

OFFERING OVERVIEW

ISH+

Tomorrow's hospital information system, today.



Company Information

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1 Executive Summary

To achieve true excellence as a hospital in the fast-paced, high-expectation world we live in, we need to adopt systems to support our people, our goals and our communities. At Converge, we understand the need for impact. We develop, design, implement and support solutions that address the critical needs of our customers, and those of their extended stakeholders. From this document, you will obtain a high level, introductory overview of some of the critical design principles and differentiators that will help you achieve your vision.

ISH+ is not just another Hospital Information Management System (HIMS). It is both a HIMS as well as a health information exchange (HIE) rolled up in one seamless solution. Architected to put the patient at the heart of all care, it marks an indisputable shift in the future of hospital information systems. ISH+ is designed to view the patient as a person, extending their care beyond the hospital walls and enabling a truly holistic experience.

ISH+ integrates multiple healthcare modules into a single platform, making it a comprehensive, affordable, easy to use platform that aims to include all stakeholders and deliver better outcomes for the hospital, staff members, doctors and patients. ISH+ facilitates holistic patient care management through its comprehensive coverage of the full revenue cycle and clinical information management. It empowers healthcare institutions to meet regulatory compliance standards such as HIMMS, HIPAA, and JCI, while seamlessly integrating with SAP ERP and other ERP systems. ISH+ also includes a range of Artificial Intelligence elements, providing real-time assistance to caregivers as well patient education across a range of diagnosis and procedures, aligned with WHO standards and organisations such as Mayo Clinic.

2 Functional Coverage

ISH+ offers an extensive range of functional capabilities that are designed to streamline hospital operations across inpatient, outpatient, emergency, and surgical care units. The core functionalities include:

- **Patient Management:** Managing patient information, insurance relationships, allergies, diagnoses, coding (ICD, CPT), and medication histories.
- **Billing and Revenue Cycle Management:** Shadow billing, per diem billing, fee-for-service, and other alternative reimbursement models, cash management, packages and case management.
- **Electronic Medical Records (EMR):** Physician and nursing documentation, vital signs charting, medication management, CPOE, care plans, order sets, quality bundles and a wide range of patient medical documents, covering an array of specialities.
- **Bed and Theatre Management:** Scheduling, resource allocation, and patient tracking.



These capabilities are highly configurable, allowing hospitals to tailor the system to meet their specific needs without custom code.

3 Ease of Deployment

ISH+ is cloud-based, hosted on platforms such as Microsoft Azure or AWS, which offers scalability and reliability. The system can be deployed rapidly, minimizing downtime and ensuring that healthcare institutions can start benefiting from its functionalities quickly. The deployment process is simplified using best practices honed over three decades of healthcare expertise.

ISH+ integrates seamlessly with SAP S/4HANA or other leading ERP systems, ensuring that the financial and operational aspects of hospital management are unified into one platform. This reduces complexity and enables quicker deployment across different hospital environments.

4 Configurability

ISH+ includes pre-configured content for rapid deployment in key areas such as billing rules, and clinical workflows, allowing hospitals to adapt faster to evolving regulatory and operational needs. However, the configurability of ISH+ allows hospitals to tailor their setup to their specific workflows without needing custom code. It offers parameterized localization for billing, patient management, workforce management, and incident reporting. Hospitals can adapt forms – such as patient medical documents (PMDs), processes, and escalation matrices according to their internal policies and healthcare protocols.

5 Security

ISH+ places a strong emphasis on data security, sovereignty and privacy, adhering to global standards such as GDPR. It is hosted on a secure cloud infrastructure, ensuring 24/7 data protection and compliance with regulatory requirements. If needed, ISH+ can also be deployed on premise, although we strongly recommend a cloud-strategy.

The system includes features such as multi-factor authentication, role-based access controls, and forensic audit trails to ensure that all data is managed securely.

6 Interoperability

ISH+ is a micro-services framework, which means it excels at interoperability, integrating seamlessly with existing or peripheral systems, including SAP, Oracle, laboratory information systems or radiology information systems. It supports industry-standard communication protocols,



such as API, Web Services, JSON, XML, HL7 and FHIR, enabling smooth data exchange between systems.

This high level of interoperability allows for efficient communication across multidisciplinary teams and external care providers, improving patient outcomes through more coordinated care. It also means that all systems and people can operate across value chains and not just systems.

7 Value to Hospitals

ISH+ provides immediate and long-term value to hospitals by optimizing operations, improving patient outcomes, and ensuring compliance. Its comprehensive coverage reduces operational silos and improves collaboration between departments. It is designed to offer comprehensive functionality at an affordable fee, while maximising user adoption through a simple user interface, with the system doing the heavy lifting.

ISH+ also delivers financial benefits through better resource utilization, reduced administrative burdens, and improved billing accuracy, directly impacting hospital profitability. The inclusion of numerous artificial intelligence use-cases, improve accuracy and enhances the overall experience. Some of these use cases include pathways, order sets, medical interactions, contraindications, HIV/AIDS, mother and child wellness and hypertension.

8 Experience of the Team

ISH+ has been designed with deep collaboration from technologists, hospitals and healthcare experts, ensuring that the platform addresses the unique challenges faced by hospitals. The development team at Converge has decades of hands-on experience in the healthcare industry, contributing their expertise to making ISH+ a cutting-edge solution for modern healthcare facilities.

9 Extensibility

ISH+ is built with extensibility in mind. We recognise that your needs will change over time, especially as you move up the maturity curve. Through several proprietary elements, hospitals can be assured of a solution that can remain ever-green while continuously reducing their dependency on Converge or our partners, by coming increasingly self-sufficient. The built-in workflow and form builder capability, allows continuous recalibration of the system to meet the changing needs of your hospital over time.

10 Reporting

ISH+ offers rich reporting and analytics capabilities. Hospitals can leverage pre-built reports, as well as create their own through the self-service reporting tools embedded within the platform. The system's reporting engine provides insights into clinical, financial, and operational data, enabling evidence-based decision-making.

Reports can be customized to focus on key performance indicators (KPIs), such as patient safety, patient reported outcomes (PROMS), patient experience management (PREMS), incident management, staff performance, and financial metrics, admission overview, insurance overview and many more. These reports can be scheduled and automatically delivered to key stakeholders, ensuring timely access to critical information.

11 Conclusion

ISH+ offers a comprehensive, secure, and configurable solution for healthcare providers looking to modernize their hospital information systems. With its emphasis on interoperability, extensibility, and ease of deployment, it positions hospitals to meet both current and future healthcare challenges effectively.