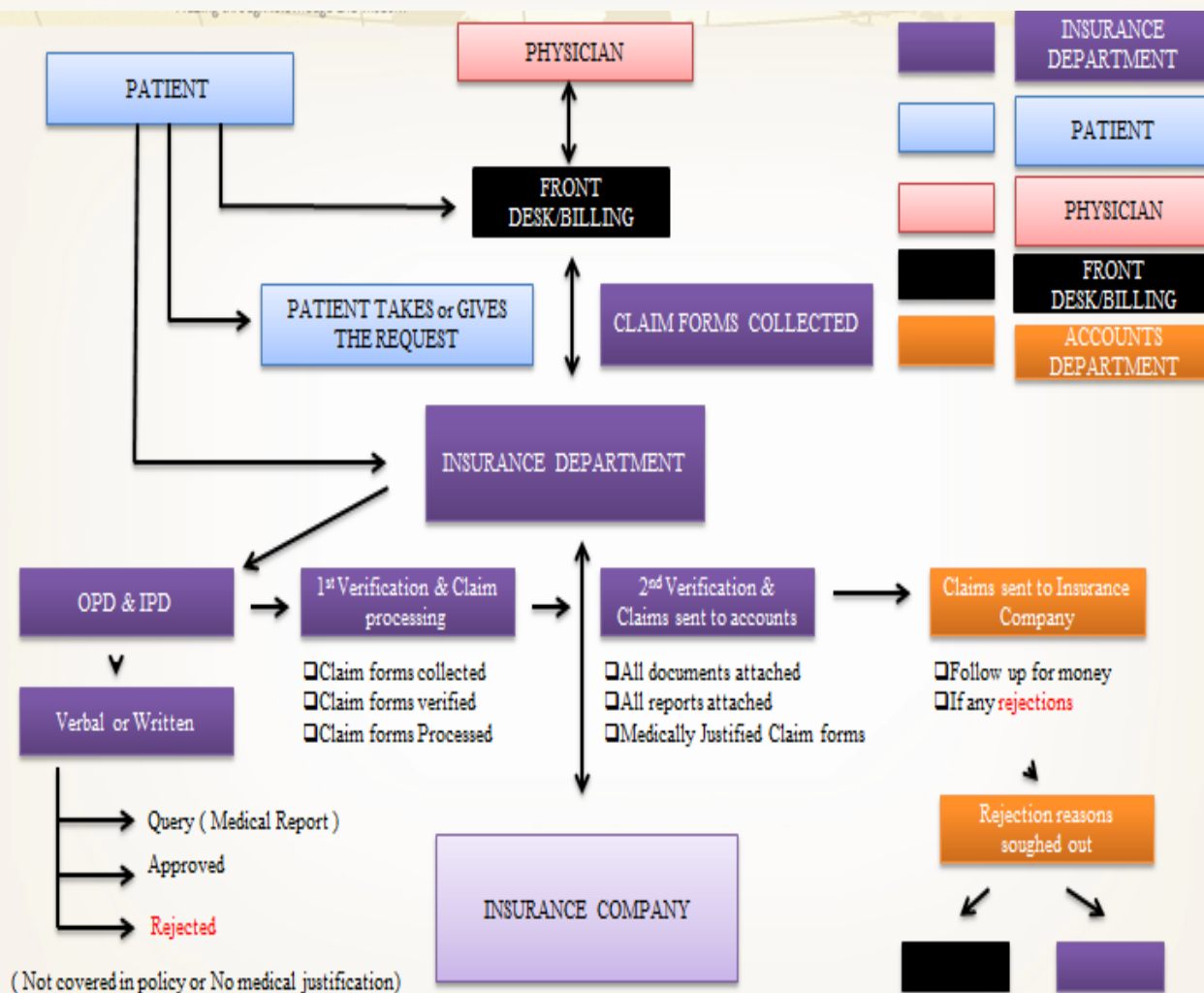


Drafting of Process Map





Drafting the Process Flow





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Value Stream Mapping

To mark the value added and non-value added services a proper value stream mapping was done using lean healthcare for the process.

Various non-value added services are marked for system update.

[Value Stream Map – Click to view](#)



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Calculations of Turnaround Time for Insurance Requests

Type of Request	Turnaround Time (hrs)
Verbal OP / IP Approval	0.5
Online Written – OP / IP Approval	1
Query responding on Online Request	6
Offline Written – OP / IP Approvals	46
Query responding on Offline Request	51
Average Time for a Request	24-48



Calculations of Rejection Rate

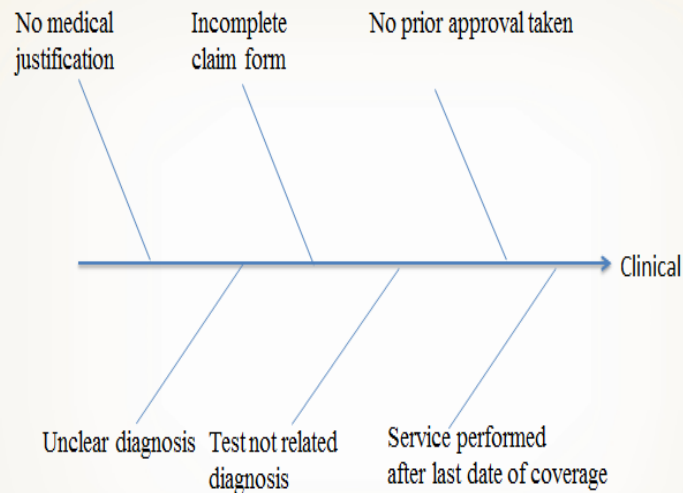
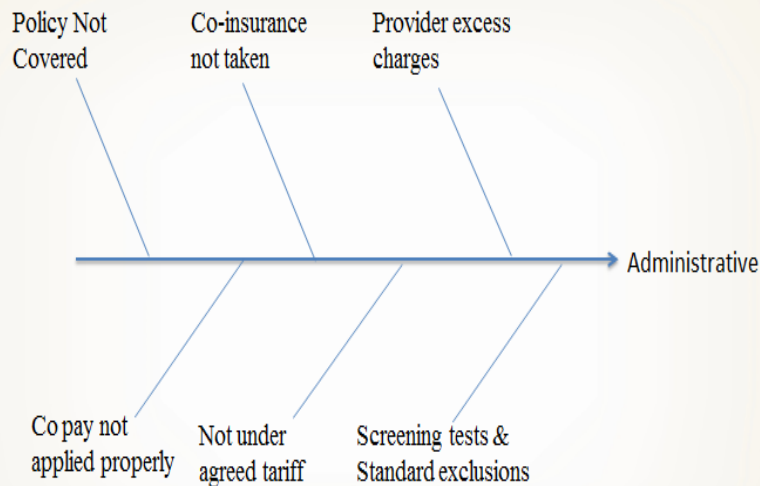
Months	Feb '14	Mar '14	April '14
Net Amount	3,668,404.54	2,833,594.39	2,696,010.5
Rejected Amount	152,782.78	112,217.61	162,174.47
Rejection Rate	4.16%	3.96%	6.02%

