



REALDOLMEN HEALTHCARE PLATFORM

UNBURDEN YOUR ORGANIZATION IN THE CLOUD

YOUR CHALLENGES

Few sectors in Belgium are undergoing changes that are as significant as those in the healthcare sector. The demand for care is growing as the population ages. At the same time, people are becoming more discerning and better informed. Well qualified staff is becoming scarcer, new technologies are emerging, price and quality competition are rising and resources are limited.

Healthcare providers and other concerned parties are also increasingly required to form networks by the government, resulting in the growing importance of cooperation and the mutual exchange of information. Designing new, integrated healthcare concepts, improving quality and efficiency and keeping healthcare affordable are high on the agenda of many boards of directors.

Although technology can help address or even accelerate these challenges, it is important to note that the healthcare sector is not like any other sector. Data confidentiality, social relevance, budgetary aspects and the increasing level of technical complexity call for responsible commitment along with specific expertise. This is how the Healthcare Platform concept was conceived.

OUR SOLUTION

The Realdolmen Healthcare Platform is a modular platform in the cloud that we designed together with Microsoft. The components are based on out-of-the-box solutions from Microsoft, such as Azure, Dynamics and Office365, and from affiliated partners.

These solutions can be fully adapted to the customer and address their care activity requirements. This is regardless of whether they are a hospital, residential care facility, home care provider or healthcare practice.

With the Healthcare Platform, we want healthcare providers to be able to offer more and better care through the smarter use of innovative ICT solutions. In addition to promoting expansion and improving efficiency, the Healthcare Platform is intended to allow healthcare providers to unburden themselves from ICT tasks. It is now an easy and economical option to lease many basic systems. This relieves the internal ICT department of its basic duties and allows it to focus on tasks that provide more added value to the healthcare institution

The Healthcare Platform is in compliance with Belgian and European legislation (including GDPR) and actively responds to new regulations. Furthermore, it aligns perfectly with the governmental e-health plan and addresses specific action points such as Sharing for Cooperation and Simplifying Administration.

The platform also takes new trends into account, such as the increasing independence of care recipients who increasingly want to be involved in their own healthcare, and remote healthcare (mHealth or mobile Health) via mobile devices and applications.

FUNCTIONAL MODULAR PLATFORM

The Healthcare Platform focuses on the care recipient and is intended to support and unburden the healthcare providers and their staff at an administrative level. It is a growth platform, meaning it will gradually expand to incorporate more solutions. This will take place in response to specific demands from the sector and recurring issues we ourselves detect among our customers.

Existing customer requests along with solutions we previously developed for them are the foundation of our Healthcare Platform, the components of which we intend to integrate into a comprehensive range that is tailored to the customer.

MODULES

WAITING LIST MANAGEMENT

An empty residential unit means lost income for both **residential care** and **assisted living facilities**. In addition, intensive waiting list management leads to a rise in administrative costs, especially as not all essential information is centrally available. Using a centralized solution based on customer files to consistently manage waiting lists can certainly help make this more efficient.

That's why we provide a comprehensive waiting list management solution in the form of Dynamics 365. From recording customer needs and desires to managing lists at central or site level, every requirement has been anticipated. The application charts your sites as well as prospective residents and customers and links these two sets. The system is extremely user-friendly and can be filled out on the spot with the customer. There is no longer any need to worry about who is at the top of the list or unanticipated complications such as condemned housing or a suddenly deceased partner. The solution anticipates these factors and takes into account all parties involved in waiting list management.



NETWORK MANAGEMENT

Health care focuses on care recipients. Even so, the surrounding **network** is equally vital to the provision of efficient health care. Which parties are involved – significant others, other family members, key holders, GPs? Is there a designated agent? Nothing is worse than someone requiring emergency care and having the wrong people informed. Another avoidable scenario is when the home care provider is at the door, but is unable to get in because the wrong person was contacted for the key. This wastes time that could be better used to provide the care recipient with effective care.

Dynamics 365's structured approach to establishing relationships between various types of contact persons and customers, including fully dynamic virtualization, means you can support care recipients much more efficiently.



SHORT TERM STAY MANAGEMENT

Short Term Stay Management supports the 'booking' of short-term stays in designated **residential care units** reserved for care recipients who, for whatever reason, are temporarily incapable of functioning in their current living situation.

This user-friendly, intuitive solution shows which units are available for which periods – at site level or customer level – and which units have been booked by which customers. The solution also provides for any applicable RIZIV reimbursement schemes.



