charmhealth
more than connectivity

CHARM™

Australia's leading clinical eHealth solution

CHARM is an Oncology Information Management Solution for cancer care clinical coordination and management offering a complete cancer treatment management solution in one package. The solution has been developed to support the multi-disciplinary team involved in the care of patients with cancer. It is HL7 compliant and integrates with multiple applications used in both private and public healthcare environments.

CHARM enhances decision making, efficiency and risk management by ensuring accurate patient record sharing and access to information from multiple sources to inform critical decisions at the time of treatment. CHARM's "intelligent" Pathway Engine automates every aspect of patient care, and provides support for the clinical workflow necessary to deliver excellent care - ensuring efficient use of valuable human resources. In the past decade, over 65,000 patients have had their treatment managed using CHARM.

CHARM is patient centric and can be deployed at single facility or across a multi-facility enterprise. Designed to support the need for care and treatment across a number of campuses and locations, CHARM recognises that when a patient receives treatment for cancer, care is often provided at more than one facility. In an enterprise deployment the patient may be assigned a treatment plan from one facility (often the main tertiary hospital initiating treatment) and subsequently relocated to another hospital or site in the region. The system provides a single electronic medical record, which can be accessed by every one of the patient's care providers, with the patient's appointments and pharmacy orders effortlessly transferred to the new facility. The patient-centric model ensures care continues seamlessly, regardless of how much they move or who looks after them.

Data collection and legislative requirements are supported through reference to standards and documents, including: ICD-10-AM, AMT3, eVIQ, TNM Staging, NCI Common Toxicity Criteria, NSW and Queensland Clinical Cancer Data Dictionary, and the Australian Pharmaceutical Benefits Scheme and Medicare Schedule.

Benefits of CHARM

- ☑ **Reduced wastage**
- ☑ **Increased efficiency**
- ☑ **Increased patient throughput**
- ☑ **Improved safety**
- ☑ **Increased patient satisfaction**
- ☑ **Improved communication and documentation**
- ☑ **Comprehensive data capture**

Key features of the CHARM Solution

- Chronic Disease Management using Clinical Pathways
- Oncology Electronic Medical Record
- Pharmacy Management
- Electronic Prescribing- Medical Oncology/Radiology Oncology
- PBS Script Writing
- Pathology & Radiology-Order Entry/ Results Reporting
- Cancer Staging & Registry-Data Collection
- Integration
- Clinical Trials Management
- Day Unit & Outpatient Scheduling
- Document Management
- Dynamic Content Collection & Reporting
- Multi-disciplinary Clinic Support
- Billing Support
- Clinic Practice Guidelines
- Clinical Decision Support

Benefits of CHARM

Doctors and Clinicians
- Provides a source of research data
- Lowers the risk of errors
- Increases efficiency
- Improves patient safety
- Improves communication
- Provides integrated care

Pharmacists
- Improves financial management
- Saves money
- Improves coordination
- Simplifies stock management
- Improves scheduling
- Provides quality patient care

Patients
- Increases patient satisfaction
- Aids in the improvement of health outcomes

Nurses and Allied Health Professionals
- Improves scheduling and coordination
- Ensures clear and readable charts
- Improves communication
- Lowers the risk of errors
- Improves patient care

Executive and Senior Management
- Provides significant cost savings
- Assists with future service planning
- Improves reporting capability
- Improves communication

CHARM Connecting the Multi-disciplinary Team

CHARM offers a solution that delivers the communication and management of patient information which will improve efficiency, safety and communication between all healthcare professionals involved in the provision of care to the Oncology Patient.

Supporting Both the Patient and the Clinician

Clinicians are provided with a rich, yet simple, set of tools to assist in all aspects of patient care.

Scheduling treatment using a clinical pathway template creates entries for every patient appointment required (consultant review, treatment, allied health service review, procedure or intervention), codes each service using MBS codes and lists the resources required for each visit. Medication doses for the entire treatment are calculated based on pre-defined dosing rules specific for each pathway. Recommended tests and interventions which should be ordered for each treatment day are also listed. Progress notes can be recorded in various formats and viewed by the multi- disciplinary team. Interfaces to pathology, radiology and radiation treatment systems ensures that current and accurate clinical information is available at the time important treatment decisions must be made.

Nursing Staff

Nursing staff will be able to use the various modules and tools to run the day therapy units safely and efficiently utilising the patient scheduler, medication management, decision support, and electronic medical record and reporting tools provided with CHARM.

Pharmacy Management

Pharmacists benefit enormously as a result of the improved communication provided by CHARM solutions. They are instantaneously notified when a drug order is changed or cancelled and they can review important patient results in advance so that they can plan their workload and staffing levels accordingly. In comparison to normal pharmacy management systems, which generate inventory orders based on historical usage, the rich data captured enables the generation of reports based on actual future requirements, which improves purchasing capabilities, reduces inventory costs and enables them to maximise the economies of purchasing high use items in bulk.

Executives and Senior Management

Hospital administrators and managers will have a multitude of uses for the detailed and complex information stored in the patient electronic medical record modules, including: Managing human resources - pharmacy and nursing staff; Reporting future drug expenditure based on patients scheduled for treatment; Measuring the quality of care and service planning.

About Charm Health

With over 45 successful deployments since 2000, Charm Health is a proudly Australian company that has grown to be Australia's leading supplier of specialist oncology eHealth systems. Our solutions are used by leading public and private health providers of cancer care.

For more information regarding our Solutions please contact Charm Health:

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