



Healthcode ePractice Survey Report

2019



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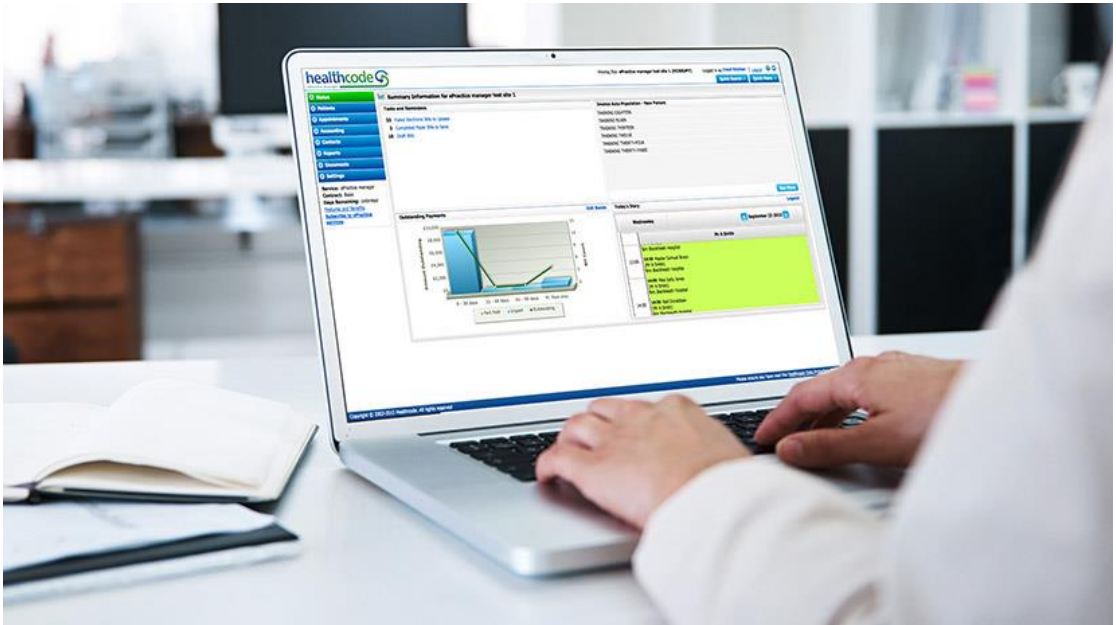
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INTRODUCTION



21k customers surveyed



Over 700 responded



Revealing their critical needs

The Healthcode ePractice survey was conducted in Q3 last year. The survey was to gain insight on what matters most to both you and your private healthcare practice.

We recognise the private practice environment is changing rapidly and wanted to understand the challenges you face in running your practice in today's market.

Key findings showed an increasing demand for:

- Operational efficiencies
- Data security
- Compliance with regulation

This report sets out the key findings of the survey and the steps Healthcode are taking to address the needs of independent practices.

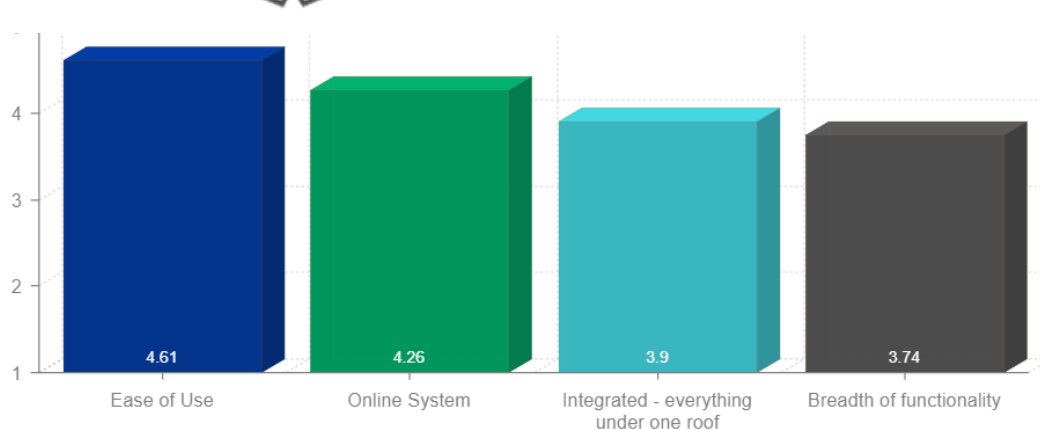
Key Findings



What is important to you?



