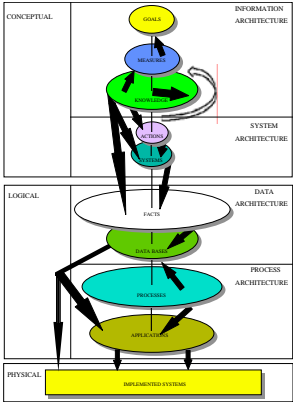


MEDICAL PRACTICES

SYSTEMS OVERVIEW



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RIPOSE Pty Ltd

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TABLE OF CONTENTS

1. INTRODUCTION	3
2. EXECUTIVE SUMMARY	3
2.1 FINDINGS.....	3
2.2 DELIVERY SCHEDULE.....	4
2.3 DEVELOPMENT COSTS.....	5
3. FUNCTIONALITY	5
3.1 TABLE FUNCTION.....	6
3.1.1 GENERAL TABLES SYSTEM.....	6
3.1.2 SERVICE FEE TABLE SYSTEM	8
3.2 FINANCIAL FUNCTION.....	9
3.2.1 GENERAL LEDGER SYSTEM	9
3.2.1.1 MAINTENANCE SYSTEM	9
3.2.1.2 POSTING SYSTEM (Phase 2).....	10
3.2.1.3 ASSET DEPRECIATION SYSTEM (Phase 3)	10
3.2.1.4 REPORTING SYSTEM (Phase 2).....	10
3.2.2 ACCOUNTS RECEIVABLE.....	10
3.2.2.1 BILLING SYSTEM	10
3.2.2.2 BILLING REPORTS SYSTEM.....	13
3.2.2.3 RECEIPTING SYSTEM.....	14
3.2.2.4 BANKING SYSTEM (Phase 2).....	15
3.2.2.5 CLAIM SYSTEM	15
3.2.2.6 BAD DEBT SYSTEM (Phase 3).....	15
3.2.3 ACCOUNTS PAYABLE	15
3.2.3.1 PURCHASING SYSTEM.....	15
3.2.3.2 PURCHASE PAYMENT SYSTEM (Phase 2).....	16
3.2.3.3 PAYROLL SYSTEM (Phase 3).....	16
3.2.3.4 PROFIT SHARE SYSTEM (Phase 3).....	16
3.2.3.5 REPORTING SYSTEM.....	16
3.3 FRONT DESK FUNCTION.....	16
3.3.1 PATIENT RECORDING SYSTEM.....	16
3.3.2 APPOINTMENT SYSTEM.....	17
3.3.3 RECALL SYSTEM (Phase 2)	17
3.3.4 TEST RESULT UPDATE SYSTEM (Phase 2)	17
3.4 PRACTICE FUNCTION	17
3.4.1 HUMAN RESOURCES SYSTEM.....	17
3.4.2 DIARY SYSTEM (Phase 2)	17
3.5 DOCTOR'S WORKBENCH FUNCTION	18
3.5.1 DIAGNOSIS SYSTEM (Phase 2)	18
3.5.2 TREATMENT SYSTEM.....	18
3.5.3 PRESCRIPTION SYSTEM (Phase 2)	18
3.5.4 REFERRAL SYSTEM (Phase 2)	18
3.5.5 TEST RESULTS VIEWING SYSTEM (Phase 2)	18
4. REVISIONS	19
5. ACCEPTANCE OF SPECIFICATION	20

1. INTRODUCTION

The purpose of this document is to outline the functionality discovered after the following

- 1 4 hour session held on the 27th February 1997 (3:30pm - 7:30pm);
- 2 Information contained in the document headed 'Medical Software';
- 3 2 hour session held on 9th March 1997 (6:30pm - 8:30pm).
- 4 1.5 hour session held over the phone on 26th March 1997 (11:00am - 12:30pm)

The participating Parties at meetings were:

Meeting	Date	Participant
1	27th February 1997	CC, PC, CR, JW
2	9th March 1997	CC, PC, CR, JW
3	26th March 1997	CC, CR

- CC Dr Con Costa (Joint Practice Proprietor);
- PC Penny Costa (Joint Practice Proprietor);
- CR Charles Richter (Information Architect);
- JW Justin Walsh (Consultant).

