# Healthcare Provider Interfaces

**BrightInsight**



## PRODUCT FEATURES & DESCRIPTIONS

### USER REGISTRATION

- **EHR connected invitation**
  - Pull information from the EHR
- **Non-EHR connected invitation**
  - Enter all information in the Portal
- **Self-registration**
- **Self-registration with approval**
  - Self-registration but with either email domain approval or admin approval
- **Bulk registration**
  - Admins to bulk-invite HCP users

### AUTHENTICATION AND PROFILE MANAGEMENT

- **Email, phone number, username as the identifiers**
- **Forgot password workflow**
- **Manage profile**
  - User information
  - Profile photo
  - Change password
  - Set default language
- **Single sign-on**
  - From other systems, such as an EHR

### MESSAGING BETWEEN CLINICIAN AND PATIENT

- **Send and receive messages to/from the patient mobile app**
  - Not for real-time chat
  - Future: Video and voice calls
- **Threaded view of messages**
  - Gmail style
- **Attachments in messages**

### RECORD NOTES AND REIMBURSEMENT SESSIONS

- **Capture notes for patients that are shared with the care team**
  - Notes are automatically shared with all HCPs that have access to the patient
- **Record CPT code reimbursement times**
  - Current: HCP users will enter the time spent for reimbursement purposes manually
  - Future: Web portal will automatically track the times that are eligible for reimbursement, replacing current manual reimbursment logs.

### MANAGE PATIENTS

- **At-a-glance view of patients that require attention**
  - Sorted by the urgency of patient alerts
  - Priority for high-severity alerts, followed by medium- and low-severity
- **Search, filter and sort patients**

### PATIENT DETAILS

- **View and modify patient information**
  - Contact information
  - Profile information
  - Care team members
  - Alerts
  - Critical information tiles
  - Enter notes and reimbursements
  - All patient disease information data in table and chart views
  - Patient-specific rule configuration

### REIMBURSEMENT MANAGEMENT

- **Track session times**
  - Support for RPM CPT codes
  - Future: CCM code support
- **Generate reimbursement reports**
  - Select a time period (default calendar month) to generate reimbursement reports
- **Determine if CPT codes are eligible**
  - Time tracked will be automatically aggregated and assigned to each CPT code

## REPORT GENERATION

- **Population report**
  - For HCPs to get an overview of the patient population
- **Patient report**
  - For HCPs to generate a report with all patient data
- **Reimbursement reports**
  - For admins to generate a report to submit for reimbursement
- **View previously generated reports**
- **Print reports**
- **Custom date ranges**

## RULES SETUP

- **Configure rules (to trigger flags/alerts) at an organization or patient level**
- **Maximum lookback of 30 days**
- **Severity of flags**
  - Critical
  - Major
  - Minor
- **Customize thresholds**
- **Customize rules for the number of logs or number of days**

## MANAGE TEAM MEMBERS

- **Admins can manage their entire care team and other admins**
  - Invite and modify team members
  - Sort, search and filter team members
  - Deactivate team members with the ability to transfer patients to another team member
  - Change the member's organization

## MANAGE ORGANIZATIONS

- **Admins can create, view and modify organizations**
  - Sort, search and filter organizations
  - View digital contracts
  - Invite organization admin users

## ROLES, HIERARCHIES AND PERMISSIONS

- **Roles**
  - Out-of-the-box roles:
    - *Physician*
    - *Nurse*
    - *Educator*
    - *Administrator*
    - *Sponsor administrator*
    - *Business analyst*
  - Custom roles can be created with custom permissions and feature access
- **Organization hierarchies**
  - Up to 3 tiers of organization hierarchies
    *– Sponsor –> Health System –> Hospital/Clinic*
- **Permissions**
  - All features, access and configuration can be set either at an organization or role level

## ALGORITHM HOSTING

- **Host simple algorithms (rules) or complicated ML-based algorithms for clinical decisions or for patients**

## EHR INTEGRATIONS

- **Current capabilities include:**
  - Patient search
  - EHR-connected patient onboarding
  - Vitals
  - Medications
  - Encounters
  - Conditions
  - Appointments
  - US EHR systems only
- **2022 capabilities include:**
  - 2-way lab results
  - EHR-connected HCP onboarding
  - 2-way observations
  - Medical images

## The Compliant Platform You Can Count On

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