Success Story

embarcadero®

Delphi with InterBase

ORGANIZATION

ManagementPlus Healthcare Information Systems

ManagementPlus™

APPLICATION

ManagementPlus Practice Management System

TOOLS

Delphi®, InterBase®

CHALLENGES

- Deliver a high value solution with industry leading features at a lower price point than the competition

- Provide an easy to use, intuitive software interface for medical practices

- Respond quickly to industry regulations and customer requirements with new feature releases

- Reduce or eliminate complex database administration requirements

RESULTS

- ManagementPlus consistently beats the competition with better features at a better price

- Customers give rave reviews to ManagementPlus for the user friendly graphical interface

- Compared to other solutions, ManagementPlus enables customers to adapt much more quickly and easily to new industry regulations

- ManagementPlus stores customer records securely and reliably without the complexities of an "enterprise" database

> " Delphi significantly enhances our development productivity and provides us with a real advantage over our competitors. Using Delphi, we can offer our customers more functionality at a lower price point. "
>
> – Bryan Thorell, Development Manager, ManagementPlus

INTRODUCTION

ManagementPlus offers one of the fastest growing medical practice management software packages available today. The company's solution is widely recognized as having one of the most user-friendly interfaces available. By using superior technology, ManagementPlus has created an easy to use, powerful solution that can simplify administration and increase profitability for specialty practices.

DEVELOPMENT FLEXIBILITY AND SPEED BEATS THE COMPETITION

ManagementPlus takes advantage of Delphi's advanced features to implement a flexible, modular architecture, giving them the agility to respond quickly to new customer requirements. As a result, the company can more effectively implement new, advanced features and improve customer satisfaction.

Leveraging the productivity features of Delphi, ManagementPlus has implemented each module of the company's software as a DLL, so that the development team can update one DLL without rebuilding the entire application. "All of the DLLs are OLE servers, and Delphi provides a great template wizard and other capabilities to create the OLE servers," says Bryan Thorell, Development Manager at ManagementPlus. "As a result, we can implement new features and capabilities quickly. This capability for rapid application development is by far the biggest reason why we have standardized on Delphi for all of our software."

For ManagementPlus, time to market is another key advantage to using Delphi. The company's solution must accommodate a constantly evolving list of government and insurance regulations. And in response to these regulations, the company places a priority on timely, high quality software releases. Delphi helps them to achieve these goals. For example, ManagementPlus recently had to implement national provider ID numbers for doctors (one ID number for each provider that is used by all insurance companies). They were able to add this feature much more quickly than other vendors, resulting in a significant competitive advantage in the market.

ADVANCED GUI FEATURES IMPROVE CUSTOMER SATISFACTION

ManagementPlus takes advantage of Delphi add-on components to provide an intuitive, user-friendly interface that receives rave reviews from customers. "Our customers are healthcare providers whose focus is on delivering excellent care to their patients – and not on becoming software gurus," explains Thorell. "ManagementPlus's intuitive, graphical interface allows our customers to manage their business more effectively, without the need for extensive training."

The ability to customize the Delphi environment has proven a real benefit for ManagementPlus. A variety of add on components enables the company to implement sophisticated GUI features very quickly and cost-effectively. ManagementPlus uses third-party, off the shelf Delphi components and has also written some of their own custom components for data access, forms processing, work flow, and reporting. These advanced capabilities provide a real differentiator for ManagementPlus.

Delphi's reporting capabilities provide another important advantage for ManagementPlus. "We always get praise on reporting. Delphi lets us offer lots of flexibility in aggregating and presenting the data. And we are looking forward to updating our reporting with added layout capabilities and charting using standard third-party components," said Thorell. ManagementPlus includes a custom report generator that provides users with secure access to any data in the system. Using Delphi components, ManagementPlus can easily output this data to various formats including HTML, PDF, text, and XLS.

EASILY ENHANCE APPLICATIONS TO SUPPORT NEW WEB SERVICES

Delphi's web capabilities have also allowed ManagementPlus to support new web services introduced by the insurance companies to system and get a response from the insurance company indicating whether the patient is covered and at what level. The query uses the web services features built into Delphi, which benefits our users by providing up to date information from the insurance providers."

With Delphi, the developers at ManagementPlus have added the capability for online claims processing entirely within their application. Users do not need to open a separate browser

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– Bryan Thorell, Development Manager, ManagementPlus

window, and authentication with the claims processing servers is handled automatically by the application. ManagementPlus users gain the advantage of faster and more accurate processing all within their existing ManagementPlus application. And ManagementPlus benefits from reduced training and support costs, as well as improved customer satisfaction.

Delphi's advanced GUI development tools provide ManagementPlus a significant competitive advantage in delivering an intuitive, compelling user interface for medical practice management.
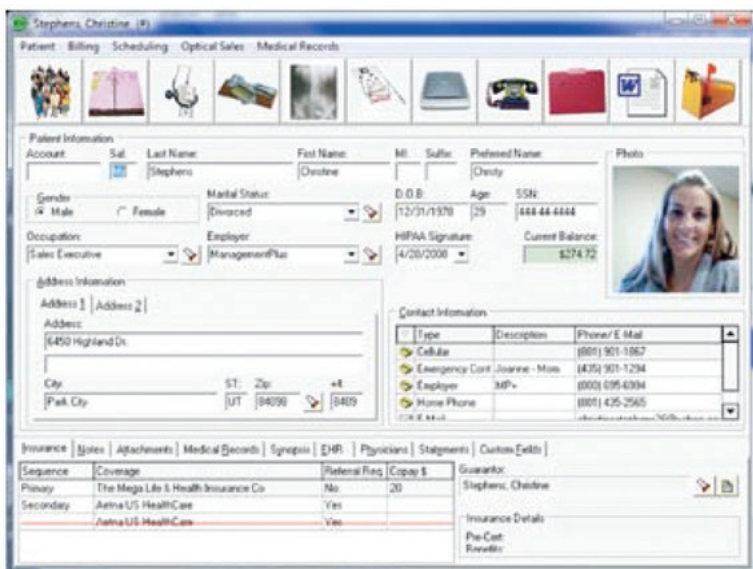

RELIABLE AND SECURE MANAGEMENT OF PATIENT DATA

ManagementPlus ships with the InterBase database for reliable data management of confidential patient records. In a typical customer environment, office staff are responsible for entering and maintaining all of the patient records in the system. The customers do not have an on-site database administrator to manage the system.

"We especially like InterBase because the database is self-tuning without the need for maintenance," explains Thorell. "InterBase provides a robust, extensible data store that is incredibly fast. The database can handle millions of transactions without a problem. Just about the only thing our customers need to do is run the backup utility from time to time."

ABOUT MANAGEMENTPLUS

ManagementPlus is a privately owned company founded in 1995 with corporate offices in Salt Lake City, UT. The company offers a fully integrated Windows-based, practice management and electronic medical records solution used by more than 2000 professionals nationwide, with installations ranging from solo practitioners to multi-provider networks supporting as many as 300 users. By using superior technology such as Delphi, ManagementPlus has created an easy to use, powerful solution that can simplify life and increase profitability for the company's customers.