The results were entered into the RIPOSE repository and subsequently analysed by Charles Richter to produce the rest of this report.

2. EXECUTIVE SUMMARY

This section of this report is to outline the findings of the Information Architect based on the information and time made available by the participants. It must be stressed that not all areas of the business were explored, hence there may be some gaps in the findings. However, these could be filled in once more sessions are held.

2.1 FINDINGS

Based on the information made available to the Information Architect, a total of 5 major business functions some 23 systems and 34 programs were discovered.

2.2 DELIVERY SCHEDULE

Given the constraints of information provided, the time spent, resource availability and money, it will not be possible to deliver all the functionality outlined in this report. Hence the suggested delivery schedule is proposed:

Phase 1

Step	Function	System	Programs	Days	Ref
1	Tables	General Tables	System types Claim types Injury types	1.0	3.1.1.1 3.1.1.2 3.1.1.3
2	Financial	General Ledger	Ledger Account Group Account Description	1.0	3.2.1
3	Tables	General Tables	Bank Accounts Credit Cards Suburbs	1.0	3.1.1.4 3.1.1.5 3.1.1.6
4	Tables	Service Fee Table	Medicare Fees Govt Incentive Programs <ul style="list-style-type: none"> • Immunisation • Pap Smears Private Fees Veteran Affairs Medical Reports <ul style="list-style-type: none"> • Solicitor • Insurance • Patient 	2.0	3.1.2
5	Practice	Human Resources	Staff Records (Doctors)	2.0	3.4.1.1
6	Front Desk	Patient Recording	Bulk Billed <ul style="list-style-type: none"> • Medicare • Veterans Non Bulk Billed	3.0	3.2.2.1.1
7	Front Desk	Appointments	Book in a Patient	2.0	3.3.2.1
8	Workbench	Consultation	Record Treatment	2.0	3.5.2.1
9	Financial	Accounts Payable	Suppliers Products Products Supplier	2.0	3.2.3.1.1 3.2.3.1.2 3.2.3.1.3
10	Financial	Accounts Receivable (No Automatic G/L Updating)	Bulk Billing <ul style="list-style-type: none"> • Medicare • Veterans Non Bulk Billing <ul style="list-style-type: none"> • Patient • Employer • Insurance • Solicitor Reports <ul style="list-style-type: none"> • Individual Billing • Statements • Outstanding Bills 	7.5	3.2.2.1.1.1 3.2.2.1.1.2 3.2.2.1.2 3.2.2.2

Step	Function	System	Programs	Days	Ref
			<ul style="list-style-type: none"> Statistical Reports 		
11	Financial	Claim	Claim Claim Report	1.5	3.2.2.5.1 3.2.2.5.2
12	Financial	Accounts Receivable	Ins Co Claim Billing	1.0	3.2.2.1.2.1.1
13	Financial	Receipting (No Automatic G/L Updating)	Bulk Receipting <ul style="list-style-type: none"> Medicare Veterans Affairs Non Bulk Receipting <ul style="list-style-type: none"> Patient Insurance Company Solicitor Employer Insurance Co Claim	5.0	3.2.2.3.1 3.2.2.3.2 3.2.2.3.2.2
			Total Days	31.0	

Delivery of rest of the functions will be described in a later document.

2.3 DEVELOPMENT COSTS

The estimated fee for producing a system with the above configuration and functionality as outlined in the body of this report would be \$248,000. (Based on \$1,000 per hour and 8 hours/day). However, based on the future scenario, this amount would be offset against the sale of 10 copies of the above software.

3. FUNCTIONALITY

This section describes the high level deliverables. These are in the form of:

- Their functionality;
- The systems supporting the function;
- The programs supporting the systems.

The following diagram represents the top level business functions and illustrates their interaction with one another.

