CompuGroup Medical is a leading global eHealth provider. Our software and communications solutions assist doctors, dentists, hospitals, pharmacists, associations, networks and other service providers with workflow, diagnosis and therapy. The platforms we provide facilitate the networking of all healthcare stakeholders.

Our customer base covers around 400,000 service providers worldwide:
- General practitioners and dentists
- Hospitals, clinics, rehabilitation centres and care facilities
- Pharmacies
- Health insurers
- Pharmaceutical companies
- Public bodies

CompuGroup Medical provides modern IT-Solutions which are in line with the latest developments in the field of medicine and which meet the needs of the healthcare sector. This enables users to store, exchange and access medical information when and where they need it, improving their performance and benefiting patients whilst savings costs.

Our solutions work for people who care about health by providing them with relevant medical information and data anywhere and anytime they require it.
Our vision is to develop an integrated health information system cost effectively without compromising quality of care, by using the best medical practice. We offer our intelligent solutions as a platform to ensure that patients get the treatment they need whilst keeping costs affordable in the long term.

We assist the healthcare providers to provide the best possible healthcare services to their patients by providing:

- by providing structured, up-to-date information
- by streamlining the workflow of service providers
- by developing effective software assisted medicine (SAM) solutions

Our main objective is to assist the healthcare providers to give optimal treatment and care for their patients. We achieve this objective by making health-related data available to all those who need it - anytime and anywhere - to provide the best treatment and care available for each patient. Our solutions give utmost importance to the integrity of patient’s medical records.

Introducing Professional Medical Office (PMO)

PMO is a world class IT-Solution for Medical Centres that serves

1. to further improve the delivered quality of care, 
2. to improve workflow efficiency in the medical centre in order to reduce cost, 
3. to identify and explore opportunities to increase the revenue.

PMO enables Medical Centres

1. to have a 360 degree view on the medical information of the patient.
2. to manage the seamless flow of patient clinical information throughout the different departments and points of contact such as reception, consultation, treatment, referral and follow-up.
3. to communicate with external third parties like laboratories, panel and the government in an efficient and cost effective way.
4. to reduce manual coordination through electronic workflows and electronic care plans.
5. to bill all charge items timely based on the billing and coverage policies.
6. to gain an insight of the medical centre’s operations, structure and to identify areas of improvement.
7. to apply automated organizational rules throughout the medical centre because they can be build-in PMO.
8. to explore areas of improvement, to learn and further develop the organization.
9. to acquire operational reports and statistics to further improve the quality of services rendered by monitoring and identifying performance, trends and risks.

PMO is a solution for doctors, nurses, pharmacists and administrators. It is designed in accordance with the demands of the dynamic and complex processes of a medical centre. It is not just another software application, but an orchestration of functionalities required for patient management activities, clinical process documentation and business transactions of a medical centre.

PMO facilitates both internal and external communications between healthcare professional by enhancing the sharing of clinical information where it is available instantly and rapidly at the point-of-care, regardless of location. PMO links their working relationships and helps to trigger reminders and funnel the workflow through the organization. PMO is highly configurable and can therefore be tailored to the needs of medical centres without programming. CGM is continuously investing in the development and improvement of the product. Therefore, medical centres which are covered by a maintenance agreement get continuous improvements of the product.

Due to its configurability, flexibility and rich functionalities PMO can grow as you grow and PMO helps you to grow and improve your business.

Globally, PMO is used in approximately 30 countries in Europe, Africa and Asia. The application is being deployed in single clinic operations as in Greece, Iceland and Latvia to multi-sites scenario in Malaysia, South Africa and the global operations of our flagship customer, International SOS.

Therefore, PMO customers benefit from a global community of PMO users and suggested improvements of the product. These improvements contribute to the overall development of the product. Consequently, medical centres get a world-class product that is perfectly tailored to the local requirements through configuration by the local CGM teams of our subsidiaries worldwide.
**PMO at a glance**

**Professional Medical Office**

- can be configured to your needs (Configurability)
- can grow as you grow (Scalability)
- helps you to manage the complex workflows in your organization (Management System)
- helps you to store your medical information securely and safely (Electronic Medical Record)
- helps you to charge for your service and to collect your money (Patient Billing)
- “learns” as you improve your workflows (Configurability)
- provides essential reports and statistics regarding your business and the delivery of your services (Business Information Management)

**High Usability and quick access to regularly needed functions**

The front end architecture of PMO is simple and straightforward. At the first sight the user can see their personal task list (“my work”) and derive relevant information on the chronological events / summary of the events with a specific patient. The rhythm of using PMO from a doctor’s or nurse’s perspective is to switch between the personal task list and specific cases.

PMO will assist in guiding the patient through the different episodes of care within the Medical Centre. The guidance can come from predefined workflows or through prompt and spontaneous direction from the personnel of the medical centre like doctors or nurses.

For each role in the organization such as receptionist, triage nurse and doctor, personalised working screens with the relevant functionality and information can be configured. This leads to systematic and tailored working environments for the personnel of the medical centre.

PMO helps the personnel to improve their individual performance because it defines the exact modus operandi for each role and the optimized work relationships with other roles in the organization. Therefore, not only the individual performance can be improved but also the collaborative healthcare is significantly enhanced.

The world wide references of PMO are a testimony to the efficiency improving effect of CGM’s software product.

