



Touch-Screen Applications for Outpatient Process Automation (VA Reference No. 02-050)

Novel software system for automating the outpatient process resulting in decreased administrative costs and increased patient participation

Technology

Software system for automating the outpatient process through touch-screen applications

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Key Features

- Touch-screen technology
- Secure, regulatory compliant system
- Reduces administrative costs
- Encourages active patient participation
- Could lead to increase patient compliance

Stage of Development

Reduced to practice with touch-screen prototypes developed

Keywords

Software

- Self-serve patient care
- Healthcare costs
- Touch-screen applications

Patent Status

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Technology

The Department of Veterans Affairs has developed a software system for automating the outpatient process through touch-screen applications. The touch-screen system allows patients to "self-serve" certain aspects of healthcare delivery and encourages patients to more actively participate in their own care.

Description

Through touch-screen self-serve applications, patients are empowered to contribute their own care thereby improving customer satisfaction and reducing overall healthcare delivery costs.

The VA touch-screen system software enables secure, HIPAA compliant, direct patient medical record access and automates certain patient information data entry functions. This "self-serve" capability is achieved through computerized touch screen applications that require no user computer knowledge or expertise. Card readers and biometrics, specifically fingerprint identification, are used for login and security. Touch screen computer monitors are used for navigation and data entry. Server-based applications using Internet protocols enable consistency, scalability, and ease of maintenance. In addition, multiple levels of security and information release steps were built-in to ensure compliance with agencies, such as the Joint Commission on Accreditation of Healthcare Organizations.

Competitive Advantage

The VA software developed can be used for a number of touch screen applications, including, but not limited to, way-finding, general center information, benefits, eligibility, patient health questionnaire, pain assessment questionnaire, doctor's appointments, educational materials, medication list, prescription refill request, health screening, symptom triaging, and locating recent laboratory results.

This invention:

- Encourages patients to more actively participate in their own care and could potentially lead to increased patient compliance.
- Allows patients to securely and confidentially view limited portions of their medical records.
- Facilitates and automatically documents patient education activities thereby enabling shared-care.
- Eliminates the cost of staff data entry.

Status

The Department of Veterans Affairs is looking for a partner for further development and commercialization of this technology through a license, and the VA inventors are available to collaborate with interested companies through a Cooperative Research and Development Agreement (CRADA).

