

Technical specification

Deployment, registration, appointments, billing, claims, the pharmacy, reporting, security, data and service for asasii health.

Deployment

Where it runs	The provider's own data centre or cloud account, where its data policy requires
Installed by	idataraya, who installs it and keeps it current
Keys, backups and data	Held by the provider's team
Data residency	The provider's decision, not a condition of the product
The product	A standard product configured to the provider's process, not a one-off build
Rollout	Live at one clinic, branch or department first, before a group commits to it

Registration and admission

At the front desk	Registration and admission on one patient record
The patient record	One record that billing, the pharmacy and the claims desk all read from, instead of keeping their own
Returning patients	Found rather than re-created, so the same person does not exist three times with three balances
The episode	A bill, a deposit and a guarantee letter refer to the same episode

Appointments and queues

Bookings	Booking and rescheduling on the schedule the front desk works
The queue	The queue at the counter, run from the same schedule
Waiting area display	Reads from the same schedule the desk works, so patients see where they are

Billing and deposits

Deposits	Taken at admission against the episode
Interim bills	Raised during a stay against the same episode

Final bill	Built at discharge against the same episode, with the deposit netted against it, rather than assembled at the end
At the desk	What has been paid, what is estimated and what is outstanding, while the patient is still at the desk
Payment methods	DuitNow QR, cards and the major Malaysian e-wallets, at registration, discharge and the pharmacy counter
Posting	Payments post against the bill, not into a separate takings figure
Payment terminals	Driven from the billing screen over ECR, so the amount is keyed once

Panel and insurer claims

Guarantee letters	Held against the episode they belong to
Submission	Panel and insurer claims, submitted against the episode
Follow-up	Tracked against the episode when a claim is queried or short-paid
At the desk	Where a guarantee letter or claim has reached, without calling the insurer
Ageing	Claims that are queried, short-paid or simply sitting, visible to finance before they become write-offs

Pharmacy and dispensing

Dispensing	At the counter, against the prescription and the patient record
Stock	Drawn down as it is dispensed, and held by location
Batch and expiry	Tracked where the item requires it
Reordering	From the actual stock position, not a count at month end

Reporting and reconciliation

Takings	By counter and by payment method
Reconciliation	Against settlement and against what was billed
In the same view	Claims, deposits and outstanding balances
The day close	From one report, with no separate exercise to make the billing system and the payment records agree

Security

Sign-in	Single sign-on with the provider's identity provider and MFA on every console
Roles	Access to patient records scoped to role
Audit trail	Every change to a record logged with who made it

Data and integration

Patient data	Stays in the provider's own environment, under the Personal Data Protection Act 2010
Clinical systems	Stay where they are; idataraya integrates asasii health with the systems the provider already runs
Payment terminals	Driven from the billing screen over ECR
Works beside	asasii pos

Moving across

What moves	Outstanding balances, active episodes and open claims, with the data
The previous path	Stays available until the new one is trusted
Cutover	Planned on the basis that the counter keeps working throughout, since admissions cannot pause for it
Go-live	idataraya is present when it goes live, not only reachable by email

Service

Response	Severity-based response times, measured monthly
Monitoring	Continuous, from within the provider's environment
Backup	A drilled backup and restore
Maintenance	Releases, patches, incident response, and the changes a growing group needs as it opens branches and adds panels
Agreement	One yearly fee covering software updates and patches, the customisations made for you, monitoring and incident response, response and restoration targets, and those changes. Hosting stays with the provider

asasii health is a product of idataraya Sdn Bhd (1263428-K), Kuala Lumpur. Deployed in the client's own environment, customised and maintained by idataraya. info@idataraya.com · health.asasii.com