

Question 1:

What are the specific functionalities that have to be enhanced?

The scope of the project is to enhance the existing health information system by complementing the existing functionalities with new ones as detailed in the Technical Specification.

Question 2:

What specific features of the present system have to be supplemented? Is it possible to obtain a copy of the mentioned report?

The features, which have to be supplemented, are actually the objectives of this project: enhancing the information technology system running in the primary care clinic by adding web patient interaction.

Question 3:

Will the existing pages become part of the new portal? If not, how this integration is to be achieved?

The final portal should have a unique look and feel, integrating existing static information and the new dynamic functions implemented as part of this project. From the user perspective the portal has to be unique, it is not acceptable to have a static portal and a separate dynamic portal. From the technical perspective, the implementation mode and integration between the existing static portal and the new dynamic portal is up to the supplier as long as it satisfies these requirements.

Question 4:

Where all the Patient information for Portal access be hosted? Directly in the Existing Information System (HIS) or within the portal infrastructure?

The patient information for portal access will be hosted within the new developed components.

Question 5:

Where all the clinical / health record information be hosted? Directly in the HIS?

The clinical / health record information will be hosted in the existing information system.

Question 6:

Where all the scheduling information be hosted? Directly in the HIS or the Portal infrastructure needs to have a "appointment in progress" database?

In order to implement the scheduling functionality a new component will be developed which will be integrated with the dynamic portal.

Question 7:

What information will the patient be entering into the portal, besides requesting appointments?

First of all the patient will have to enter his registration information, as detailed in section 4.3 Dynamic portal for patients, subsection A - Patient access accounts. Other data to be entered by the patient could be the requests for documents, as detailed in section 4.3 Dynamic portal for patients, subsection C. Dynamic information and messages for the patient.

Question 8:

Which data will the administrative personnel manage in the portal, besides appointments?

The administrative personnel will be able to manage all the information in the system, which includes the appointments but also other information like health records, diagnosis copies, etc.

Question 9:

The administrative personnel will manage the information directly in the portal infrastructure or in the HIS?

The administrative personnel interface should have a unique look and feel, integrating existing and new functionalities. From the technical perspective, the implementation mode is up to the supplier as long as it satisfies these requirements.

Question 10:

All messaging is to be performed by the Portal infrastructure? (Ex: emails, sms, etc.)

All messaging is to be performed by the new developed components.

Question 11:

What type of encryption must the portal use?

The portal has to use a commonly used encryption technology, which is widely used in the industry.

Question 12:

What details is the patient able to provide for the appointment?

The patients should be able to provide any details they want in the free text field.

Question 13:

What are the different types of appointments, which predefine the visit time?

The types of appointments are detailed in section 4.3 Dynamic portal for patients, subsection B. Online scheduling a) ii.

Question 14:

For all phone communication with the patient, will the Portal infrastructure have to keep record management of these communications? Customer Relationship Management type of functionality?

No

Question 15:

What health indicators will be presented to the patient?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 16:

Please describe the business process and technical requirements if possible

The system will automatically send e-mails to the patients to inform him/her when he/she should come and pick up the requested document. Messages can also be delivered via SMS, if the patient accepted to receive such notifications etc.

Question 17:

Besides HIS what other regional / national information systems the Portal must integrate in order to, for instance, identify the patient, present clinical information, etc.?

No other integration is required.

Question 18:

What specific patient information must be made available on the Portal infrastructure?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 19:

What are the credentials that the HIS will provide which the Portal Infrastructure have to use to identify the patient?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 20:

Which personal data must the patient provide to become a registered user? Does it have to be validated against the HIS?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 21:

Which features will non-registered patients be able to use from the Portal Infrastructure?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 22:

What information from the registering person is required? How this information will be verified?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 23:

How the relationship between registering person and patient will be stored? Where in the Portal infrastructure or in the HIS?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 24:

Who will receive the user access information? The patient or the registering person?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 25:

What access limitations will the registering person have to view the patient's healthcare information or enter data on their behalf?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 26:

How the Portal Infrastructure will identify the medical care personnel?

By dedicated accounts and credentials

Question 27:

What information the administrative personnel will be able to manage?

See answer to question 9.

Question 28:

Does the Portal infrastructure has to provide any kind of electronic health record or only a "window" to the HIS?

The portal itself should not be a repository for any kind of electronic health record.

Question 29:

What other information?

According to the analysis to be performed by the winner offeror prior to implementation.

Question 30:

Will the Portal infrastructure store copies of the information provided by the HIS?

The portal itself should not be a repository for any kind of electronic health record.

Question 31:

What user authentication security protocol / standard is used?

The system has to use a commonly used user authentication security method which is widely used in the industry.