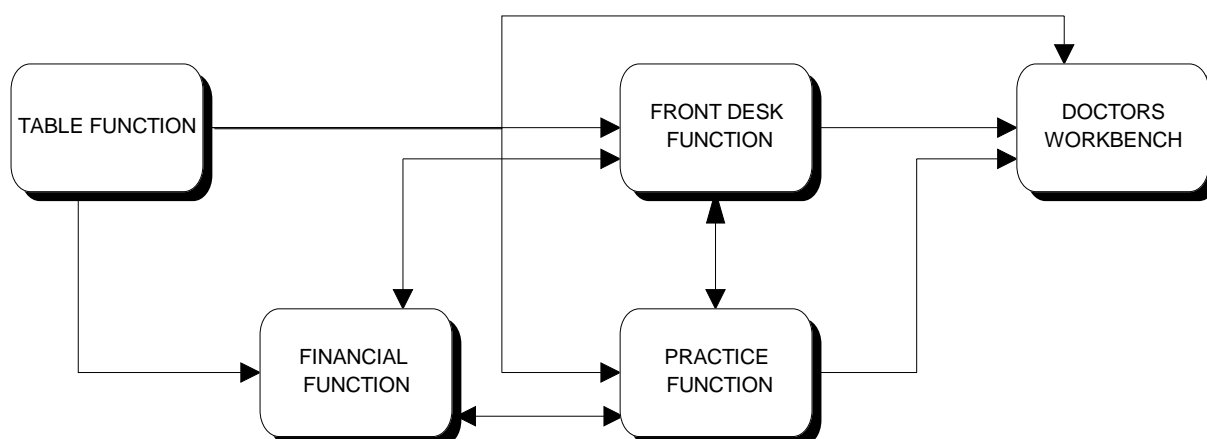
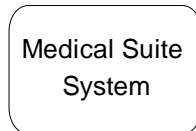
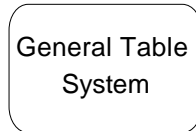


Figure 1 – Business functions

3.1 TABLE FUNCTION

This Function will be required to maintain (Add, Modify and possibly Delete) Industry Standard classifications. If these classifications are not maintained this way, then the programs will become more complicated and will need to be changed whenever new classifications are discovered.

The following diagram represents the Table subject area.



3.1.1 GENERAL TABLES SYSTEM

This system will be required maintain a number of tables that do not have any direct involvement with the billing side of the business.

3.1.1.1 System Types

This program will be required to maintain the different system controlled types. Examples are:

- Patient Types;
- Service Fee Types
- Staff Practice Types (Stakeholder, Associate, Staff)
- Etc

3.1.1.2 Maintain Claim Types

This program will be required to maintain the different types of Claims that can be made. Examples are:

- Motor Vehicle;
- Public Liability;
- Victims Compensation;
- Etc.

3.1.1.3 Maintain Injury Types

This program will be required to maintain the different types of Claims that can be made. Examples are:

- Head;
- Body;
- Arms;
- Etc.

3.1.1.4 Maintain Practices Bank Accounts

This program will be required to maintain the various banking accounts kept by the Practice. It will be required by the Banking System.

This Program will depend upon certain General Ledger Functionality being in place (Notably the Maintain Ledger, Group Account and Account Description Programs). If this is not done prior to this program being written, someone is going to have to remember to update these records once the General Ledger Function is added.

3.1.1.5 Maintain Acceptable Credit Cards

This program will be required to maintain the various credit cards accepted Practice. It will be required by the Receipting System.

This Program will depend upon certain General Ledger Functionality being in place (Notably the Maintain Ledger, Group Account and Account Description Programs). If this is not done prior to this program being written, someone is going to have to remember to update these records once the General Ledger Function is added.

3.1.1.6 Maintain Suburbs

This program will be provided to maintain the Postcodes and suburbs in which Patients reside. This would provide the capability to provide statistical analyses at a later date.

