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TITLE: A Regional Web-based Medical Center Patient Appointment System for Direct Support to Soldier Readiness Centers

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FY05 Mid-Term Report



PROPOSAL NO.: 2004011147

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TITLE: A Regional Web-based Medical Center Patient Appointment System for Direct Support to Soldier Readiness Centers

ACCOMPLISHMENTS

(30,000 Character Limit)

The development and deployment of this program has exceeded all initial expectations. Not only is the system deployed to the North Atlantic Regional Medical Command's (NARMC's) Soldier Readiness Centers at Fort Dix, NJ and Fort McCoy, WI, but the system has been further enhanced and expanded to provide support to all NARMC military treatment facilities (MTFs) that do not have access to the Walter Reed Army Medical Center (WRAMC) Composite Health Care System 1 (CHCS 1).

The easy-to-use and graphic-intensive User's Guide provides clear instructions for new users. This guide enables deployment of this system to additional MTFs without requiring on-site assistance. Initial deployment to the 18th MEDCOM in Korea was performed through e-mail.

A custom patient appointment intake form has been created for Neurology, one of the most requested medical services. This form was designed by the Neurology staff and provides requesting referral managers with a clear guidance on what needs to be done prior to the patient attending an appointment with the neurologist at WRAMC.

Since the system's initial activation, **2,460** patient requests have been submitted through 15 August 2005. This automated system replaces the manual process involving faxing appointment requests from MTF case managers and phone confirmation from the WRAMC scheduler. The new process eliminates problems of fax transmission and missing requests. The system also provides automatic e-mail notification to the requesting MTF when the appointment is scheduled. This reduces the amount of work required both at WRAMC and the requesting MTF.

Below is a list of MTFs with supported users along with consult/request activity:

Site Name	Registered Consult Mgrs	Registered Physicians	Training Total	Clinical Total
18th Medical Command	4	0	1	47

Fort Bragg	2	0	2	18
Fort Dix	70	50	39	2105
Fort Drum	8	0	5	137
Fort Knox	9	1	0	37
Fort Lee	3	0	3	47
Fort McCoy	3	0	1	1
Fort Monmouth	1	0	2	35
West Point	4	0	3	33
Total	104	51	56	2460

PROBLEMS/ISSUES

(30,000 Character Limit)

MTFs within the NARMC are very diverse in their mission and patient population. As a result, the requirements to meet all MTF expectations must accommodate different needs. Extensive modification of the system was required and completed.

As with all Web-based systems, extreme diligence in applying operating system and security patches is required. One particular virus attack crippled the application server for several days, limiting users' access and backlogging appointment requests in some cases. MTFs that send a large amount of appointment requests to WRAMC had to return to sending their requests via fax. The system was hindered for approximately five days and was restored and updated through the assistance of the NARMC Directorate of Information Management, which has responsibility for all servers at WRAMC.

Second Half Project Life Cycle

(30,000 Character Limit)

The project is already operational and very useful within the North Atlantic Regional Medical Command (NARMC). The system still requires certification through the DoD Information Technology Security Certification and Accreditation Process. A technical writer has been hired to assist with the DITSCAP documentation, and the DITSCAP documentation will be submitted to the Information Assurance and Security Office within the next three months.

Standard life cycle management of the Patient Appointment Support System will continue and modifications will be made based on the user needs.

Deliverable Update

(30,000 Character Limit)

The main objectives of this project have been met and the DITSCAP is the remaining deliverable.

Expenditures

(Please fill in table below)

	3Q FY 05	4Q FY 05
Element of Resource (EOR)	Apr 1 - June 30	Jul 1 - Sep 30
Travel: 2100		
Shipping: 2200		
Rent & Communications: 2200		
Contract for Services: 2500		
Supplies: 2600		
Equipment: 3100		

Financial Narrative

(30,000 Character Limit)

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