What is most important to you in a practice management system?



On a scale of 1 to 5:

- 1 – Not important
- 2 – Somewhat important
- 3 – Neither
- 4 – Important
- 5 – Very important

Of the range of options, ease of use was deemed as the most important requirement in a Practice Management System (PMS), scoring 4.61 out of 5. This was closely followed by online capability, which scored 4.26 out of 5.

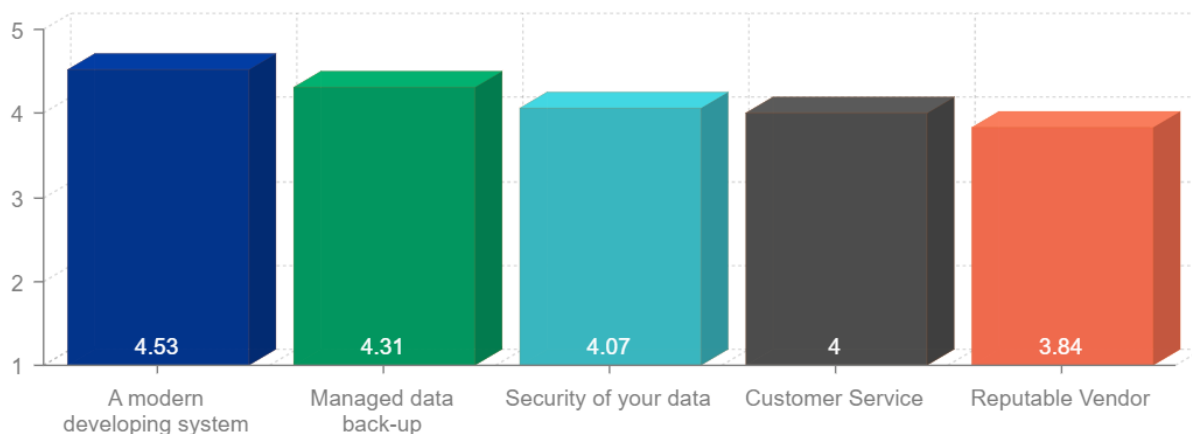
Overall, ease of use, online capability and integration were considered either somewhat important or very important. Breadth of functionality received an average score of 3.74.

Healthcode response :

We are enhancing the ePractice interface so it is simpler and more intuitive for users. These improvements will be available later this year.



What is most important to you in selecting a practice management supplier?
























Using the same scoring system, we asked what our customers looked for in a PMS supplier.

Given the rapid pace of change in private practice, we are not surprised that most customers want a system that enables them to keep up with the latest developments. Most respondents recognise the importance of data security and back-up to protect patient confidentiality and comply with tighter data protection laws.

Healthcode response:

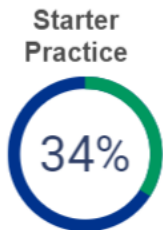
We are committed to an ongoing development and testing programme to ensure ePractice delivers the latest functionality and technology. This goes hand-in-hand with our unrelenting focus on data security and back-up.

Respondents were presented with the following plans which outline what a Starter, Growing or Established practice may require day-to-day.