After an initial period of training, the staffs are able to access information quickly and run processes in the medical centre on a significantly higher level of efficiency than before. Like all organizational change activities the initial hurdles in office automation apply – but CGM and its partners have concepts ready to overcome these obstacles.

Apart from the powerful workflow engine and the electronic medical record system, PMO comes with functionalities to manage your pharmacy and to optimize your pharmacy inventory. Additionally, PMO helps to transform the information on medical treatment in to accurate billing information. This will ensure that every billable items are charged accordingly.
The mission of CGM is to synchronize healthcare. Consequently, PMO is embedded in an assembly of healthcare solutions that allow the protagonists of healthcare to interact in an automated and synchronized manner. PMO can “talk” to other healthcare solutions and exchange valuable information. The below mentioned solutions serve as decision support and efficient improvement tools.

1. **Medical Records Management System (MRMS):** PMO can be linked to a MRMS that allows you to manage the transition from the paper based world into the electronic “paperless” world and bridge the gap between an already existing paper record for a patient and the electronic record of the patient in PMO.

2. **Online Referral (PMI):** Attuned parties in the healthcare landscape can exchange information e.g. on online referrals with CGM solutions or online Laboratory requests and results from third party Laboratory information systems automatically.

3. **CGM Analytix:** PMO can interact with the CGM laboratory information system, CGM Analytix and send grouped or individual test requests to the laboratory and receive these results online and integrate the structured information automatically into the patients EMR. Abnormal results are indicated.

4. **CGM Life:** CGM Life is the life-time health record developed by CGM. CGM life enables health related information of a patient to be stored in a central and ubiquitously accessible place. CGM life is certified to securely store and deliver the medical information of the patient without compromising on integrity.

5. **CGM E-Services:** CGM eServices enables the medical centres to interact electronically with the patient and therefore strengthen the relationship between the patient and the medical centre. E.g. Patients can actively participate in arranging appointments with the medical centre or can be automatically reminded on their appointments. Patients can securely communicate with the medical staff in the medical centre.

6. **CGM Software Assisted Medicine (SAM):** SAM identifies candidates for upcoming diseases and helps the personnel to treat the patient in a professional and predefined systematic way.

**Highlights**

There are exceptionally useful functions in PMO in addition to the above mentioned basic functionality.

1. **Configurable workflows:** PMO allows you to configure your workflows and to organize the designated work to your preference.

2. **Configurable roles:** PMO allows you to “create” roles in the organization, link typical tasks to that role and integrate the role into the workflows.

3. **Configurable Templates:** PMO helps you to generate templates and working tools to improve efficiency for tasks that are repeated many times in the organization. These templates are easily available for the personnel to do the right thing at the right time – even the management can define what is the right thing at the time.

4. **Configurable reporting:** PMO provides you with instant and illustrated information on operational activities in your organization so that you can steer the organization either in a structural (in the sense of workflows) or ad-hoc way to optimize your results.

5. **Stock control:** PMO provides you with the relevant information and functionality to generate the optimal revenue and profit out of your pharmaceutical stock.

6. **Electronic Care Plan:** With PMO you can create a set of care plans for specific diseases that you wish to treat in a standardized way. The care plan consists of the steps relevant to the care process and each step can contain multiple modules / activities for predefined activities with the patient as available in clinical pathways. The care plan will ensure that the patient is treated in the way you want him to be managed – e.g. for optimal results at optimal cost. The care plan is a powerful tool to standardize the treatment of the chosen health conditions according to the clinical practice guidelines. Once created you can apply the care plan to patients as required. Using the care plans created, PMO will facilitate care specific to patient and deal with deviations in the process in a flexible manner and alert on these deviations.

7. **Inpatient:** PMO is catered to manage the patients that are admitted to your medical centre as inpatients.

8. **Scalability:** PMO has proven its capability to run in an environment of a few users (like a GP clinic) up to hundreds of concurrent users in multiple locations.
State of the Art Software Engineering

The development of complex, reliable, highly integrated and high-quality software applications especially in the healthcare domain could not be achieved with ad hoc and informal software engineering techniques. CGM has defined an integrated, state-of-the-art software development model and methodology. New modules and products are also built according to this model. The software development model addresses the three central issues in product development: how to construct and architect healthcare software solutions, how to manage and how to organize our highly talented and skilled people in an efficient and output-oriented way.

PMO is a client and server software and resides on a SQL-database. Since PMO is a stable and mature IT-system and the effort for IT attention is minimized. You can expect the system to be up and running. PMO’s internal architecture separates between representation, workflow, business logic and data storage. Therefore, changes and further development of the software product can be made in a systematic, professional and stable manner.

PMO Managing Stakeholders’ Expectations

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<th>Stakeholders</th>
<th>Expected Results</th>
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| Owner / Shareholders        | • Increased profitability  
                             • Generate additional business  
                             • More organizational stability |
| Doctors / Healthcare Professionals | • Improve quality of care  
                             • Support in decision making process  
                             • Simplified internal and external communication  
                             • Quick link to drug information |
| Nurses / Paramedics         | • Standardization of services /care  
                             • Automated reminders for patients follow up visits  
                             • Simplified Care planning and Care administration |
| Administrators              | • Standardized organizational processes  
                             • Simplified Billing / Account receivable control  
                             • Streamlined application of policies  
                             • Enhanced Inventory control & management |
| IT Personnel                | • System stability and reliability  
                             • Patient data security  
                             • Scalability |