



# INTRODUCING **Capsule**

The next generation  
Clinic Management  
& LIS Software

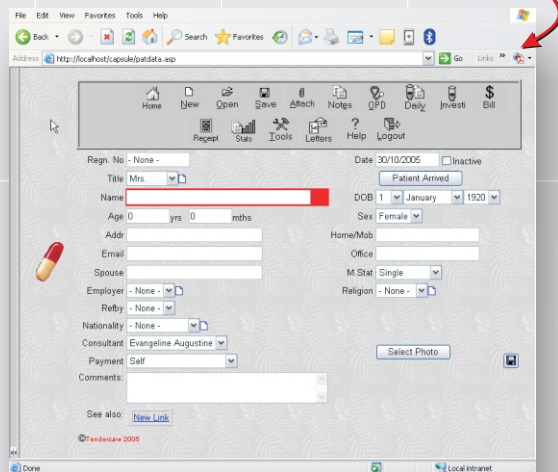
Running a Clinical Lab isn't easy.  
Using Capsule certainly is.



Easier than  
MS-Office



Works thru Internet Explorer



Simple as visiting  
a Web Site

Based on pure Internet architecture



Yet the most  
comprehensive  
software on earth.

# Capsule

The next generation  
Clinic Management  
Software

The *only* software that lets you have  
a completely paperless clinic...

...yet produces the most elegant looking  
documents that enhance your image.



www.tendercare.com

## Patient Case Sheet

Name: **Mrs. CORINE DUBOULET NICOLAS**  
Date of Birth: 09/05/1962  
Address: P.O. BOX DUBAI  
Home/Mobile: 04-3425  
Religion:

General Dept. of  
Supply & Services  
Medical Services Dept

الإدارة العامة  
للتجهيزات و الخدمات  
إدارة الخدمات الطبية

**HEALTH CARD** بطاقة صحية

P No: 10000 الرقم  
الاسم جابر صالح مسعود صالح  
Name: Mrs.Jabber Saleh Masood Saleh  
Expiry Date: 27/02/2006 تاريخ الانتهاء

Lab Report

**Clinical Pathology Services**  
P.O. Box 26148, Dubai Telephone: 04-340 5765, Facsimile: 04-340 5765

Regn No: 10454 Lab No: 10039 Date Specimen Received: 30/10/2005  
Name: Mrs. CORINE DUBOULET NICOLAS Report Print Date: 30/10/2005  
Consultant: Dr. Leila Soudah Report No: 10039

Test	Result	Normal Value	Unit
WBC	6	4 - 10	K/uL
LYM#	3	1.5 - 4.5	K/uL
MID#	0.5	0.2 - 0.8	K/uL
GRN#	3.2	2 - 7.5	K/uL

CBC 1 2 3 4

Invoice

10040  
10454  
Mrs. CORINE DUBOULET NICOLAS  
P.O. BOX DUBAI  
Self

Date: 27/10/2005  
Sex: Female  
DOB: 09/05/1962

Description	Rate	Nos.	DHS
General CONSULTATION - 1ST	300.00	1	300.00
SECTION	50.00	1	50.00
			350.00
			0.00
			350.00

Date: 30/10/2005

Amount: 350.00 Mode: Cash

## Appointments

## Billing

Cash, Insurance, Panels  
(The most comprehensive Insurance  
module made in consultation with the  
Insurance companies)

## Automated or Manual Entry of Results

## Management Reports

CAPSULE LIS is a lab management software solution designed specifically for clinical laboratories.

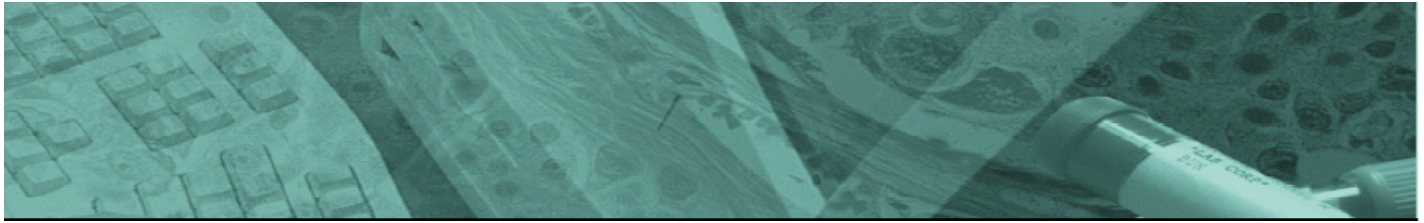
Core functionality includes interactive scheduling, billing, encounter management, claims processing, batch payment and comprehensive reporting and analysis. With options to automate data entry through device connectivity or manual entry, Capsule LIS is truly versatile.