Starter Practice	Growing Practice	Established Practice
<ul style="list-style-type: none">  Patient Management Basic database, duplicate record checker, contact book  Online Procurement Diagnostic & pathology  Scheduling & Planning Diary, clinic sessions & online video consultations  Invoicing & Payments Built-in diagnosis and procedure code look-up, Insurer and patient electronic invoicing, Online payment for patients, Shortfall prompts, Debt re-allocation  Statement & Reports Statement, invoice receipt, invoice and payment data export  Documents & Communication SMS, shortfall & payment reminder letters  Information Security 2GB secure online storage hosted in UK  Apps Table App 	<p>Starter Practice plus...</p> <ul style="list-style-type: none">  Patient Management Insurer membership lookup  Scheduling & Planning Appointment listing  Invoicing & Payments Pre-populated invoices to insurers, auto record payments from electronic insurer invoices, allocate payments across several invoices from one bulk payment  Credit Control Credit control by aged debt, task management  Statement & Reports Invoice & payment reports, debt analysis reports, banking reports, reconciliation reports, debtors reporting, summary reports  Documents & Communication Header, footer and signature images, word processing  Information Security 50 GB secure online storage hosted in UK 	<p>Growing Practice plus...</p> <ul style="list-style-type: none">  Patient Management Notes and alerts  Scheduling & Planning Appointment letters, appointment confirmation  Coding Toolkit Body map and code classification conversion (Diagnosis and procedure)  Statement & Reports Appointment reports  Documents & Communication Mail merge, draft letter management tools, custom letter templates, appointment confirmation email  Information Security 75 GB secure online storage hosted in UK, GDPR Toolkit



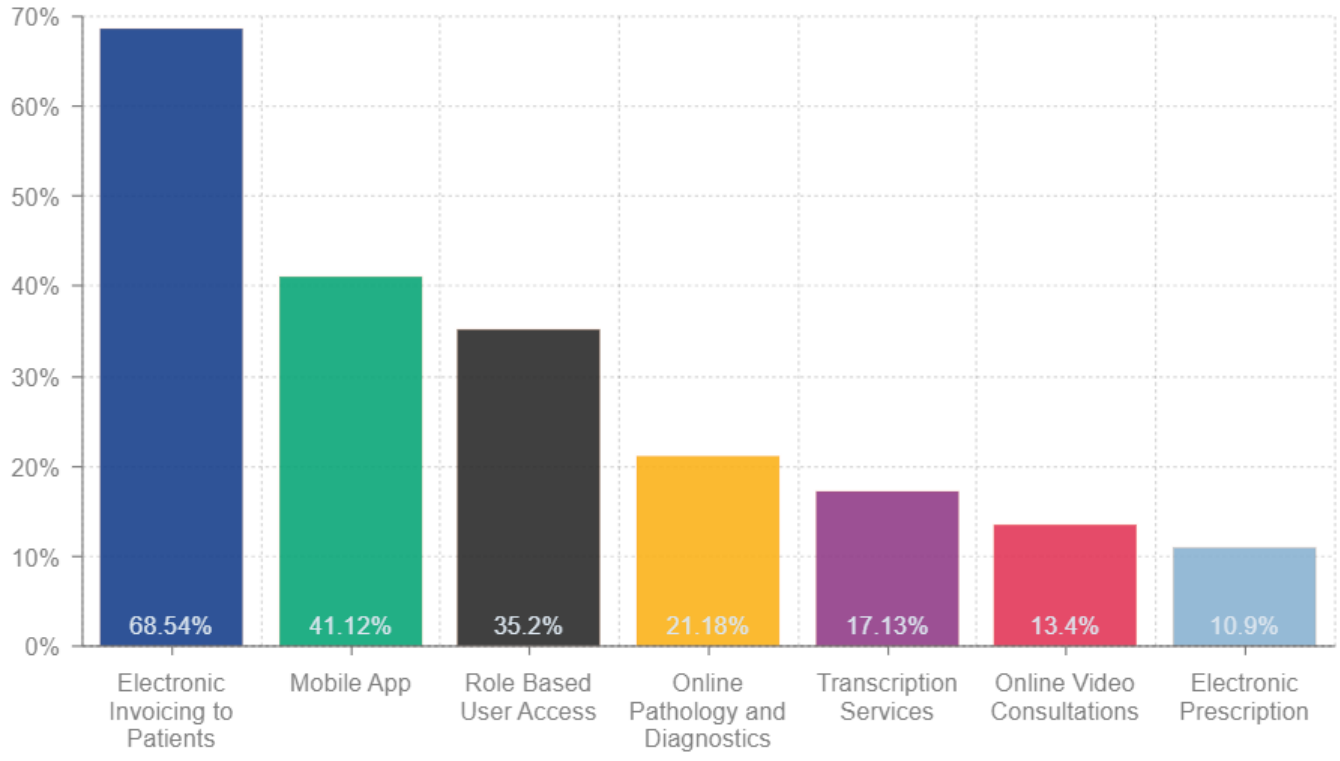
Which package best reflects your requirements?