3.1.2 SERVICE FEE TABLE SYSTEM

This system will be required to maintain a number of tables upon which the billing functions will rely. These are:

- Medicare Fees;
- Government incentive programs:
 - Immunisation;
 - Pap smears;
 - Etc.
- Private Fees;
- Veteran Affairs;
- Medical Reports:
 - Solicitor;
 - Insurance;
 - Patient.

3.1.2.1 Maintain Medicare Service Table

This program will maintain the schedule of Standard Medicare fees.

This program will be delivered in two stages (stage 1 will be delivered for Phase 1):

1. Import Program will be written to import fees from the files currently available. Any fee based on a rule will be added but an exception report will be created. A Special Update Program will have to be provided in order to input the fee and someone will have to manually calculate the fee and then input the result;
2. A program will be written to calculate the fee from the rules. The Import Program will call on this program to calculate the fee.

3.1.2.2 Government Incentive Programs

This program will maintain the schedule of any Government Incentive Programs for example Immunisation Services.

3.1.2.3 Maintain Non Bulk Billing Service Table

This program will maintain the schedule of Services not covered by Bulk Billing.

3.1.2.4 Maintain Veteran Affairs Services Table

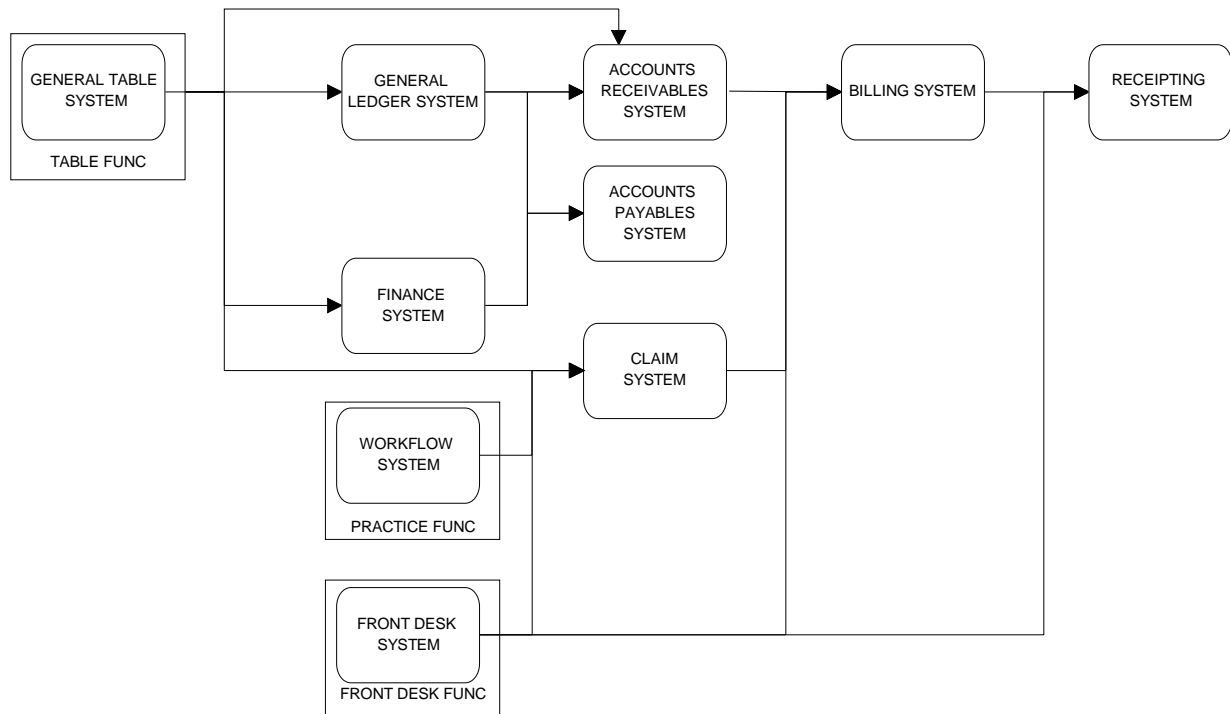
These programs will maintain the schedule of Services offered on behalf of the Department of Veteran Affairs. They are:

1. An Import Program to import fees from the files currently available;
2. A Special Update Program will have to be provided in order to input any fee.

