

ReminderSystem" to send a customised Short Message Service (SMS) to remind a patient of an appointment, enhancing the patient's experience.

#### Doctors

- **Enhanced patient care**

As a patient-centric system, ClinicWeaver serves as a single information resource for doctors and clinic assistants to access patients' profiles, medical and consultation histories across all HMG clinics conveniently. Patients are assured of the best consistent care at any HMG clinic, as their real-time medical records are accessible by new attending doctors. The risk of prescription errors is also minimised through medical alerts on patients' medication allergies.

#### Finance

- **End-to-end view of corporate clients**

Through the use of ClinicWeaver, HMG's corporate team can make sound judgement on the needs of their corporate clients and recommend suitable medical plans, enabling better client management.

#### Management

- **Improved group operation efficiency**

With the adoption of ClinicWeaver, various departments within HMG are able to work more efficiently and seamlessly. The purchasing team is now able to check the real-time stock balance across the clinics island-wide, ensuring that each clinic has sufficient drugs for patients. ClinicWeaver provides an overview of the master inventory in each clinic, enabling HMG to cut its costs and shorten stock retention period.



## HEALTHWAY MEDICAL GROUP

"The deployment of CrimsonLogic's ClinicWeaver solution in Healthway Medical Group has created tangible improvements in the group's delivery of patient services. Technology plays a key role in the operation of Healthway Medical Group as it automates and simplifies back-end operations. This is done by connecting and integrating our network of General Practitioners, specialists and suppliers with laboratories, national registries and hospitals, in the management of healthcare in Singapore."

**Dr. Jong Hee Sen**  
**Director,**  
Healthway Medical Corp Ltd.

#### SUMMARY

**Client:** Healthway Medical Group

**Challenge:** To replace the previous system with an all-in-one comprehensive clinic management system for better group and clinic management. This will also facilitate Healthway Medical Group's adoption of an Electronic Medical Records system to increase clinical efficiency and provide better patient care.

**Case Study:** ClinicWeaver, CrimsonLogic's end-to-end hybrid solution, is specially designed to enable more efficient and effective control over the clinic's resources and time management, and cater to patients' increasing healthcare demands.

**Benefits:** ClinicWeaver helped Healthway Medical Group gain real-time patient information access and automated tedious manual processes so that employees could focus on delivering high quality services to patients.

For more information on this case study, please contact us at [healthcare@crimsonlogic.com](mailto:healthcare@crimsonlogic.com)

Copyright 2012 CrimsonLogic Pte Ltd [Regn No: 198800784N]. All rights reserved. "CrimsonLogic" and the CrimsonLogic Shell Device are trade marks of CrimsonLogic Pte Ltd. Permission for reproduction of the contents in whole or in part should be sought from CrimsonLogic. While efforts have been made to ensure the accuracy of information at the time of production, CrimsonLogic accepts no liability for the accuracy of any reliance on any statement made herein.

## BACKGROUND

Healthway Medical Group (HMG), a subsidiary of Healthway Medical Corporation Limited, is Singapore's largest network of private medical centres and clinics in Singapore. The group provides high quality medical services and facilities, offering a wide range of healthcare services – primary healthcare, dental, specialist and wellness services. With a strong presence in Singapore since 1998, the group currently manages over 100 clinics and medical centres locally. In 2007, the group expanded into China and now owns, operates and manages over 10 medical centres, clinics and hospitals in the country.

Primary healthcare continues to be the core business in Singapore and HMG's stable of 60 family medicine clinics island-wide are easily accessible to the public.

With the experience of managing numerous General Practice clinics, the group realised that technology could improve patient care, serve as a catalyst for business agendas and enhance connectivity with customers, counterparts and various government bodies.

Prior to the deployment of CrimsonLogic's solution, HMG relied on an internally developed clinic management system, which accommodated patient registration and paper records for their medical files. While efficient, HMG saw the need for a system that could do more to achieve their organisation's growth plans and align with its customer-centric approach. Additionally, HMG's constant expansion of its medical services in Singapore and in the region required a system that could be easily replicated across different markets.

These factors were taken into consideration and the need for an end-to-end solution was identified. This solution would help increase efficiency, offer patients a uniform experience across all clinics and ultimately, provide a higher level of patient care.



