Mauritius Research and Innovation Council

IMPLEMENTATION OF A PILOT HEALTH INFORMATION MANAGEMENT SYSTEM (HIMS) USING CONTACTLESS CARDS

Presentation shown during InnovTech 2019

18 August 2019

Implementation of a Pilot Health Information Management System (HIMS) using Contactless Cards

Funding: MRC and Swan Digital Limited
(previously Smart Health Limited)

Timeline: May 2018 to July 2019

MRC/PCS/1701

Project Aim and Objectives

Aim

- To build a pilot Health Information Management System (HIMS) to provide a holistic set of services to the users of the system at Medisave clinic.

Objectives

- To provide an efficient stock management system
- To minimize billing errors
- To provide a Patient-centric view of the HIMS
- To provide a Practitioner-centric view of the HIMS
- To provide an Organization-centric view of the HIMS

Methodology & Development

Methodology & Development

- The project was tackled in 4 steps: User requirement identification, System Design, System Implementation, Testing and validation

- Modules developed: Patient, Doctors, Inventory, Invoicing, Purchase, Sales, Pharmacy, Treatments, Appointment, Prescription, Vaccination, Hospitalization and Medicines

Results, Applications and Demo

Results

- More than 10 HIMS modules have been deployed
- The stockable items have been imported successfully on the system.
- The stock locations of the clinic have been updated
- The chart of accounts of the clinic has been added to the system.
- Billing of patients can be done within the system
- Access rights have been provided across the clinic (managers and users)
- A draft user manual has been handed over to the clinic.
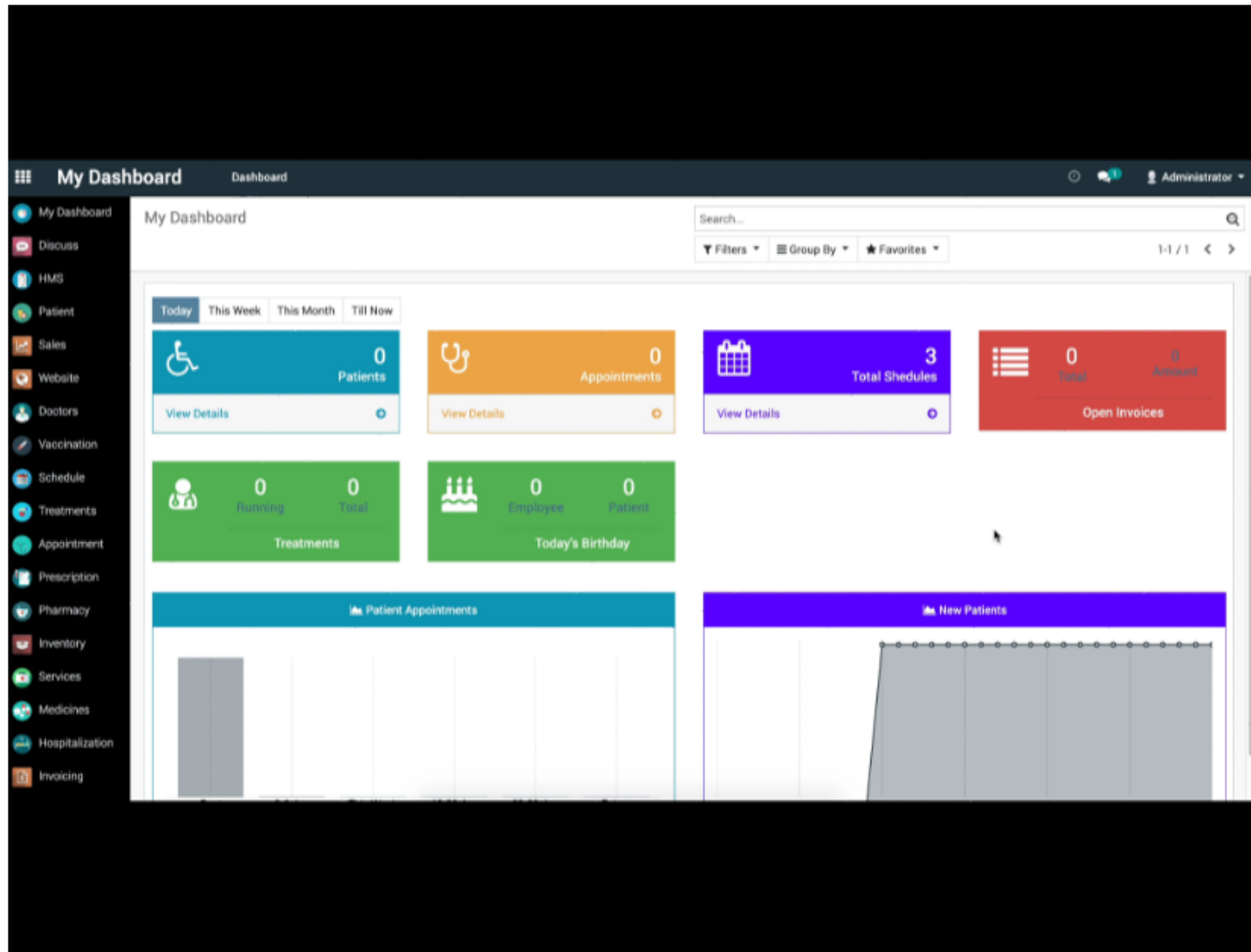
Applications and Demo

- Billing and accounting are integrated into the HIMS
- The ability to create dashboards where users can access information quickly is available
- Automating stock management and automatic stock replenishing is possible
- Linking stock to billing and accounting is automated

Concluding Thoughts

- The digitization of the Healthcare system in Mauritius is not materializing as we would like.

- A bottom-up approach is more likely to succeed for E-Health projects rather than top-bottom approach costing millions. The main pain points of the existing health system should be tackled on a priority basis. This provides buy-in of the users.

- Continuous training is important because Staff must be familiarized with the new system. In general, users will be resistant is trying new technologies.

- A Health Information Management System (HIMS) if well implemented, provides a means of changing the work culture of a health institution. Most of the tasks are automated; records are available at a click and users are empowered. However, this is only achieved if time and effort is continuously invested to overcome user resistance as well initial loss of productivity due to implementation of new system.

HIMS Video Demo

Contactless Card Demo