3.2 FINANCIAL FUNCTION

This function will monitor the inflow and outflow of monies.

The following diagram represents the financial function subject areas.



3.2.1 GENERAL LEDGER SYSTEM

This system will maintain a summary of all financial transactions.

3.2.1.1 MAINTENANCE SYSTEM

This system will provide the upkeep of all General Ledger non financial records.

3.2.1.1.1 Maintain Ledger Information

This program will provide the upkeep of all General Ledger, Ledger records. Examples are:

- Asset Ledger;
- Liability Ledger;
- Profit & Loss Ledger;
- Etc.

3.2.1.1.2 Maintain Account Group Information

All General Ledger Accounts can be categorised under a group heading. This Program will provide the upkeep of the name of the Group. Examples are:

- Motor Vehicle;
- Taxes
- Printing & Stationery;
- Etc.

3.2.1.1.3 Maintain Account Description

This program will provide the upkeep to any General Ledger Account. Examples of a G/L Account are:

- Rent;
- Petrol;
- Etc

3.2.1.2 POSTING SYSTEM (Phase 2)

This system will provide the capability to post manual entries into the General Ledger.

3.2.1.2.1 Maintain Journal Entries

This program will provide the capability to post Journal entries to the General Ledger when necessary. Examples are:

- End of year asset depreciation;
- Bank Charges;
- Mis-posted petty cash entries.

3.2.1.2.2 Cash Book Entries

This program will provide the capability of handling Petty Cash expenditure

3.2.1.3 ASSET DEPRECIATION SYSTEM (Phase 3)

This system will provide the capability to upkeep asset records and automatically calculate the depreciation of an asset.

3.2.1.3.1 Maintain Asset Details

This program will provide the capability to upkeep information about an asset owned by the Practice.

3.2.1.3.2 Calculate Depreciation

This program will provide the capability to calculate the amount to be deducted from the General Ledger for depreciation reasons.

3.2.1.4 REPORTING SYSTEM (Phase 2)

This System will provide various General Ledger Reports. (As this is not a Phase 1 deliverable, no definitions have been provided).

3.2.1.4.1 Asset Depreciation Schedules

3.2.1.4.2 Profit & Loss

3.2.1.4.3 Trial Balance

3.2.1.4.4 Balance Sheet

3.2.2 ACCOUNTS RECEIVABLE

This System will provide the capability to monitor all monies earned by the Practice.

3.2.2.1 BILLING SYSTEM

This System will provide the means to raise a fee for products sold or services rendered. The following categories have been identified:

- Bulk Billing;
- Individual Billing.

3.2.2.1.1 BULK BILLING SUB SYSTEM

This System will provide the capability to batch daily billings from items treated by a Practitioner. These include:

- Medicare Billing;
- Veterans Billing.

The Billing programs will be able be run hourly, weekly or monthly.

3.2.2.1.1.1 Medicare Billing

This program will provide the means to bill Medicare for services rendered to a Patient on Medicare for any standard Medicare Service. This will include Immunisation Services. Plus any other Government incentive programs.

3.2.2.1.1.2 Veterans Affairs Billing

This program will provide the means to bill Veterans Affairs for services rendered to a person on a Veteran's pension.

3.2.2.1.2 NON BULK BILLING SUB SYSTEM

This System will provide the capability to bill a Patient not covered by Bulk Billing methods.

Examples of these are:

- Compensation or Damages Related Billing:
 - Workers Compensation;
 - MVA (Third Party);
 - Disability or Accident Billing;
 - Victims Compensation.
- Patients not covered by provisions of Medicare or Veterans Affairs. Examples:
 - Tourists;
 - Non Citizens or Non Residents.
- Product Sales;
- Requested Reports.

