

CLINIXIAN – Frequently Asked questions

*How difficult is it to complete an **CLINIXIAN** model design?*

The vast majority of the system is already present, ie standard archetypes, clinical rules and reports. The clinician 'working group' simply need to add the archetypes appropriate to their speciality, in the logical order according to their workflow.

This is a very simple process if addressed in a structured manner. Firstly the client reviews his existing process working from existing systems and documentation focussing on OHIO – observations, history, interventions and outcomes. What we need to achieve here is classification and codification, moving from a structured text environment to a structured classifications environment. Here we are building the items to be included within threads to form the archetypes. Whilst it is very unlikely that free text can be completely eliminated, we are aiming for maximum classifications, minimum free text.

It is helpful to bring all stakeholders into this process and run workgroups to discuss the new classifications, discuss the business process flow, the screen design and layouts etc.

How long does the model take to develop?

How long is a piece of string? Once the above process is completed, it is a simple task to create the model, as all the research and planning has been completed. A simple model may only take a few hours to complete, whilst a complex model will take far longer, possibly weeks.

In most cases the modeller can complete the task without the benefit of programming skills, however for a complex model(s) some support from Meridian may be necessary in formulating the 'rules' component. Rules need to be expressed in a logical nature that Clinicians may be unfamiliar with.

Meridian can often provide a base model for modification and enhancement, thereby cutting development time.

What resources are required from my organisation?

We recommend the client appoints a clinical leader to take overall responsibility, a modeller to create the model from the results of the classification and codification process, and holds several workshops with all stake holders within the enterprise.

Meridian will provide supervision and advice throughout the process or the entire development cycle may be out-sourced to us.

*Do we need to buy an **CLINIXIAN** licence before we can begin working on our model?*

No. Whilst Meridian will require a contractual commitment before it can direct resources to a clients development programme, we can provide on-line access to one of our secure servers, running **CLINIXIAN**. This has the added benefit that we can closely supervise progress as the client begins to build his model.

For large and/or complex developments, particularly where there is a geographically distributed team, we will also provide access to our on-line 'Team Track' collaborative development management system.

What help can Meridian provide in the model development cycle?

Meridian has a long history of consulting and project management in healthcare software development and is thus equipped to provide strong support in the model development cycle.

The client can choose to outsource part, or the whole, of the project to Meridian.

What support will Meridian provide during implementation

As per the previous answer, our clients may proceed independently (with advice and supervision), or Meridian can take part or full responsibility.

What on-going support will Meridian provide.

At present Meridian provides support and maintenance services to over 10 separate applications running in many hundreds of sites, including dozens of **CLINIXIAN** solutions. We encourage our clients to take up a 'Support Level Agreement' (SLA) which sets out clearly what services we provide and the response times to different levels of problems. The SLA guarantees the quality, and timely delivery, of support with penalties for under-performance.

Naturally there is a cost attached to an SLA. If the client prefers, then a time and materials fee can be applied to support and maintenance services.

*What do you mean when you state that **CLINIXIAN** is suitable for 'knowledge' based systems and not 'transactional' systems?*

As will be clear from the above, **CLINIXIAN** was designed for an enterprise that deals in knowledge management, such as a clinic, ward or hospital. **CLINIXIAN** is not suitable for transaction based system such as accounting, distribution or many other commercial applications.

Having said this we have systems in development using **CLINIXIAN** for the knowledge management alongside more traditional software that manages commercial transactions. These two different solutions happily co-exist and share data.

*Can **CLINIXIAN** be deployed as a browser based solution?*

Yes

How much does it cost?

CLINIXIAN is licenced on a concurrent user basis, ie the maximum users that you expect to be on line at any one time. Standard pricing breaks are in multiples of 10 users, however we are happy to discuss pricing for smaller sites.

Assistance in developing the model, project, implementation, deployment and training management is available by negotiation, either for a flat fee or on a time and material basis.

How can I find out more?

Simply email us on info@meridianhi.com or call our Sydney office on +61 2 9212 6055