It was the first time when the net amount and rejected amount were calculated in the organization. The monitoring of rejection rate leads to sudden attention towards need for financial monitoring of insurance department.



Fish born analysis of Rejection Rate

To assess the causes of rejection rate all the remarks of denials were considered. They were further sub-classified: Administrative and Clinical.





GAP ANALYSIS OF PROCESS

To assess the areas of improvement of quality of insurance department gap analysis of the process was also done.

The following points were considered as gaps for the various delays in the process :

- Manual workload on the manpower
- Multiple access to the MRD and Lab reports
- Incomplete clinical information on claim form
- No record of status/pending cases
- There is no waiting area and queue system for the patient
- The patient needs to be called from our side after the approval or rejection
- If the limit is crossed for a patient it doesn't show on the system
- The validity expiry for any request is only 7 days and cannot be updated from insurance department
- The nurse station has to inform the Insurance department that the patient is discharging



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SUGGESTIONS & CONCLUSION



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DOCUMENTATION OF STANDARD OPERATING PROTOCOL (SOP)

The various heading covered in the documentation are introduction about department, purpose, scope, abbreviations, responsibilities, processes, operational process flow, organogram, role & duties incl. job responsibilities, list of insurance companies on direct billing and validity statement.

[SOP – Click to View](#)



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PERSONAL PLANNING

A personnel planning is an important development in human resources management. It has spread rapidly to nearly every size organization in almost every kind of business. The primary function of Personnel planning is to analyze and evaluate the human resources available in the organization, and to determine how to obtain the kinds of personnel needed to staff positions ranging from assembly line workers to chief executives.. Some of the largest corporations have established separate departments for this function.

PURPOSES OF PERSONNEL PLANNING

Personnel planning aims to reduce waste in employing people, lessen uncertainty about current Personnel levels and future needs, and eliminate mistakes in staffing. In order to improve the efficiency of insurance department proper personal planning was analyzed. Its purposes also include avoiding worker and skills shortages, stopping the profit-eroding effects of being over- or understaffed, preparing succession plans and shaping the optimum future work force by hiring the right managers, technical specialists and skilled workers in appropriate numbers.



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Activities		TAT / case	Total No. Of cases	Time Required	Working hour per day	Buffer time (time to attend calls, emergency cases etc)	Utilised time	Required Manpower	Present Manpower
Approval	OP								
	New requests (v & W)	8 mins	150	1200 mins					
	Follow up	3 mins	70	210 mins					
	Update	1 min	150	150 mins					
	Total time required per day for op approvals			26hrs	8 hrs	1 hr	7 hrs	4	2
	IP								
	New Admissions	10 mins	10	100 mins					
	Extension	9 mins	25	225 mins					
	Discharges	10 mins	10	100 mins					
	Elective new request	8 mins	20	120 mins					
	Elective follow up	4 mins	20	60 mins					
	Elective update	4 mins	20	60 mins					
	Total time required per day for IP approvals			16 hrs	8 hrs	1 hr	7 hrs	2 + 2 hrs	1



Activities		TAT / case	Total No. Of cases	Time Required	Working hour per day	Buffer time (time to attend calls, emergency cases etc)	Utilised time	Required Manpower	Present Manpower
First Verification	Dental	4 mins	20	80 mins					
	Maternity	4 mins	20	80 mins					
	Optical	4 mins	3	120 mins					
	Total time required per day for First Verification			7 hrs	8 hrs	30 mins	7 hrs 30 mins	Half Day of a person	
E claims	All	3 mins	20	60 mins	1 hr		1 hr		
Claim processing	All	4 mins	616	41 hrs	8 hr	15mins	7 hrs 45 mins	5 full day and 1 half day of an employeess	4
Second Verification	O P cases	3 mins	616	31 hrs	8 hrs	15 mins	7 hrs 45 mins	4	3
	I P cases	14 mins	33	4 hrs	8 hrs	15 mins	7 hrs 45 mins	1	
TOTAL								17	11



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RE-ENGINEERING THE SPACE UTILIZATION