3.2.2.1.2.1 Compensation or Damages Related Billing

This suite of programs will provide the capability to bill a Patient, however the payee may not necessarily be the Patient themselves. Responsibility for payment, whilst ultimately be that of the Patient, could be one of the following:

- An Insurance Company;
- The Patient themselves;
- A Solicitor;
- The Employee of the Patient.

3.2.2.1.2.1.1 Workers Compensation Billing

This program will provide the means to bill an Insurance Company for the treatment of injuries suffered during the course of the patient's work. This will only be done once a Claim is submitted and accepted. Responsible parties are as follows:

1. The Patient;
2. Employer (once notified and prior to a Claim being registered with an Insurance Company);
3. An Insurance Claim (Once a Claim number issued);
4. The Solicitor of the Patient should the claim be denied or employer not be insured.

3.2.2.1.2.1.2 Third Party Billing

This program will provide the means to bill an Insurance Company for the treatment of sickness or injuries suffered by a Patient covered by a Sickness and Accident Policy. This will only be done once a Claim is submitted and accepted. Responsible parties are as follows:

1. The Patient;
2. The Patient nominated Solicitor;
3. Insurance Claim (Once a Claim number issued).

3.2.2.1.2.1.3 Disability or Accident Billing

This program will provide the means to bill the patient direct for non Medicare and non Veteran services rendered. It will be run as soon as the patient returns to the front desk and once paid, a receipt will be issued. Responsible parties are as follows:

1. The Patient.

3.2.2.1.2.1.4 Victims Billing

This program may be provided, however as a Victim may be treated under Bulk Billing, a special category may be created to handle such cases.

3.2.2.1.2.2 People not covered by provisions of Medicare or Veterans Affairs Employer,

This program will provide the means to bill Patient who is not covered by any Bulk Billing provisions.

3.2.2.1.2.3 Product Billing

This program will provide the means to bill a Patient for any products supplied by the Practice. An example of this is Vaccines.

3.2.2.1.2.4 Requested Reports Billing

This program will provide the means to bill any third party (Insurance Company, Solicitor) requesting a report be done for a given Patient.

3.2.2.2 BILLING REPORTS SYSTEM

This sub System will provide the capability to produce a number of reports. Only 3 reports will be provided in Phase 1.

3.2.2.2.1 Bulk Billing Report

This program will provide the capability to list all billings for bulk billed Practitioner or the Practice for a range of dates. In addition a breakdown will be provided by:

- Age;
- Sex;
- Postcode;
- Type of Card (Medicare or Veterans Affairs);
- A combination of the above.

3.2.2.2.2 Non Bulk Billed Report

This program will provide the capability to list all billings for an individual Practitioner or the Practice for a range of dates. In addition a breakdown will be provided by:

- Age;
- Sex;
- Postcode
- Type of Injury
- Referral (Solicitor, Another Doctor);
- Insurance Company Branches;
- Solicitor.

3.2.2.2.3 Statements

This program will provide the capability to render a Statement of unpaid services rendered to a Patient or Patients.

3.2.2.2.4 Outstanding Bills

This program will provide the capability to produce an aged listing of unpaid services rendered to Patients.

3.2.2.2.5 Government Incentive Programs (eg Immunisation)

This program will provide the means to list services provided under incentives such as Immunisation, pap smears etc.

3.2.2.3 RECEIPTING SYSTEM

This System will provide the means to acknowledge the payment for products sold or services rendered. The following categories have been identified:

- Bulk Billing Receipts
 - Medicare;
 - Veterans.
- Non Bulk Billing Receipts
 - Direct (Patient, Insurance Company, Solicitor, Employer);
 - Insurance Company Claims.

3.2.2.3.1 Bulk Billing Receipts

These programs will provide the means to post receipts for Patients billed under the Bulk Billing provisions

3.2.2.3.1.1 Medicare Receipting

This program will provide the capability of matching payments made by Medicare to the Practice for Medicare Services. A batch header containing the total payment will be entered and individual service items will be cross referenced to treatments rendered during the consultation.