When asked which plan would best reflect our customer requirements, over 60% identified with either growing practice or established practice and wanted a solution that would help them stay in control of their finances and operate more efficiently.



What features might be most important to you in a Practice Management System



Understanding what new features are important to our customers helps steer our future development.

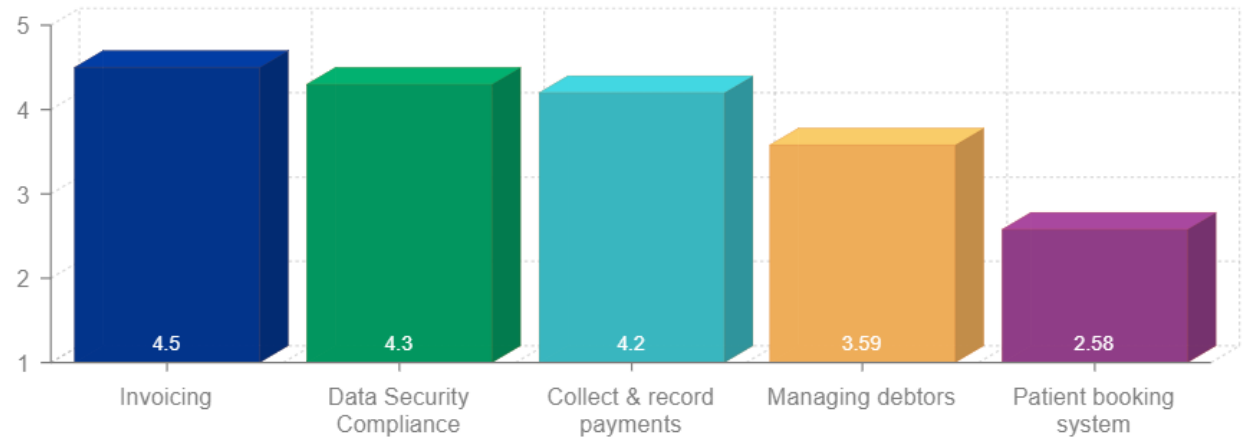
As the number of self-funded patients grows, it is no surprise that more practices want a way of generating secure electronic invoices to this group alongside PMIs. A mobile app was rated the second most important feature, reflecting the desire for practitioners to want to stay in control as they increasingly divide their time between different locations.

Healthcode response:

We are delighted to see that there is an appetite for features that are currently in development. Both electronic invoicing for patients and a mobile app will be launched later this year.



Please rate the most important aspect of running your practice:



Respondents focused on the financial aspects of running a practice, including invoicing, payment tracking and debt management. However, they also recognise the importance of data security following the publicity surrounding the new Data Protection Act 2018.

Healthcode says:

ePractice has capabilities which support all the critical aspects of running your practice on one secure platform.



Please rate the ease of use of the Healthcode ePractice system



43% of respondents felt the Healthcode system is:

Easy or Very Easy to use



36% of respondents felt the Healthcode system is:

Difficult or Very Difficult to use



43% of respondents find ePractice either very easy or easy to use, however 36% of respondents find the system either difficult or very difficult to use. The remaining 11% feel it was neither easy or difficult to use.

Healthcode response:

We are committed to providing a positive user experience and have already embarked on a programme to address the usability issues highlighted by customers.



Based on your experience, do you feel that the Healthcode system meets your needs?