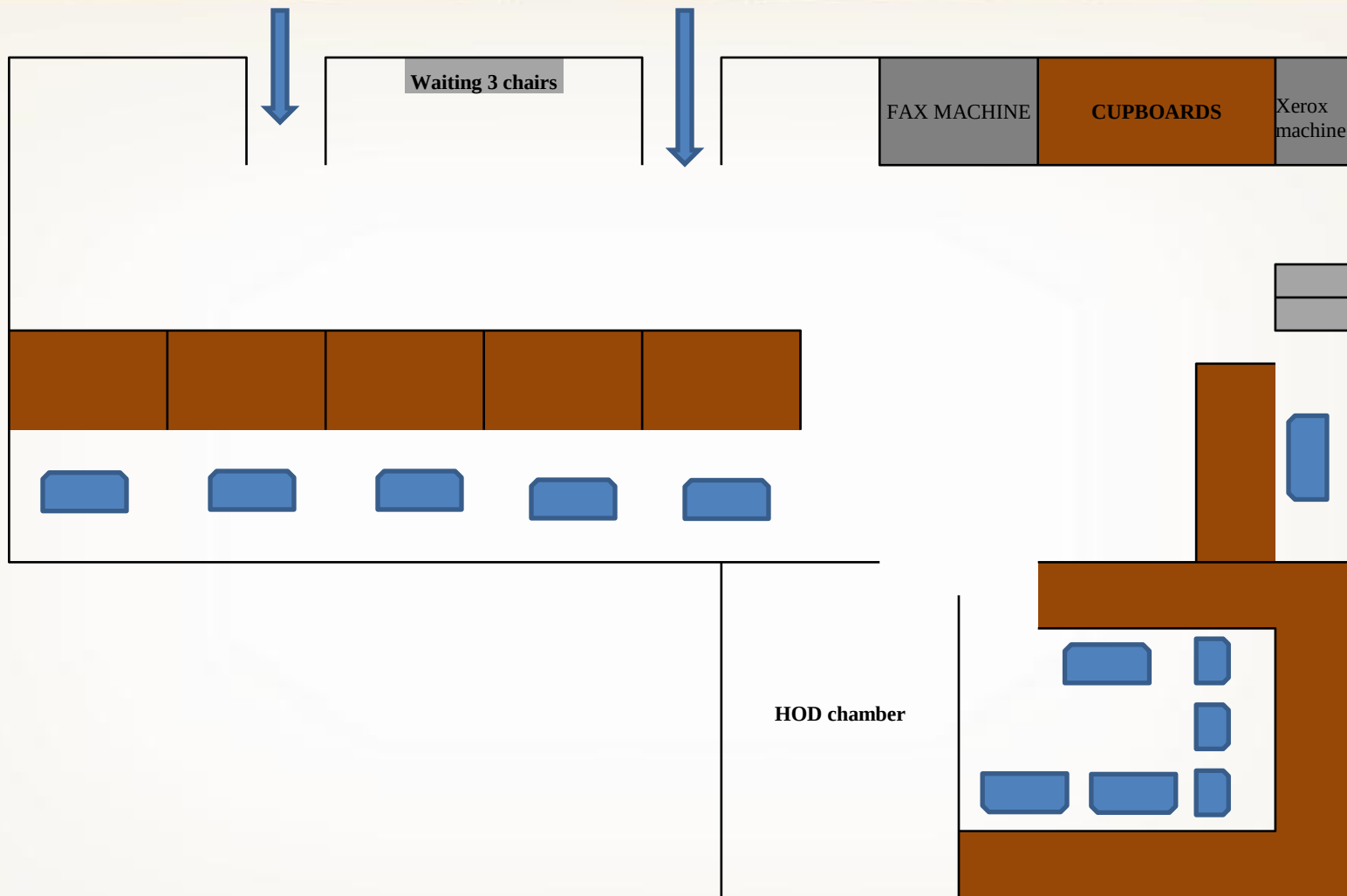
Space utilization is the percentage of time duration spent of each section of the department. There was a need for expansion of department as the workload and patient foot fall was increasing daily. So a suggestive expansion layout was suggested to higher management.



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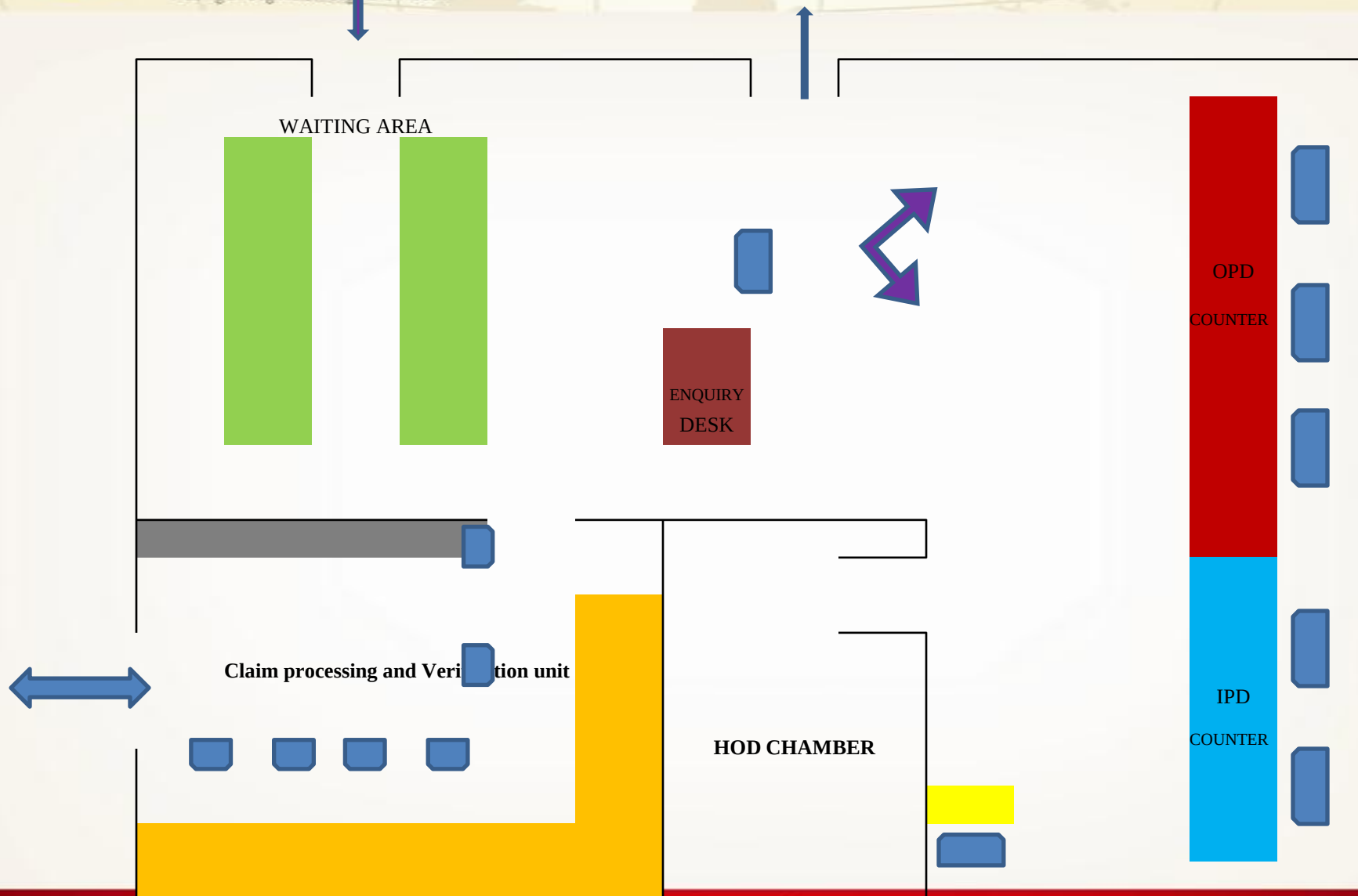