It takes care of all lab departments such as Haematology, Biochemistry, Serology, Immunology, Microbiology & Histopathology.

Mode of Payment		Operators		Consultants	
Mode	Amount	Operator	Amount	Consultant	Amount
	3,350.00	admin	132,081.25		25,660.00
Amex	77,621.25	david	3,750.00	- None -	56,835.00
Cash	47,500.00	<b>TOTAL</b>	<b>135,831.25</b>	Agnes Roze	2,406.25
Cheque	7,360.00			Brittany Nicol	44,570.00
<b>TOTAL</b>	<b>135,831.25</b>			David Roze	4,050.00
				E. Nicolas	760.00
				Joan Asp	1,550.00
				<b>TOTAL</b>	<b>135,831.25</b>

*...All at a click of the mouse.*





# Capsule – Laboratory Information System

**Capsule** is a full-featured web-based and code less laboratory information management system from Tendercare that automates the processing requirements of clinical laboratories in multi-specialty clinics, hospitals, and reference labs. Capsule provides order management, barcode label production, instrument interface, delta checks and reporting tools to ensure that a lab captures maximum revenue, while providing the clinicians with superior reporting capabilities to best serve their patients. Capsule comply with HIPAA and HL7 requirements

## Patient or Clinic Registration

Registering the Patient and the referring clinic is a very easy process with Capsule. It lets you create a complete multimedia case sheet for each patient with a facility to attach any JPEG, MPEG, GIF or even a WAV file or simply scan any document and attach to the patient's electronic file. Capsule also allows you number of different search options. Capsule automatically accepts and updates patient ADT (Admission, discharge and transfer) information from patient registration system of Capsule or any other hospital information system.

## Accurate Order Entry & Processing

Ordering tests in Capsule is a fast and logical process. The system includes a scheduling calendar for recurring tests and pre-defined selection list for easy lab ordering. There are no codes to remember simply click on the tests required from a detailed text list of tests. Choose the user-defined category and the test for quick lab ordering. Capsule features barcode label production to provide a robust link between patients, their laboratory specimens and the lab analyzers. At the same time Capsule provides for advanced duplicate checking and preventing unnecessary additional tests.

Capsule offers pre-defined forms for all Microbiology, Histopathology and Cytopathology tests. Simply select options from the drop down lists and auto request for the antibiotic panel. Capsule allows you to have multiple windows open at the same time, which enables tasks to be performed in parallel.

## Laboratory Revenue Management

Capsule employs advanced ordering features to ensure correct tests are ordered and sent to the proper internal or external laboratory, ensuring maximum reimbursement. Capsule prevents loss of revenue by highlighting and color-coding the tests that require insurance authorization based on the patient's insurance and payer contracts. Capsule also provides complete charge summaries to help you better manage your lab.

## Integrated Billing System

Capsule offers an integrated complete billing system for clinics and stand-alone labs. All the bills are automatically generated before the specimen is collected thereby preventing the possibility of tests being conducted without the revenue being recorded. Capsule also offers an interface with any standard financial accounting or HR System.



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## Auto- Locking & Printing of Verified Reports

Capsule offers various security features including auto-locking of verified reports to prevent any changes. Once the report is verified it is automatically printed.

## Comprehensive Reporting

Capsule offers advanced reporting capabilities that allow you to maximize your ability to employ lab data. Users can attach and view sophisticated laboratory images and test results within Capsule. Also, Capsule provides easy access to a patient's complete test history by date, category or a particular test, lab report format or a sophisticated graph to evaluate an individual patient's progress. Multiple tests can be compared within the same normalized graph, allowing a physician to examine multiple lab data sets at the same time.