3.2.2.3.1.2 Veterans Receipting

This program will provide the capability of matching payments made by the Department of Veteran Affairs to the Practice for Services rendered to a Veteran. A batch header containing the total payment will be entered and individual service items will be cross referenced to treatments rendered during the consultation.

3.2.2.3.2 Non Bulk Billing Receipts

These programs will provide the means to post receipts for Patients not covered by the Bulk Billing provisions

3.2.2.3.2.1 Direct Receipting

This program will provide the capability of recording a payment made by a Patient, Insurance Company or Solicitor for Services rendered not covered by any other means.

3.2.2.3.2.2 Insurance Company Claim Receipting

This program will provide the capability of matching payments made by an Insurance Company to the Practice for Services rendered to a Patient under a Claim. A batch header containing the total payment will be entered and individual service items will be cross referenced to treatments rendered during the consultation.

3.2.2.4 BANKING SYSTEM (Phase 2)

This system will provide the capability to bank monies collected.

3.2.2.4.1 Bank Cash and Cheques

This program will provide the capability to bank cash and cheques paid to the Practice.

3.2.2.4.2 Credit Card Vouchers

This program will provide the capability to bank any Credit Card voucher received by the Practice.

3.2.2.5 CLAIM SYSTEM

This System will provide the functionality to record a Claim made by a Patient on an Insurance company for services rendered following an injury incurred during working hours covered by a Workers Compensation Policy or after an Accident or Illness covered by a Sickness and Accident Policy.

3.2.2.5.1 Maintain Claim

This program will provide the capability to:

1. Record a Claim lodged by the Patient on an Insurance Company;
2. Record an Insurance Company's decision to terminate their liability for further claim payments Future payments will have to regarded as a potential bad debt and will be sent to a Solicitor for actioning.

3.2.2.5.2 Report on Claims

This program will provide the capability to view the status of any or all Claims (Paid or unpaid).

3.2.2.6 BAD DEBT SYSTEM (Phase 3)

This System will provide the capability to monitor the progress of an account that has been outstanding beyond a reasonable time frame. A facility will be provided to highlight a Solicitor or Insurance Company that persists in underpaying services.

3.2.3 ACCOUNTS PAYABLE

This System will provide the capability to monitoring all Goods and Services purchased by the Practice and payments tendered.

3.2.3.1 PURCHASING SYSTEM

This System will provide the means to maintain products and services bought by the Practice.

3.2.3.1.1 Maintain Supplier

This program will provide the capability to upkeep all People or Organisations that provide the Practice with Products and Services.

3.2.3.1.2 Products

This program will maintain all tangible offerings provided to the Practice which could also be sold by the Practice to a Patient. Examples are:

- Syringes;
- Drugs;
- Etc.

3.2.3.1.3 Maintain Supplier Products

This program will provide the capability to upkeep the Products and Services provided by any Person or Organisations.

3.2.3.1.4 Add Purchase Orders (Phase 2)

This program will provide the capability to add a new Purchase Order.

3.2.3.1.5 Modify Purchase Orders (Phase 2)

This program will provide the capability to update or delete an existing Purchase Order.

3.2.3.2 PURCHASE PAYMENT SYSTEM (Phase 2)

This program will provide the capability to pay an existing Purchase Order.

3.2.3.3 PAYROLL SYSTEM (Phase 3)

This System will provide the capability to pay the wages and salary to a Staff Member. (Tax, Medicare Levy and Superannuation contributions will be included)

3.2.3.4 PROFIT SHARE SYSTEM (Phase 3)

This program will provide the capability to calculate the profit share payable to a Stakeholder or Associate.

3.2.3.5 REPORTING SYSTEM

This system will provide a number of reports. Phase 1 reports are listed below

1. List Suppliers
2. List Products
3. List Supplier Products

3.3 FRONT DESK FUNCTION

This function will provide the capability to maintain the welfare of a Patient.

3.3.1 PATIENT RECORDING SYSTEM

This System will provide the capability to record information about a Patient.