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UPGRADATION OF HMIS

In order to upgrade HMIS a meeting was arranged between the IT and Insurance Department, details are mention below :



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MINUTES OF MEETING : IT & INSURANCE DEPARTMENT

Date : 3rd May 2014

Venue : Board Room, GMC Ajman

AGENDA

To discuss the problems and few changes to be made in the insurance module of HMIS

Limit cross problem

Discharge Intimation

View page on single platform- Lab and radio reports

Increase expiry page time

View medical records of 6 months

Status Change as the requests are received and processed

Link to email and fax from the system

Single platform module

Option to add link of lab and radio reports

SMS sent as soon as processed

In patient current admission status

Request update button



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Approval of Proposed agenda

Till the 15th of May

Limit cross problem

Discharge Intimation

View page on single platform- Lab and radio reports

Increase expiry page time

Request update button

No deadline given but agreed

View medical records of 6 months: consultant name, date, diagnosis and drugs given

Status Change as the requests are received and processed

Link to email and fax from the system

Single platform module

Option to add link of lab and radio reports

SMS sent as soon as processed

In patient current admission status



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PROCESS IMPROVEMENT



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:: Healthcare

:: Research



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Pharmacy
Physiotherapy
Operation Theatre
Medical Records
Patient Affairs
Billing
Inpatient Admission
Inpatient Billing
Wards
Laundry
Purchase
MIS
MIS 2014
Pharmacy Substore
Employee Portal



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Phone List

Important Forms

Infection Control Document

View All Circulars

Other Important Links

IT Center

Policies & Procedures

To All Staff- **NEW** **MOH Accredited-** **NEW** [CLICK : SEMINAR ON PUBERTY TO MENOPAUSE](#) **Invitation-** **NEW** [CLI](#)





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O.P. Management

Education

Healthcare

Research

Login

USERNAME

PASSWORD

LOGIN



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[Radiology](#)
[Reception](#)
[Doctors Desk](#)

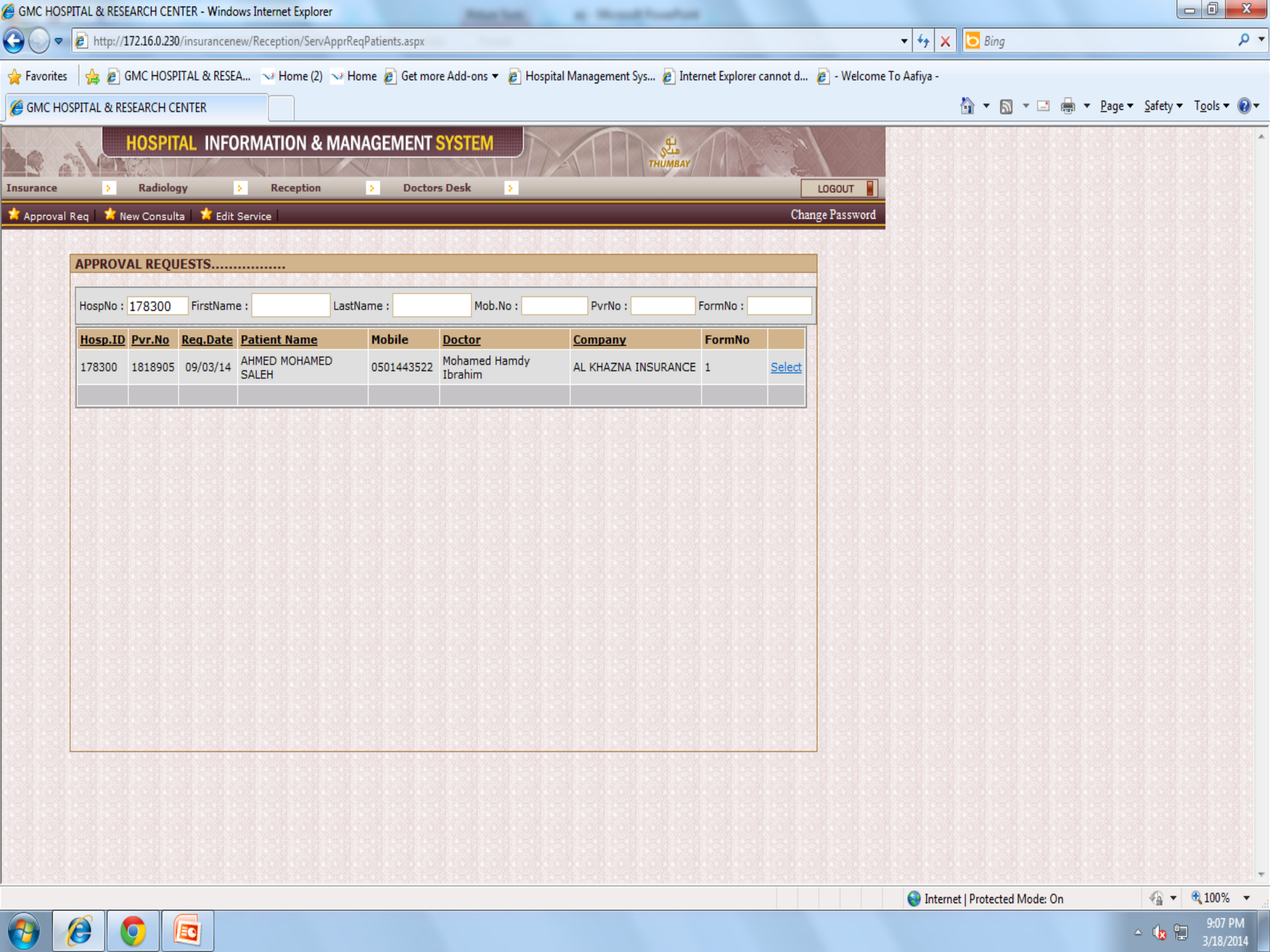
LOGOUT

[Approval Req](#)
[New Consulta](#)
[Edit Service](#)
[Change Password](#)

APPROVAL REQUESTS.....