## Advanced Data Exporting Capabilities

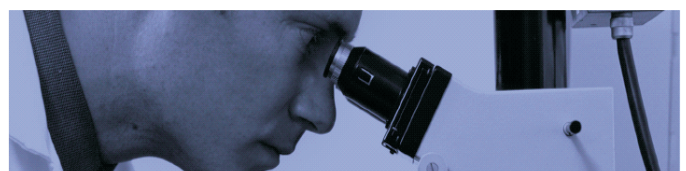
With Capsule, not only you can access valuable reports but you are also able to export the LIS data to other systems, such as Microsoft® Access ® or other Standard Databases, for analysis and manipulation. With just a few clicks Capsule's reporting capability can rapidly export data to other systems when necessary. Data can be exported in a wide range of formats, or data modeling tools. In addition management reports can be easily be saved as HTML files so that they can be viewed on any web browser.

## Accurate Communication

Capsule features multiple options to communicate test results, including a sophisticated print, fax and e-mail capabilities. With Capsule, you can even send messages directly to a physician (or simply an alert on his screen when integrated with the GP module), helping to expedite communication about pertinent patient information. Direct communication automates the process and reduces the need for direct staff interaction with laboratory, demographic, and charge data, thereby minimizing the chance for human error.

## EMR & Device Integration

Capsule can be configured with a variety of HL7 – Compliant external systems interfaces to exchange data with most popular practice management and electronic medical record (EMR) systems, including Medicus (HIMS) and/or Capsule's other modules for clinic information management system. In addition, Capsule can be connected to more than 400 lab devices and analyzers via advanced web-based technology, ensuring a flexible and expandable system over time.





## Capsule – LIS Key Features

**Capsule** Provides centralized information centre for every activity of an institute. Thus cutting out lot of rework across various departments / locations and reduces inefficiencies of a decentralized system. Capsule supports various aspects of departmental workflow, instrument interfaces, result entry and review functions, auto-verification, work-lists preparation, and results enquiry. Capsule supports international standard nomenclatures like **SNOMED**. Results are checked for delta variation and percentage differences and validated against age and sex related references plus the patients own average.



... to automate your lab

### Department Specific

Capsule supports all the departments within a lab or an imaging center. Some features are specific to the departments such as:

The **Haematology** section allows recording of blood film analysis using mnemonic codes or free text.

The **Microbiology** section streamlines the clinical processes associated with the following subspecialties of microbiology: Bacteriology, Mycology, Parasitology and Microbiology. The reporting capabilities cover antibiotic resistance trends, infection control reports and organism isolated criteria including microbiology procedures.

The **Histopathology** section provides on-line text handling to cater to the specific needs of Histology and Cytology departments.

### General Features

- **HIPAA and HL7 Compliant**
- Registration of ALL diagnostics to be done from a single screen;
- Online transmission of orders to respective departments;
- **Sample Collection System** with automatic generation of sample requirements and storage instructions;
- Complete **support for barcodes** from investigation ordering, sample collection, processing through to reporting;
- Lab request queue with a link to the patient file;
- Label printing (with bar codes);
- **On-line lab manuals for quick references**
- **Work Area Check-Lists** and Multiple Data Entry Options – patient wise, test wise or direct interface with lab equipment;
- Automatic and instant verification of Results (Range and Delta checking);
- A **secure and safe report verification** process
- Reporting (with images) online on the network or posting to website or sending by fax or sending by e-mail;
- **Multimedia capabilities** lets you integrate images, photographs, instrument outputs and scanned pictures in the report;
- **View patient history** at any time
- **Supports PDA, Handwriting and Speech recognition**
- Numerous academic references including Standard Operating Procedures (SOP) for lab tests and practice guidelines;

### Paperless Laboratory

A Comprehensive LIS will eliminate the need to store a large number of forms and registers and online transmission of reports will facilitate paperless working.

### Results and Reports Verification

Automated results verification based on gender, age and previous results can eliminate several hours spent on each day on verifying lab results. Moreover, when done manually, there is no guarantee as to the accuracy of the verification process. Multi-level result authentication is available. Capsule offers the option to publish normal results and to withhold any abnormal results for review or retest.

### Enter Diagnosis

Capsule offers a facility to enter the **SNOMED** codes (T and M Codes) for each patient. These codes can be searched at any time for statistical purposes at any given point in time.

### Reporting

Online delivery of reports to physicians and wards will ensure promptness, accuracy and enormous savings of manpower and stationery. Where multiple copies are needed for billing or insurance purposes, these can be instantly printed.

