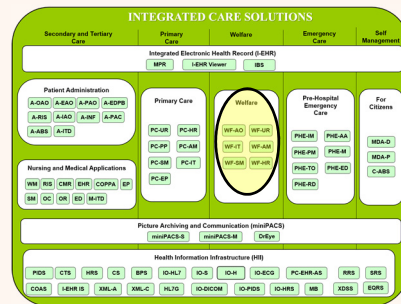# Welfare (ICS – W)

Overview

Welfare (ICS – W) applications support appointment booking and EHR management in the context of a welfare organization setting. They are specialized in child welfare in meeting the requirements of this type of organizations, and in supporting the involved healthcare personnel such as pediatricians, social workers, occupational therapists, speech therapists, and psychologists. They support caseworkers' interactions with children, youth, and families, as well as managerial decisions. This way the organizations can enhance program efficiency and improve outcomes for the families they serve.
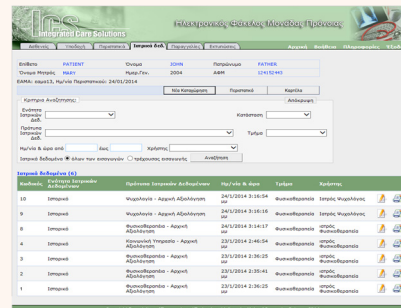
Welfare applications constitute the welfare family (ICS – W) of FORTH-ICS' Integrated Care Solutions suite. They are based upon an open, scalable and evolvable architecture that integrates distributed information and knowledge in a flexible manner, focusing on the timely and effective delivery of the appropriate information to all authorized users. Being the outcome of applied research, they encompass both state of the art trends and real-world requirements for effective use.

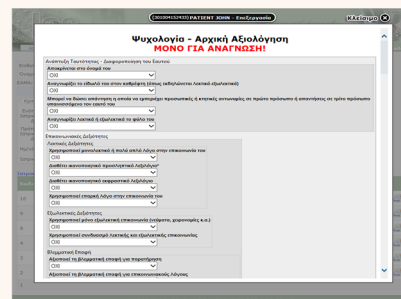The main characteristics of the **Welfare** applications are:

- They are fully configurable and adaptable to any care unit's workflows using intuitive user-friendly interfaces.

- They are subsystems of an integrated solution. They can be installed either as stand-alone systems or in combination with other ICS or 3rd party applications.

- They support automation of business processes both within and between healthcare facilities.

- They can electronically interface with eGovernment services, 3rd party applications and open devices. All interfaces are based on standards such as HL7, FHIR, DICOM, XML, and web services.

- They are customizable and scalable according to the needs of each institution.

- They support role based access control.

ICS-W is Part of the
Integrated Care Solutions (ICS)
Software Suite Covering the Areas of
Primary Care, Secondary and Tertiary Care,
Emergency Care, Welfare and *Citizen self-management*

Welfare Unit Electronic Health Record
(WF -HR)

EHR Template Instantiated for Welfare

Target Domains

ICS – W is suitable for care units (e.g. for handicapped children).

Description

The Welfare family of ICS products have been designed for health care professionals who provide for social well-being and support to individuals (e.g., with illness or disability, the elderly, etc.).

Welfare applications include the following:

- Welfare Unit Reception (WF-UR)
- Welfare Unit Electronic Health Record (WF -HR)
- Welfare Unit Appointment Management (WF-AM)
- Welfare Unit Supply Management (WF-SM)
- Welfare Unit IT Department (WF-IT)

Welfare applications support standards based electronic communication with 3rd party systems for:

- Pharmacy, Materials Management and Nutrition department for ordering, order cancellation and administration of drugs / medical supplies / diets.
- Business Intelligence / MIS for the electronic transmission of data for statistical analyses.
- Communication with 3rd parties (e.g. insurance organizations or eGovernment services) in line with current legislation.

ICS Installations in Greece since 2005

FORTH-ICS products and services have been certified according to the requirements set by ISO 9001:2008 and ISO 27001:2013

Additional Information

The software suite **Integrated Care Solutions (ICS)** is a series of IT software, centered around the electronic health record, to support patient administration (ICS – A), pre-hospital emergency care (ICS – E), health information infrastructure (ICS – H), the integrated electronic health record (ICS – I), nursing and medical applications (ICS – M), primary health care (ICS – P), citizen self-management (ICS-C), IT support (ICS – S), **welfare (ICS – W)**, and picture archiving and communication (ICS – X).

The ICS suite follows high quality international trends regarding both the structure of the Electronic Health Record (EHR), as well as integration with third party systems through the use of internationally acclaimed standards and protocols (like HL7, DICOM, etc.). This system has been deployed in Crete since 2013.

CeHA web site

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