

RiO is a single, unified electronic patient record (EPR) system based around an enterprise workflow engine, enabling clinicians to record, schedule and manage information about their clients along agreed pathways without the need for paper. RiO is a Clinical Information System for use in all areas of health care. It is entirely web browser based and has the flexibility to enable the user to customize the input screens to meet their needs and provide links to document and knowledge management facilities.

System benefits provided by RiO:

- User-friendly navigation allows instant access to clinical data
- Promotes multi-disciplinary working through effective sharing of information
- Confidentiality ensured through powerful security
- Accurate clinical audit becomes a reality
- Intuitive - minimizing the need for user training and support

RiO for Clinicians

Clinicians are presented with a holistic view of a person's record, to which they are granted access based on their secure user profile. The record can be structured to display and store a variety of information, such as a person's progress within a care episode, their test results, medication history, current and previous assessments and care plans. A 'Clinical Summary and Significant Events' section helps a clinician to quickly scan the notes, viewing alerts, allergies, problems, test results and initial, interim and final discharge diagnoses.

Clinicians are also provided with other procedural tools such as electronic prescribing. This provides extra safeguards against clinical errors through a knowledge base that compares a person's current medication with previous prescriptions, indicating contradictions as appropriate.

Clinical information forms enable the structuring of assessment tools, together with forms specific to local care teams and departments that are dynamically linked to their relevant care plans. Local content stores can be created in 'form groups', which predisposes them to electronic record formats that are impossible to implement in paper records.

RiO Workflow

The Workflow Engine is RiO's most special feature. It enables a healthcare organisation to manage its clinical and administrative processes in the most appropriate manner and to provide effective communication, both within a multi-disciplinary team environment and with outside agencies. All workflow can be tailored to meet specific local requirements. RiO Workflow uses the personal 'To-Do-List' to inform every clinician about the patients in their care and guide them to the relevant activities pertinent to the requirements of each individual patient. Imagine the benefits to you and your organization if the workflow system automatically notifies appropriate staff members via their 'To-Do-List' when a client on their caseload is admitted to hospital or a new referral is received! When the referral is allocated to a care professional at a subsequent team meeting, RiO notifies that care professional, providing instant access to the clients case record from their 'To-Do-List'.

During a routine assessment, a clinician records on RiO that a specific problem exists. RiO automatically notifies the relevant care professional that a more detailed assessment needs to be carried out.

RiO informs and advises appropriate care professionals at every step in the process of patient care. When the client is discharged from the service, RiO sends appropriate discharge information, via e-mail, to external agencies, such as a GP. These are just a few examples of the benefits of Clinical Workflow.

RiO for Administration

RiO provides comprehensive facilities to aid the administrative duties associated with patient care. Services such as day care, community care, in-patients and outpatients are catered for in RiO, together with comprehensive scheduling for staff and patients. Wards and beds are dynamically displayed as 'Views', displaying their current status, which could be 'occupied', 'empty', 'on leave' or 'blocked'. This makes the system easy to use by ward staff and bed managers.

The function of scheduling covers personal time management, clinic sessions and work in the community by all disciplines. Types of clinic, ranging from outpatient attendance through to walk-in-services are provided for, together with powerful search facilities that can offer a level of choice to minimize the instance of DNAs. When combined with workflow, these features enable the implementation of 'online' appointment booking services.

The scope of possibilities offered by the system is endless. RiO sets the standard for the future of healthcare computing and is an invaluable tool for clinicians today.



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