HospNo : 178300
 FirstName :
 LastName :
 Mob.No :
 PvrNo :
 FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
176961	1828379	18/03/14	HAMAD MOHAMMAD HILAL	0506590924	Shaimaa Aly Wahba	NAS INSURANCE	1	Select
130146	1828569	18/03/14	EMAN ZEYAD	0503201812	Mohamed Hamdy Ibrahim	NEURON INSURANCE - ENAYA	1	Select
375652	1828038	18/03/14	ABDULRAHMAN NASEER MOHAMMAD	0509660504	Shweta Prabhu	Daman Insurance Company	1	Select
360014	1828339	18/03/14	SAIMA RASHID	0559436264	Salwa Abd El Zaher Mabrouk Ibrahim	OMAN INSURANCE COMPANY	5290611	Select
375652	1828038	18/03/14	ABDULRAHMAN NASEER MOHAMMAD	0509660504	Shweta Prabhu	Daman Insurance Company	1	Select
303107	1828614	18/03/14	RANA AWAD	0501821280	Sabreen Abdeljabar	ALICO INSURANCE	14030632FC01003	Select
337057	1828227	18/03/14	NOORADAT KHAN AZIM KHAN	0502165185	Mohammed Khalid	AL BUHAIRA NATIONAL INSURANCE COMPANY	1	Select
413248	1828789	18/03/14	RABIA RAEES WAQAR WAHEED	0557746644	Wajiha Ajmal	Almadallah Healthcare Management FZ LLC	1929535	Select



HOSPITAL INFORMATION & MANAGEMENT SYSTEM



Insurance | Radiology | Reception | Doctors Desk | LOGOUT

Approval Req | New Consulta | Edit Service | Change Password

APPROVAL REQUESTS.....

HospNo : 178300 | FirstName : | LastName : | Mob.No : | PvrNo : | FormNo : |

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select

AUTHORIZATION OF SERVICE REQUESTS

FormNo	Service	Remark	Approved	Remark/DocNo	File
1	Composite Filling - 2 surface	Appr. Required	Status		Browse...
1	Molar Complete Procedure(Root Canal)	Appr. Required	Approved Rejected		Browse...
					SAVE

(List of Services Requested for this Patient)

DeptName	Service	NetAmt	Remark
DeptName : DENTAL - Total :747.75			
DENTAL	DENT->Root Canal-> endodontic therapy, molar (excluding final restoration)[D3330]	561.00	Appr.Reg
DENTAL	DENT->Fillings p-> resin-based composite - two surfaces, posterior[D2392]	186.75	Appr.Reg

Complaints :

pain and swelling

Diagnosis :

peri apical abscess LL 6

Limit

DeptName	DeptLimit	CardL
GENERAL SERVICES		
DENTAL		

- ✓ - Invoiced
- ✓ - Receipted
- ✗ - not Billed



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Medical records need to be referred

:: Education

:: Healthcare

:: Research



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Ajman

- Admin
- Reception
- Appointment Desk
- O.P. Management**
- Laboratory
- Radiology
- Pharmacy
- Physiotherapy
- Operation Theatre
- Medical Records
- Patient Affairs
- Billing
- Inpatient Admission
- Inpatient Billing
- Wards
- Laundry
- Purchase
- MIS
- MIS 2014
- Pharmacy Substore
- Employee Portal



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- Phone List
- Important Forms
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- Policies & Procedures

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LOGOUT

Approval Req New Consulta Edit Service

Change Password

APPROVAL REQUESTS.....

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
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Medical records

Claim forms

Requested service

Lab reports

Radio reports

Other documents

Claim forms

ADD

Requested service

ADD

Lab reports

ADD

Radio reports

ADD

Other documents

ADD

Card Copy

ADD

Insurance company

ADD

SUBMIT

HOSPITAL INFORMATION & MANAGEMENT SYSTEM



APPROVAL REQUESTS.....

HospNo : 178300 | FirstName : | LastName : | Mob.No : | PvrNo : | FormNo : |

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
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Claim
forms

ADD



HOSPITAL INFORMATION & MANAGEMENT SYSTEM



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Claim forms

ADD

Requested service

ADD

Lab reports

ADD

Radio reports

ADD

Other documents

ADD

Card Copy

ADD

Insurance company

ADD

SUBMIT

http://172.16.0.230/insurancenew/Reception/ServiceApprove1.aspx?Hid=435794&Vid=1849098&rdate=4/7/2014 12:00:00 AM&rtme=10:10:14 AM

AUTHORIZATION OF SERVICE REQUESTS

FormNo	Service	Remark	Approved	Remark/DocNo	File
1	Composite Filling - 2 surface	Appr. Required	Status		Browse...
1	Molar Complete Procedure(Root Canal)	Appr. Required	Status		Browse...
			Approved Rejected		
					SAVE

(List of Services Requested for this Patient)

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DeptName	DeptLimit	CardL
GENERAL SERVICES		
DENTAL		

- Invoiced
- Receipted
- not Billed

LOGOUT

Change Password

Select

Select

http://172.16.0.230/insurancnew/Reception/ServiceApprove1.aspx?Hid=435794&Vid=1849098&rdate=4/7/2014 12:00:00 AM&rtme=10:10:14 AM

AUTHORISATION OF SERVICE REQUESTS

FormNo	Service	Remark	Approved	Remark/DocNo	File
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DeptName	DeptLimit	CardL
GENERAL SERVICES		
DENTAL		

- Invoiced
- Receipted
- not Billed

ADD

OSPIT...

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LOGOUT

Change Password

Select

Select



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LOGOUT

Approval Req New Consulta Edit Service

Change Password

APPROVAL REQUESTS.....