Yes



No



We are delighted to find that 81% of respondents who subscribe to the higher tiers of ePractice, feel that the system meets their needs due to a number of factors such as:

- Simplicity of invoicing
- Time saving aspect
- Value for money

These respondents feel they have everything they need in one system from letters to accounting, along with satisfaction of the speed of payment once they sent an invoice to an insurer.

The 18% who feel that the system does not currently meet their needs focussed on:

- The absence of a mobile app
- The lack of an integrated payment solution
- Automatic allocation of payments to patient accounts

Healthcode response:

System improvements are already underway to address the gaps highlighted by users in the survey.



SUMMARY

Overall, we are delighted that so many of our customers took the time to complete the survey. Your feedback is valued and we will continue to engage with you. We value all customer feedback and see our relationship with practices as a working partnership. In continuing to engage with you, our overriding priority is to ensure ePractice not only meets but exceeds expectations.

Findings highlighted the critical aspects of running a private practice are:

- Invoicing
- Collection and allocation of payments
- Data security and compliance with regulation

The survey results indicate the most important aspects in a practice management system are:

- Ease of use
- Online capability
- An integrated system with everything under one roof

Our customer feedback tells us that the functional priorities are the same irrespective of whether you are a new entrant into private practice or an established practice, and that two plans are sufficient.

The survey has given us invaluable insight to our customers and the aspects of the service they regard as most important as well as areas where they want us to improve and introduce new features. In response, we have already started a programme to address the concerns raised and will enhance the features of our ePractice solution.

You can expect to hear more information in the coming months.



PASSION LED US HERE

Future

Next steps and what to expect

We have already begun to strengthen the positives and address the areas that require some work. To achieve this, we will be announcing some improvements and changes to ePractice over the coming months.

Post Survey Action

The report findings have helped us to ensure our products and services are aligned to the needs of our customers. We will ensure that we improve aspects which you feel do not meet the high standards you rightly expect.

Future Developments

We are working hard to ensure the system continues to improve and a number of developments are already in the pipeline. We want customers to get involved in the development phase to ensure that enhancements meet their needs.

Get in touch to find out more.

Customer Service

We are working hard to grow the team to ensure we are able to meet demand and provide the high standards of support our customers deserve. We have already made significant improvements with an increase of four customer representatives available.



Get involved

Register your interest in taking part in the development user group.

Contact:
marketing@healthcode.co.uk

About Healthcode

Healthcode is a leading provider of IT services for the private healthcare sector focusing on industry solutions. Healthcode's expertise and industry knowledge helps independent specialists, private hospitals and insurers improve their operational efficiencies.

Our solutions include the clearing of medical invoices, electronic billing, practice management systems, insurer member database hosting, secure messaging and clinical coding tools.

Our mission is to remain recognised as the experts in online solutions. We believe all key stakeholders in the industry will benefit by developing and enhancing common standards to connect organisations enabling collaborative programmes where business, clinical and commercial information can be securely exchanged.

Our vision is to be the knowledge source and most trusted independent expert to deliver interoperable online solutions and define industry standards for private healthcare.

Secure Data

Our systems are secured in accordance with internet banking conventions, using 256 bit certificates; and are housed in a secure UK location and only accessible via encrypted network connections. Access to the data is protected and secured by Transport Layer Security (TLS), user credentials and role based control.

A back-up copy of the data is taken on a daily basis and stored securely. Our infrastructure is hosted by one of Europe's leading managed service providers and has a separately secure hosted disaster recovery facility.

All data is held within our private, dedicated infrastructure, hosted in a secure UK data centre in line with the ICO data protection best practice recommendations.

We provide system solutions to leading players in healthcare and thousands of users across the industry, processing circa £3bn worth of medical invoices annually.



Heading
15+ years



Trust
Trusted name in the industry



Custodian
Approved custodian of confidential records



Secure
Dedicated secure network infrastructure (UK)



Partnership
Strength of partnerships



Leaders
Leaders in industry and coding standards



healthcode 
Online Solutions

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