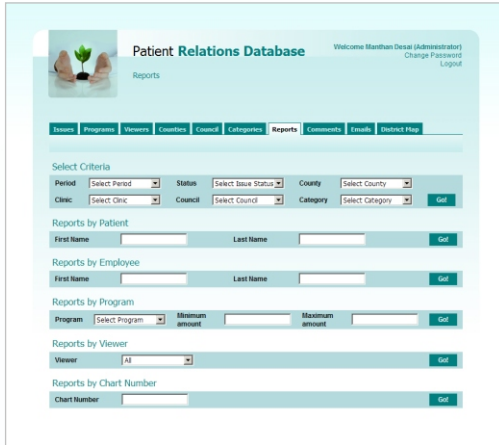


## Choctaw Nation of Oklahoma - A Case Study

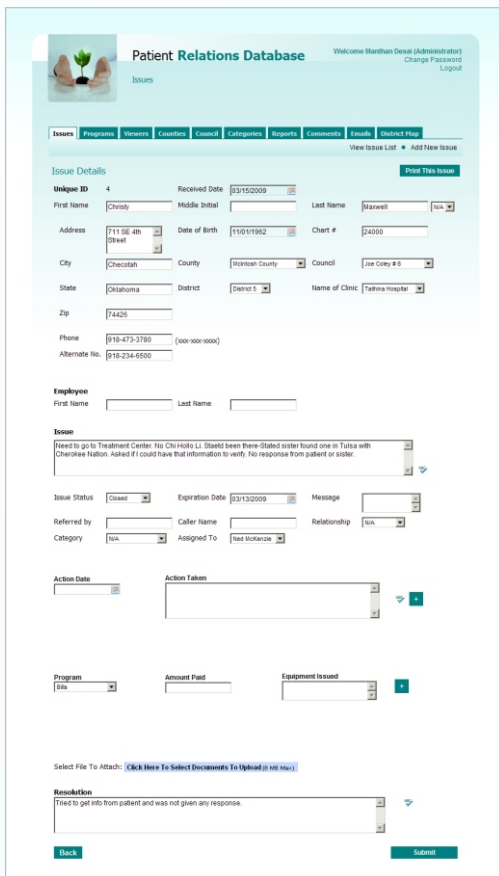


Choctaw Nation wants to update their existing health records management system which was implemented in MS Access. The patient that has experienced any problem, calls the Patient Relations department and lodges an issue. This was thoroughly a paper-driven process to log complaints.

This system had the following limitations:

- Quirky UI made difficult to use
- Unable to scale to several users
- Lacked report generation features
- Lacked in dynamic features and interactivity

## InTotality, Inc's Solution - Patient Relations Database



InTotality developed and delivered a web-based application which is used to track and respond the patient complaints with doctor, insurance, hospital etc.

A patient that has experienced a problem would typically call the Patient Relations Department and log a complaint.

Any documents related to the patient such as charts, diagnosis, prescriptions etc are archived.

This role-based system has auditors, call log operators who respond to phone complaints and assign to department personnel who pursue with the necessary authorities further until a resolution is reached or any reimbursements from insurance are rendered.

The patient issues are managed in a collaborative manner between the personnel and auditors or administrators. PDF Reports will be then generated on demand based on various criteria and emailed to directors of hospitals, insurance agencies, councilmen, district representatives to pursue further.

Platform: LAMP, Ajax

Duration: 3 Weeks

Developers: 1