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
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Medical records

Claim forms

Requested service

Lab reports

Radio reports

Other documents

Claim forms

ADD

Requested service

ADD

Lab reports

ADD

Radio reports

ADD

Other documents

ADD

Card Copy

ADD

Insurance company

ADD

SUBMIT

:: Education

:: Healthcare



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O.P. Management

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Pharmacy

Physiotherapy

Operation Theatre

Medical Records

Patient Affairs

Billing

Inpatient Admission

Inpatient Billing

Wards

Laundry

Purchase

MIS

MIS 2014



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Master

Transaction

Report

Log out

Search

Logout

PRINT TEST RESULT

File No. : First Name : Mobile No. : Patient Type :

Search

Out Patient - Radiology Service Request : 3/4/2013

PVR No.	Patient Name	Hosp ID	Total Service	
1476166	MOHMMAD FARJ AWAD	365961	1 [0]	0 To Print
1501005	MOHMMAD FARJ AWAD	365961	2 [2]	1 To Print
1650560	MOHMMAD FARJ AWAD	365961	1 [1]	1 To Print
1818463	MOHMMAD FARJ AWAD	365961	2 [2]	1 To Print
1832350	MOHMMAD FARJ AWAD	365961	1 [0]	0 To Print
1844369	MOHMMAD FARJ AWAD	365961	3 [1]	1 To Print
1844369	MOHMMAD FARJ AWAD	365961	3 [1]	1 To Print



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Insurance Radiology Reception Doctors Desk

LOGOUT

Approval Req New Consulta Edit Service

Change Password

APPROVAL REQUESTS.....

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select

Medical records

Claim forms

Requested service

Lab reports

Radio reports

Other documents

Claim forms

ADD

Requested service

ADD

Lab reports

ADD

Radio reports

ADD

Other documents

ADD

Card Copy

ADD

Insurance company

ADD

SUBMIT



Master

Transaction

Report

Log out

Search

Logout

PRINT TEST RESULT

File No. : First Name : Mobile No. : Patient Type :

Search

Out Patient - Radiology Service Request : 3/4/2013

PVR No.	Patient Name	Hosp ID	Total Service	
1476166	MOHMMAD FARJ AWAD	365961	1 [0]	0 To Print
1501005	MOHMMAD FARJ AWAD	365961	2 [2]	1 To Print
1650560	MOHMMAD FARJ AWAD	365961	1 [1]	1 To Print
1818463	MOHMMAD FARJ AWAD	365961	2 [2]	1 To Print
1832350	MOHMMAD FARJ AWAD	365961	1 [0]	0 To Print
1844369	MOHMMAD FARJ AWAD	365961	3 [1]	1 To Print
1844369	MOHMMAD FARJ AWAD	365961	3 [1]	1 To Print

ADD



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APPROVAL REQUESTS.....

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select

Medical records

Claim forms

Requested service

Lab reports

Radio reports

Other documents

Claim forms

ADD

Requested service

ADD

Lab reports

ADD

Radio reports

ADD

Other documents

ADD

Card Copy

ADD

Insurance company

ADD

SUBMIT

HospNo : 390706 FirstName : LastName : Mob.No : PvrNo : FormNo :

[illegible]

ADD

ADD



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APPROVAL REQUESTS.....

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select

Medical records

Claim forms

Requested service

Lab reports

Radio reports

Other documents

Claim forms

ADD

Requested service

ADD

Lab reports

ADD

Radio reports

ADD

Other documents

ADD

Card Copy

ADD

Insurance company

ADD

SUBMIT

<http://172.16.0.230/insurancenew/Reception/ServiceApprove1.aspx?Hid=435794&Vid=1849098&rdate=4/7/2014 12:00:00 AM&rtime=10:10:14 AM>
AUTHORIZATION OF SERVICE REQUESTS

FormNo	Service	Remark	Approved	Remark/DocNo	File
1	Composite Filling - 2 surface	Appr. Required	Status		Browse...
1	Molar Complete Procedure(Root Canal)	Appr. Required	Status		Browse...
			Approved Rejected		
			Processed	9:30 21/4	SAVE

(List of Services Requested for this Patient)

DeptName	Service	NetAmt	Remark
DeptName : DENTAL - Total :747.75			
DENTAL	DENT->Root Canal-> endodontic therapy, molar (excluding final restoration)[D3330]	561.00	Appr.Reg
DENTAL	DENT->Fillings p-> resin-based composite - two surfaces, posterior[D2392]	186.75	Appr.Reg

Complaints :

pain and swelling

Diagnosis :

peri apical abscess LL 6

Limit

DeptName	DeptLimit	CardL
GENERAL SERVICES		
DENTAL		

- Invoiced
- Receipted
- Not Billed

LOGOUT

Change Password

Select

Select

AUTHORISATION OF SERVICE REQUESTS

FormNo	Service	Remark	Approved	Remark/DocNo	File
1	Composite Filling - 2 surface	Appr. Required	Status		Browse...
1	Molar Complete Procedure(Root Canal)	Appr. Required	Status		Browse...
			Approved Rejected		
			CURRENT STATUS	SUBMIT	SAVE

Received
Processed
Query replied
Pending
Handed over

(List of Services Requested for this Patient)

DeptName	Service	NetA
DeptName : DENTAL - Total :747.75		
DENTAL	DENT->Root Canal-> endodontic therapy, molar (excluding final restoration)[D3330]	✗ 561.00 Appr.Req
DENTAL	DENT->Fillings p-> resin-based composite - two surfaces, posterior[D2392]	✗ 186.75 Appr.Req

- Invoiced
 - Receipted
 - not Billed

aints :
 pain and swelling
 Diagnosis :
 peri apical abscess LL 6

DeptName	DeptLimit	CardL
GENERAL SERVICES		
DENTAL		



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- If no reply from the insurance company after 12 hrs

AUTHORISATION OF SERVICE REQUESTS

FormNo	Service	Remark	Approved	Remark/DocNo	File
1	Composite Filling - 2 surface	Appr. Required	Status		Browse...
1	Molar Complete Procedure(Root Canal)	Appr. Required	Status		Browse...
			Approved Rejected		
			CURRENT STATUS	SUBMIT	SAVE

Received
Processed
Query replied
Pending
Handed over

(List of Services Requested for this Patient)

DeptName	Service	NetA
DeptName : DENTAL - Total :747.75		
DENTAL	DENT->Root Canal-> endodontic therapy, molar (excluding final restoration)[D3330]	✗ 561.00 Appr Req
DENTAL	DENT->Fillings p-> resin-based composite - two surfaces, posterior[D2392]	✗ 186.75 Appr Req

- Invoiced
 - Receipted
 - not Billed

aints :
 pain and swelling
 Diagnosis :
 peri apical abscess LL 6

DeptName	DeptLimit	CardL
GENERAL SERVICES		
DENTAL		

HOSPITAL INFORMATION & MANAGEMENT SYSTEM



APPROVAL REQUESTS.....