### Sample Tracking

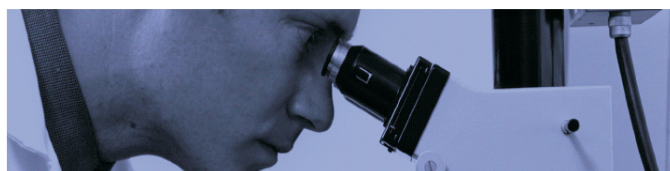
A system is needed to track samples from collection to processing through reporting. Doing this manually is a gigantic task and is most suitable for automation, especially with the facility of barcodes etc.

### Integration with Capsule to ensure cost control

Integration with CIMS will ensure that all investigations are billed correctly, thereby removing the problems associated with under / over billing.

### Interfacing with the Digital Lab Devices

Interfacing of all the digital lab equipment ensures that the results are available online without any time lag at the same time they are automatically updated in the patients electronic files with minimum effort. Saving huge amount of expenses on – developing films for Radiology and imaging, no need to file the results in manual files and save on the valuable storage space for files, no time lag for the results and reduce the number of errors.







# Capsule – Laboratory Device Connectivity

**Capsule** can be connected to more than 400 lab devices and analyzers via an **advanced web-based technology**, ensuring a flexible and expandable system over time. The integration enables your laboratory devices and analyzers to communicate directly with Capsule Lab Information system, minimizing data entry time and the potential for errors. Capsule also supports interfaces to Microbiology instruments.

## Connection Types

Capsule support two types of connections to laboratory devices and analyzers. The type of connectivity is dependent on the capabilities of the interfaced instrument:

- **Uni-directional:** Test results are transmitted from the instrument to the Capsule Lab Information System.

- **Bi-directional:** Orders are transmitted to the instrument from the Capsule and stored on the instrument until the appropriate specimen is loaded. Results are then transmitted from the instrument back to Capsule when the test is completed. (Available only upon customized request)

## Reduced Error Potential

Uni-directional and Bi-directional connections perform a pre-emptive check to make certain a sample is scheduled and the test is being performed for the correct patient. Capsule Lab's device connectivity also provides, HIPAA-compliant transmission of patient data over the network as needed.

## Minimized Data Entry

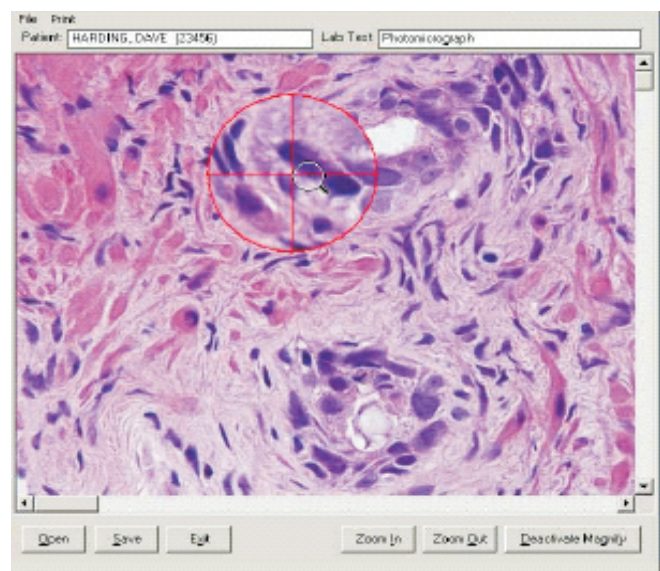
Flexible device connectivity helps to ensure that your staff does not have to worry about data entry. The laboratory device can identify the sample by reading the barcode and send the results directly to Capsule, once the test is completed. Capsule can then automatically match lab results with the correct patient. Advanced 'Broadcast-style' interfaces are also supported to manage the completion of a single order by multiple instruments.



**... to automate your lab**

## Flexible Implementation

Capsule device connectivity includes all of serial cabling required to interface with any instrument, and no serial cabling needs to be done at the site. Instruments are connected directly to the existing network infrastructure using network-enabled Secure Network Interfaces (SNIs), which means that an instrument can be moved by just plugging the instrument's SNI into a new network jack. Relocating instruments is easy because no new serial cabling or terminal server setup is required. Instruments can even be securely connected over the Internet.



*You're in good company.*



Dubai Health Authority



Dubai Police Clinics



Emirates Integrated  
Telecommunications



Zadco Clinics



Dr. Leila Soudah Clinic



Dermalase Clinic



British Dental Clinic



Clinical Pathology Services



Advanced Hearing &  
Balance Clinic



Dr. Rustom's Skin  
& Laser Clinic



Aesthetica Clinic

A few of our happy clients.



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