Business
Solution within
the Healthcare
Platform

CARE PROFILE MANAGEMENT

In the healthcare sector, it is crucial to provide all **care recipients** with the correct care. Support methods to determine the degree of independence and accurately chart the care profile include the BEL score, Katz scale and, in the future, BelRAI. This is a set of questions from RIZIV intended to help define the care profile. The creation of a care profile, and its continuing development above all, are key elements of all healthcare files. Dynamics 365 already has a comprehensive solution available based on the Katz scale and BEL score to enable input and modifications at customer level.



HELPDESK AUTOMATION / CHATBOT

Any **hospital** or **umbrella organization** is familiar with having to keep its own IT functioning for all users. Our solution can help lighten the load by offering an additional channel for end users' IT questions before directing them to an actual IT specialist. For example, chatbot technology can use a portal to ask or post end users' questions and issues. The chatbot is a (self-)learning solution that can provide responses and tips based on previously configured levels of expertise. Existing FAQ lists can be incorporated, so that standard response emails can be sent by the chatbot instead of an actual human being. It is also possible to instruct the chatbot to direct people to the correct department for further assistance. This means it can also be used as a dispatcher for questions.





RESIDENT ONBOARDING MANAGEMENT

All **residential care facilities** or **retirement homes** benefit from having their residential units as fully occupied by customers as possible. Unoccupied periods between residents should be minimized. Each time a resident leaves a unit, certain procedures need to be implemented. Examples include asking family or friends to remove all private possessions from the space within a specific period, scheduling and performing a thorough cleaning of the space and any necessary repairs to the unit, and administrative procedures related to off- and onboarding.

Our solution takes all these procedures into account. Translating these procedures correctly allows for a workflow process to be implemented that enables all the individual workers to be deployed at the right time, so that they may complete the right tasks in the right order. This is how the solution contributes to the optimal utilization of your residential units.



MULTIDISCIPLINARY ONCOLOGY CONSULTATION

Modern oncology involves extremely frequent consultations between **all the medical parties involved**. However, these medical parties are not all present at the health care institution (e.g. a **hospital**). Indeed, GPs often have their own practice.

To make these regular consultations much more efficient for the hospitals, Skype for Business can be very effective. Sending an invitation with a link to a digital conference room to the physicians involved, both within and outside the hospital, means they no longer need to be physically present in the hospital.

The initiator of the conference determines when specific physicians can attend, and the physicians do not need to come to the hospital. Any documents can be shared on screen without the files leaving the hospital.



CRM4HC (CRM FOR HEALTHCARE)

Hospitals are involved with their patients on a daily basis, but for the communications departments and management it is equally important to maintain strong relationships and understanding with parties affiliated with the hospital, such as primary care professionals, suppliers and consultants.

Today, each hospital pathology department keeps its own 'lists', which are distributed among patients' medical files and are not centrally stored or managed. This can lead to frustration for the parties involved, both within and outside the hospital.

CRM4HC offers a centralized solution intended to keep both internal and external communications perfectly organized. This is a structured database solution to keep target groups' master data centrally stored and accessible. It also helps to support all kinds of communications tasks, such as mailings, seminar invitations and newsletters.



SOCIAL ENGAGEMENT

Formerly, patients arrived at the hospital by way of a primary care professional or other channels such as the emergency room. Now, however, they are increasingly deciding which **hospital** they want to go to for themselves. One major factor that influences their choice is the feedback they find about your hospital on social media. Which doctors are best, which hospitals have good food or decent infrastructure, which institutions have the friendliest nurses – these are all questions that social media can answer.

However, we all know people are more likely to post complaints than praise on these social channels, which may lead to a biased view of your organization. The Social Engagement solution supports your organization in monitoring and actively addressing feedback on various channels and helps you to actively post information about your organization.



INFRASTRUCTURE



1 STORAGE

STORAGE

You can use cloud storage to store your data securely and at a reasonable price at a separate site in compliance with Belgian and European regulations.



2 PACS

PACS

The quality of PACS images is continuing to increase, which is driving up the data volume. Store this data more securely for a more reasonable price and for a longer period in the cloud.



3 DRP

DISASTER RECOVERY PLAN

In the event of a major incident, you can always switch over to a backup copy of your environment and keep your processes running.



4 LIFT & SHIFT

LIFT & SHIFT

Optimize and simplify your environment while saving costs by simply relocating it (lift & shift) to other data centers.

REALDOLMEN GUIDES YOU ALONG THE WAY



Intake

Together we map out your processes, needs and existing infrastructure.



Assessment

We evaluate your current processes and tools and match these in a roadmap.



Plan of action

With you, we define a plan of action and turn this into individual initiatives to develop a strategy.



Implementation

Side-by-side iterative and agile implementation of the identified modules and infrastructure.



Follow-up

After the implementation, we can provide training, user adoption, support, changes or extensions.