HospNo : 178300 | FirstName : | LastName : | Mob.No : | PvrNo : | FormNo : |

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select

Medical Report

DOCTOR



SEND

Please kindly send us a detail medical report for this patient



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Inpatient Billing
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Purchase
MIS
MIS 2014
Pharmacy Substore
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REPORT

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LOGOU

 Approval Req  New Consulta  Edit Service

Change Pas

APPROVAL REQUESTS.....

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select
CURRENT STATUS								

Approved
Rejected
Partially Approved

After Approval
Or
Rejection done

Message sent to patient

تھمبا
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LOGOL

Change Pas

HospNo : 178300 FirstName : LastName : Mob.No : PvrNo : FormNo :

HospNo :	178300	FirstName :		LastName :		Mob.No :		PvrNo :		FormNo :	
----------	--------	-------------	--	------------	--	----------	--	---------	--	----------	--

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select
						Approved		

HOSPITAL INFORMATION & MANAGEMENT SYSTEM

THUMBAY

Insurance

Radiology

Reception

Doctors Desk

LOGOUT

★ Approval Req | ★ New Consulta | ★ Edit Service

Change Pas

APPROVAL REQUESTS.....

HospNo : 178300 | FirstName : | LastName : | Mob.No : | PvrNo : | FormNo : |

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
178300	1818905	09/03/14	AHMED MOHAMED SALEH	0501443522	Mohamed Hamdy Ibrahim	AL KHAZNA INSURANCE	1	Select
						Handed over		

APPROVAL REQUESTS.....

HospNo : 144986 FirstName : LastName : Mob.No : PvrNo : FormNo :

Sorry no records found...!



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The limit is exceed for the patient for the department but it does not come on the system

APPROVAL REQUESTS.....

HospNo : 144986 FirstName : LastName : Mob.No : PvrNo : FormNo :

Sorry no records found...!



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Need to call the lab/radiology for request
update and click on limit cross

APPROVAL REQUESTS.....

HospNo : 144986
 FirstName :
 LastName :
 Mob.No :
 PvrNo :
 FormNo :

Hosp.ID	Pvr.No	Req.Date	Patient Name	Mobile	Doctor	Company	FormNo	
144986	1859764	16/04/14	MOHAMED SULIMAN	0505437175	Mahmoud Shamseldeen	OMAN INSURANCE COMPANY	5310627	Select

5310627 Mycoplasma Antibody	Limit Crossed	Status		Choose File	No file chosen
5310627 Complete Blood Count (CBC)	Limit Crossed	Status		Choose File	No file chosen

(List of Services Requested for this Patient)

DeptName	Service		NetAmt	Remark
DeptName : GENERAL SERVICES - Total :128.25				
GENERAL SERVICES	GENE->CONSULTATI-> Office consultation by a Consultant Physician For the evaluation and management of a new or established patient which includes, at a minimum, a problem focused history, problem focused examination and straightforward medical decision making. Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.[11]	✓	128.25	Covered
DeptName : LABORATORY - Total :490.40				
LABORATORY	LABO->CL. CHEMIS-> Iron[83540]	✗	86.40	LimitCrossed
LABORATORY	LABO->CLINICAL I-> Antibody; mycoplasma[86738]	✗	281.60	LimitCrossed
LABORATORY	LABO->CLINICAL I-> C-reactive protein; [86140]	✗	58.40	LimitCrossed
LABORATORY	LABO->CLINICAL H-> Blood count; complete (CBC), automated (Hgb, Hct, RBC, WBC and platelet count) and automated differential WBC count[85025]	✗	64.00	LimitCrossed
DeptName : RADIOLOGY - Total :192.00				
RADIOLOGY	RADI->X RAYS-> Radiologic examination, chest; single view, frontal[71010]	✗	63.75	Covered
RADIOLOGY	RADI->X RAYS-> Radiologic examination; neck, soft tissue[70360]	✗	128.25	Covered

Complaints :

cough,snoring

Diagnosis :

Acute tonsillitis, unspecified,Hypertrophy of tonsils with hypertrophy of adenoids,

Limit

DeptName	DeptLimit	CardLimit
GENERAL SERVICES		
RADIOLOGY	375.00	
LABORATORY	399.00	