3.3.1.1 Maintain Medicare Patient

This Program will provide the capability to record details about a Patient with a Medicare Card. This will include the recording of all children covered by their parent's Medicare Card.

3.3.1.2 Maintain non Medicare Patient

This Program will provide the capability to record details about a Patient not covered by any of the Health Schemes (Medicare or Veteran's Affairs).

3.3.1.3 Maintain Veterans Affair Patient

This Program will provide the capability to record details about a Patient with a Veteran's Card. This will include the recording of all children covered by their parent's Veteran's Card.

3.3.2 APPOINTMENT SYSTEM

This System will provide the capability to record the need for a patient to see a Medical Practitioner.

3.3.2.1 Book in a Patient

This program will provide the capability to record the patient's immediate need to see a Medical Practitioner.

3.3.2.2 Future Booking (Phase 2)

This program will provide the capability to record a patient's future visit.

3.3.3 RECALL SYSTEM (Phase 2)

This System will provide the capability to record a reminder for a Patient to revisit the Practitioner. It may or may not necessarily create a future booking.

3.3.4 TEST RESULT UPDATE SYSTEM (Phase 2)

This System will provide the capability of recording results for tests conducted on a Patient, either outsourced or internally sourced.

3.4 PRACTICE FUNCTION

This function will provide the capability to control the day to day running of the Practice.

3.4.1 HUMAN RESOURCES SYSTEM

This System will provide the capability of recording staff details.

3.4.1.1 Maintain Staff Records

This program will provide the capability to record details about a member of the Practice. Details such as Names, Addresses, Staff type (stakeholder, associate, staff member) etc will be provided.

3.4.1.2 Maintain Duty Status

These programs will provide the capability to log a Medical Practitioner on duty as well as log them off duty. This functionality will be required by the Book in Patient Program.

3.4.1.3 Maintain Roster (Phase 2)

This program will provide the capability of producing a duty roster for Staff Members.

3.4.2 DIARY SYSTEM (Phase 2)

This System will provide the capability to help plan a Staff Member's daily activities

3.5 DOCTOR'S WORKBENCH FUNCTION

This Function will provide the capability for a Practitioner to record details about a consultation given to a Patient.

3.5.1 DIAGNOSIS SYSTEM (Phase 2)

This system will provide the capability to interface with external reference libraries (eg Encyclopedias or Medical Reference Works).

3.5.2 TREATMENT SYSTEM

This System will provide the capability of the Practitioner to select the various items needed to effectively treat a Patient. The results of this action will provide the input to the Billing System.

3.5.2.1 Record Treatment

This program will provide the capability to record items treated by the Practitioner.

3.5.3 PRESCRIPTION SYSTEM (Phase 2)

This System will provide the capability to create prescription scripts.

3.5.4 REFERRAL SYSTEM (Phase 2)

This System will provide the capability to record a referral to another Practitioner.

3.5.4.1 Pathology

This program will provide the capability to request pathology tests be undertaken.

3.5.4.2 Specialist

This program will provide the capability to record a referral to an external Medical Specialist.

3.5.4.3 Any Other Another Practitioner

This program will provide the capability to record a referral to an external health or occupational therapy Practitioner.

3.5.5 TEST RESULTS VIEWING SYSTEM (Phase 2)

This system will enable the Practitioner to view test results received from any referral source.

4. REVISIONS

Version Number	Date	Comments
1.0	2 March, 1997	8 Hours
1.1	13 March, 1997	4 Hours
1.2	28 March, 1997	1.5 Hours
1.3	20 April, 1997	0.5 Hour
1.4	30 May 1997	0.5

5. ACCEPTANCE OF SPECIFICATION

We the undersigned have read the System Overview Document and agree to its contents.

We do however reserve the rights to alter this document but with the understanding that a cost will be associated with any such changes. Such costs to be determined according to the required changes.

Stakeholders:

Dr _____ Date: _____

_____ Date: _____

Associates:

_____ Date: _____

_____ Date: _____

_____ Date: _____

_____ Date: _____