"With technology evolving at breakneck speed, and the increasing number of patients under our care, we required a solution to help our staff be more efficient and at the same time, keep human errors at a minimal level," said Dr Jong.

## SOLUTION

In 2008, HMG opted for CrimsonLogic's acclaimed ClinicWeaver, an easy-to-use and effective tool to control the clinic's resources, time management and patients' requirements.

Originally a web-based solution, ClinicWeaver was first adopted by low-traffic clinics. As patient volumes increased, the clinics began to adopt a hybrid version of the solution catering to users who wished to work offline, as well as allowed authorised online users to access data from any place, at any time.

In the course of customising the hybrid version of Clinicweaver, the synthesis of CrimsonLogic's technical know-how and HMG's domain knowledge led to the creation of enhanced new features - Drug Transfer and Doctor Consult modules. The end result is complete computerisation of HMG's entire operations, creating a centralised data management system that benefits the medical, billing and purchasing teams.

The customised hybrid version of ClinicWeaver served as a one-stop solution for HMG as the management of key functions such as patient information, corporate client and medical plans, inventory control, patient accounting and other clinical aspects of operation, could now be easily organised.

By automating the workflow, ClinicWeaver helped clinic assistants in their day-to-day operations. The system's administrative functions allowed the generation of reports and government submissions, invariably streamlining the group's overall operations.



Being government-compliant ready, ClinicWeaver can rapidly scale to handle the demands of higher transaction volumes. The recently announced change to Singapore's Primary Care Partnership Scheme (PCPS) is one example. Providing affordable healthcare for the needy, the scheme's new patient eligibility criteria marked an 800% increase in patients from 80,000 to 700,000. However, ClinicWeaver's PCPS online submission allowed HMG to maintain its current staff strength, instead of hiring additional people to handle the PCPS claims validation and submission if it were manual.

The corporate client and medical plan management teams also benefitted from ClinicWeaver. The hybrid and paperless system enabled them to access critical, up-to-date medical records systematically.

For the General Practitioners (GPs), an Electronic Medical Records system helped track patients' details and visits. The likelihood of medical errors is also reduced with automatic error alerts.

Dr. Michelle Lee, practitioner at HMG summed up, "With ClinicWeaver, doctors save about 1 to 2 minutes per consultation which in turn allows us to see more patients in a day. This significantly helps us to be more efficient in our practice."

## BENEFITS

An increasing number of HMG clinics have been deployed with the full suite of ClinicWeaver solutions since the first implementation in 2008. In addition to enabling paperless clinic operations, various stakeholders in HMG have seen the following improvements:

### IT

- **Data safety and storage**

ClinicWeaver allowed HMG to move from a paper-based to a paperless approach. This frees up significant physical storage space and eliminates the loss of patient card records through the extra

back-up on ClinicWeaver's server. Furthermore, with CrimsonLogic as an ISO 27001 certified SAAS provider, HMG will be assured of data safety.

- **Robustness**

ClinicWeaver facilitated the adoption of electronic medical records in HMG, as well as the integration with major healthcare management organisations and Medisave. This ensures faster and more convenient claims management for HMG's patients.

### Business

- **Scalable solution for faster go-to-market**

As a solution that is flexible, scalable and affordable, HMG will not require additional investment nor continuously update its own management software and servers when it expands into other markets. It is easier to set up new clinics, thanks to the technical architecture of ClinicWeaver.

### Operations

- **Improved clinic operations**

ClinicWeaver automates key clinical processes and streamlines the administrative workflow for HMG. This increases efficiency, ensuring that less manpower is required to operate the clinic and manage patients. With the implementation of ClinicWeaver, doctors can save up to an hour a day and this translates to consultation for more patients.

Its ability to handle sudden surge in transaction volumes minimises the need to hire additional manpower to handle the increased claims processing.

- **Increased efficiency and better patient care**

Key real-time statistics, such as waiting times on a screen help GPs better track and manage their patient flows. Using ClinicWeaver, clinic assistants can quickly register the patient electronically and shorten administrative time in claims submission or inventory management. They can also utilise the "SMS Patient