- ✓ - Invoiced
 ✓ - Received
 ✗ - not Billed

Sl.No	IP No	Hosp No	Patient Name	Dt.of Adm.	Time	Ward No.	Bed No.	Company	Details of Transfers	Discharged
1	99386	392273	NAJAT SALIM YOUSEF	30/4/2014	3:50:00 AM	DELUXE ROOM B17	B17 bed 1	AXA INSURANCE	FIRST STAGE--FS Bed3 30/4/2014	Discharged
2	99453	433141	KAUSER ABDUL HAMID KUAP	1/5/2014	3:00:00 AM	MALE GENERAL WARD F010	F010 bed5	AMITY Commercial Broker LLC	FIRST STAGE--FS Bed10 1/5/2014	Discharged
3	99456	361326	YOUSUF MOHAMMAD	1/5/2014	4:40:00 AM	PRIVATE ROOMS F006	F006 bed1	NEURON INSURANCE - ENAYA	No Transfer	-
4	99537	421421	RAJI RAJAPPAN KALAYIL RAJAPPAN	2/5/2014	8:00:00 PM	MALE GENERAL WARD F010	F010 bed3	NEXT CARE INSURANCE	No Transfer	-
5	99341	402596	MAHRA ABDULREDHA SABER OTHMAN	29/4/2014	7:10:00 AM	PRIVATE ROOMS F006	F006 bed1	OMAN INSURANCE COMPANY	No Transfer	Discharged
6	99348	447316	MAHA MOLHAMMED AKHAR DAD KARIM DAD	29/4/2014	8:50:00 AM	FEMALE GENERAL WARD B004	B004 Bed4	AL BUHAIRA NATIONAL INSURANCE COMPANY	No Transfer	-
7	99349	119654	MOZAMMEL HOQUE ROHUL AMIN	29/4/2014	9:50:00 AM	MALE GENERAL WARD F003	F003 Bed2	NAS (SR and WN) Insurance	No Transfer	Discharged
8	99355	153490	ASHREF K	29/4/2014	11:40:00 AM	DELUXE ROOM D003	D003 bed1	NEURON INSURANCE	ICU--ICU Bed1 29/4/2014Post OP Room--P OP Bed1 29/4/2014	Discharged
9	99359	445328	ABDULLAH JILANI PATEL	29/4/2014	2:20:00 PM	MALE GENERAL WARD F003	FreeBed	NAS INSURANCE	No Transfer	Discharged
10	99360	312776	JAD HAYSSAM	29/4/2014	3:00:00 PM	PRIVATE ROOM E012	E012 bed1	ALICO INSURANCE	PAEDIATRIC WARD B005--FreeBed 29/4/2014	-
11	99362	447294	BONA COLCOL AL UNAN	29/4/2014	4:10:00 PM	SMART DELUXE ROOM F002	F002 bed1	MEDNET INSURANCE	FIRST STAGE--FS Bed4 29/4/2014Post OP Room--P OP Bed3 30/4/2014	Discharged
12	99363	372535	ASIL KAMAL ALI MOHAMED MOHAMED	29/4/2014	4:30:00 PM	PRIVATE ROOMS F006	FreeBed	AL BUHAIRA NATIONAL INSURANCE COMPANY	PAEDIATRIC WARD B005--B005 Bed4 1/5/2014	-
13	99369	194497	MUHAMMAD H ESSA	29/4/2014	5:40:00 PM	MALE GENERAL WARD F003	FreeBed	Daman Insurance Company	No Transfer	-
14	99370	411064	MAREENA ASLAM NADEEM HAYAT	29/4/2014	6:00:00 PM	PRIVATE ROOMS B010	B010 bed1	OMAN INSURANCE COMPANY	No Transfer	Discharged
15	00272	086270	AL SUHAIMA EL SID	29/4/2014	9:00:00	DELUXE ROOM	FreeBed	NEXT CARE INSURANCE	No Transfer	-

Done

Internet | Protected Mode: On

100%

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:: Healthcare

:: Research



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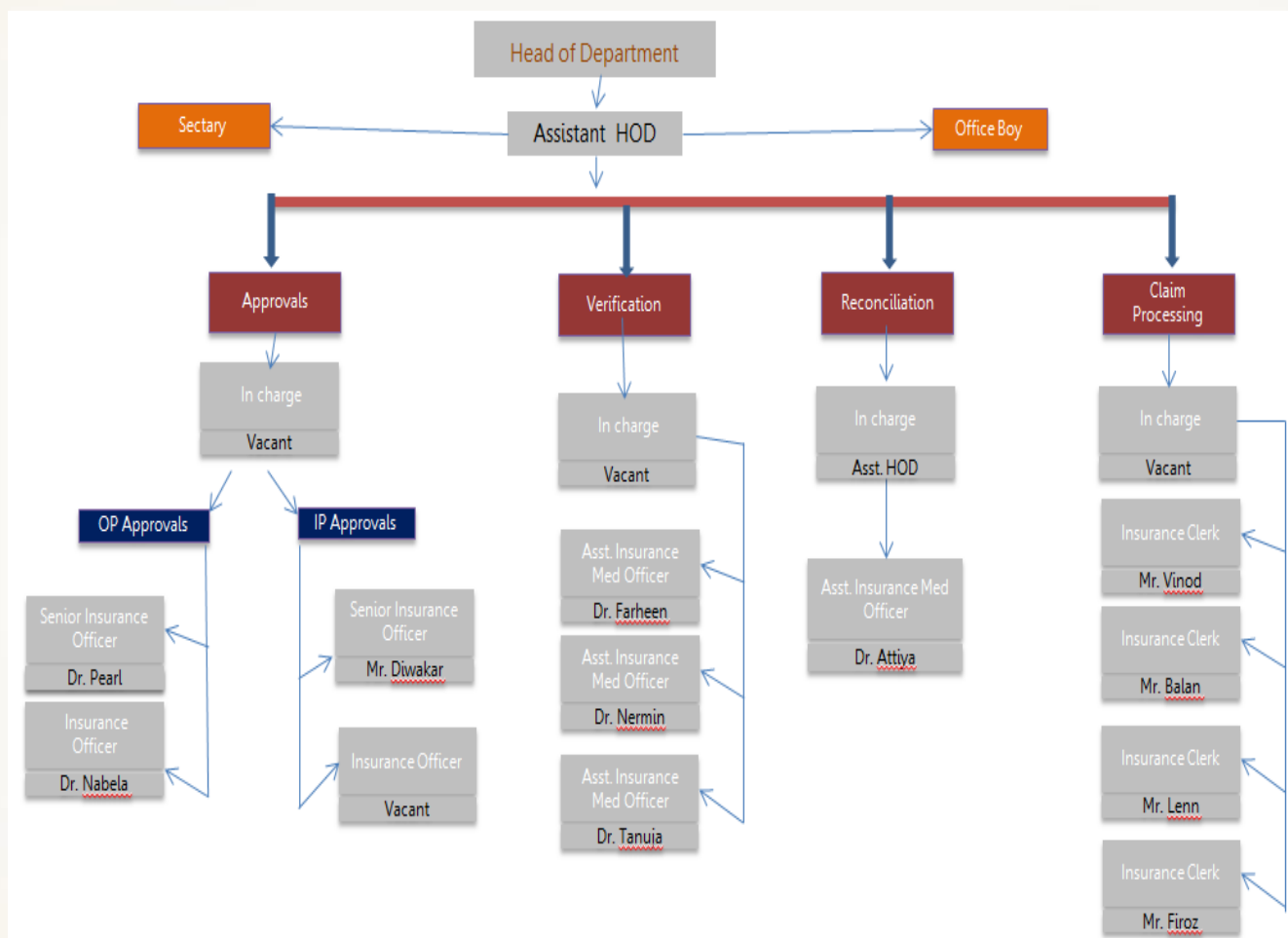
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RECOMMENDATION FOR REDEFINING THE ORGANOGRAM



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REFERENCES

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