

FIOS – Product Overview

Client Information System for Community Mental Health

FIOS is a client information system for community mental health services. The system supports the complete workflow of a CAMHS Clinic (Child and Adolescent Mental Health Service).

FIOS supports the collection of demographic, episodic, referral, appointment & clinical information pertaining to any episode of care for a CAMHS client. All records are retained in a long-term Electronic Health Record (EHR) which contains a complete history of all information collected for all clients of the service. A full audit trail allows for complete tracking of who updated or viewed a client's record. The system is securely accessed by a wide range of administrative & clinical users all with the appropriate levels of access to the client's electronic record. Physical or virtual appointments are supported including room/resource booking, letters and client text messaging.

The **FIOS** system has a number of software modules:

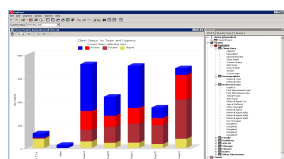
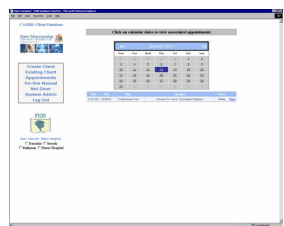
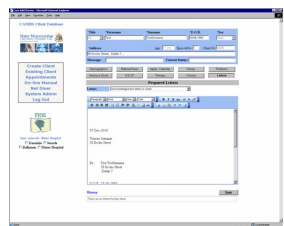
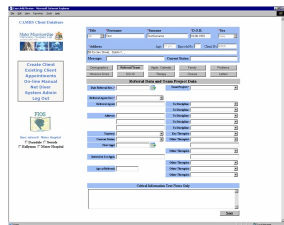
CAMHS Client – Client identification, personal data, demographics, referrals and appointments/room booking.

CAMHS Clinical – Client family history, problems, therapy, diagnosis (ICD-10), outcome and closure.

CAMHS Sites – Single or multiple clinics and teams can be configured to operate as a single organisation.

CAMHS Diver – Information Management System for all CAMHS data, supporting all national KPI's.

Features



FIOS covers the following functionality:

- Web based application that allows the collection and viewing of client information at any location in the organisation.
- Client identification, personal data, demographics, referrals and appointments.
- Client family history, problems, therapy, diagnosis, outcome and closure.
- The Health of the Nation Outcome Scales for Children and Adolescents (HoNOSCA) scoring template is implemented as part of FIOS.
- ICD-10 Diagnosis classification is implemented as part of FIOS (A subset of ICD-10 codes relevant to CAMHS is supported)
- A high level of security has been implemented across the FIOS application to ensure only authorised users can access the relevant information in a clients' record. For example, clinical users can only view and update their own client's records and appointments.
- The system allows clinical users to easily access and manage their own 'Case Load'.
- Clients can be easily tracked through the various stages of the process e.g. waiting list, appointment, therapist assigned, attending, discharged, etc.
- The appointment module supports physical and virtual appointments, including room/resources booking, letters and text messaging (via the HSE's text messaging gateway).
- Clinical users can see a user-friendly calendar view of their appointment workload.
- Letter Templates can be created and amended by Administrative users. Other users can then use templates to create client letters.
- The system can be configured for a distributed organisation where multiple teams can work across multiple clinic sites.
- Comprehensive audit trail available on all user access to Client records, so that all viewing and updating of information can be tracked.
- The **CAMHS Diver** module is based on powerful business intelligence tools. It provides information for performance indicators, quality indicators, reports, statistics, charts, 'ad hoc' analysis, export, clinical audit and research. Access to every collected data field is available.
- The system is highly flexible and can be easily customised by the user. For example, administration users can modify drop down lists, letter templates, etc.
- The system has been designed for the future display and collection of data via mobile devices.

FIOS can be accessed from any Personal Computer via a standard Web Browser. The software is developed in Microsoft .Net Framework and utilises a standard SQL database.

Reference Sites

- HSE Dublin North City & Central CAMHS Service (CHO9) – 8 community teams
- HSE Linn Dara – South Dublin, Kildare & West Wicklow (CH07) – 8 community teams
- Mater Misericordiae University Hospital Family Therapy Service

FIOS is a product of Manitex Limited

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