



iCIMS – Frequently Asked Questions (FAQ)

1. What are the key features of the iCIMS solution?

- Web-based.
- Single installation to serve multiple clinical specialities.
- Tailored to each speciality's clinical and operational needs.
- Captures the full patient journey.
- Maps clinical workflow to cater for work processes maximising efficiency, patient safety, and eliminating workarounds.
- Rapid development and highly flexible to address the most detailed needs.
- Automated programming and data modelling through design allowing for rapid design development, prototyping, and change adaptations.
- Full read and write audit trails.
- Extensive role-based access control.
- HL7-compliant and integrates with other systems via HL7 and APIs.
- Caters for the continuous evolution of clinical practice resulting in design changes post commissioning.
- No data lock-in: all data is exportable out of the system in human readable formats (e.g. CSV).

2. What technology and databases are used?

The iCIMS platform is written in Python and uses PostgreSQL database but is also compatible with SQL Server. The iCIMS package is usually installed on a Virtual Machine (VM) running either Microsoft Server or Linux with the end-use application being browser based (Google Chrome, Microsoft Edge, etc...). The iCIMS technology can also be run as a cloud service.

3. Does iCIMS support HL7 and/or FHIR? if so, what versions?

Yes. iCIMS uses a scalable HL7 module and is currently in use at live client sites for exchanging patient data with various systems. iCIMS currently uses HL7 v2 and FHIR. iCIMS also has a range of flexible APIs for custom connectivity requirements.

4. Does iCIMS Integrate with other hospital systems?

Yes. iCIMS flexibly integrates with other systems in the hospital's ecosystem. Some of the current iCIMS data integrations for existing clients include EMRs, Patient Administration Systems (PAS), Theatre/Surgery, Pathology, Radiology, Chemotherapy, Radiotherapy, and additional custom integrations as needed.

5. What reporting capabilities does it have?

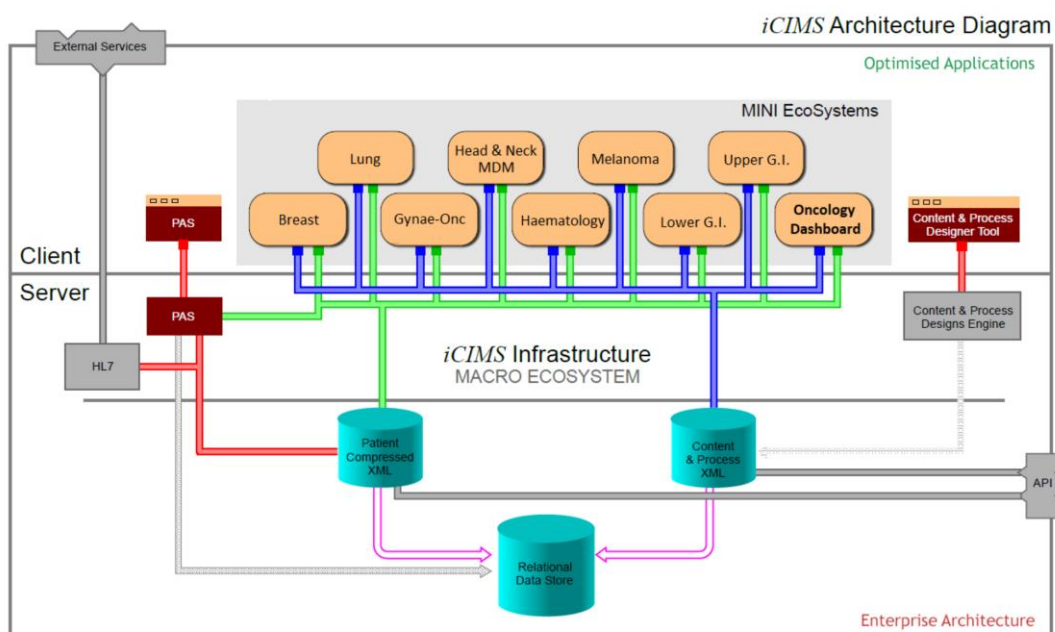
iCIMS has multiple levels of reporting:

- Native data export – all patient-based or form-based data can be exported by date range externally into CSV format.
- Customised data export – tailored data exports as defined by the client. Example: tumour-based extracts for cancer registries that required an export of every tumour and all its related data such as surgery, MDM recommendations, treatment outcomes, etc...
- Statistical reports – periodic statistical reports can be designed into any application using iCIMS's design environment. This would require the client to pre-define the report format and criteria for iCIMS to design into the system.

6. What does the application architecture look like?

iCIMS's architecture is a client-server architecture where a single server installation can serve multiple end-user groups and specialities (e.g. Breast Cancer, Gynae-Oncology, Trauma, Endocrinology etc...). Key points:

1. Single infrastructure installation for n number of specialities/user-group (unless multiple instances are specifically required).
2. HL7 compliant for communication with external HL7 gateways to exchange data with other institutional systems.
3. Native interoperability between all the iCIMS end-user applications.
4. No data lock-in. All data is exportable into CSV/XLS/XML as a native function of the system.
5. Immediate adaptability – all programming and database management is automated through iCIMS' proprietary design tool and therefore most changes to the end-user application design can be delivered in near real-time.



7. How flexible is the system?

As one of iCIMS' core features is immediate adaptability, the majority of system changes do not require re-programming or data modelling. This allows for near real-time adaptations. For example, one client required 98 changes in the first three months of go-live where iCIMS was able to implement 95 of those changes with a turn-around time of 3 days. All versions of data remain securely stored and no system downtime is required.

8. Do you have tools to perform data migration from multiple systems? Have you got any examples from the past?

iCIMS has experience in performing data migration tasks for existing clients including data rescuing tasks from legacy systems (e.g. ACCESS databases) and manual files (e.g. EXCEL). iCIMS has completed data migration tasks for a range of clients from ACCESS databases and other home-grown systems including:

- Royal Women's Hospital Gynae-Oncology pilot: migrating chemotherapy records into iCIMS from a pre-existing system.
- St. George Hospital, NSW: migrating full breast cancer clinical records from ACCESS 95 to iCIMS.
- Royal Melbourne Hospital: migrating full breast cancer records from pre-existing system into iCIMS.

9. Will it work across multiple sites [i.e. does it support multiple sites]?

Yes. Depending on the preferred configuration of the client, the possibilities are:

- a. A single cloud-based instance (or hosted by a central party e.g. department of health) that all sites access centrally.
- b. A single-instance per site hosted by each site with cross-instance communication enabled by iCIMS.

10. Does iCIMS support data import/export functions in various formats?

All data within iCIMS is exportable into CSV or XML formats. There is no data lock-in. A native function of the system allows for export patient-centric or system-centric (by forms) out of the system.

While iCIMS allows for importing data, it does not currently provide the tools to the end-user/client to do so however it is an identified function on the product roadmap. Currently any data import tasks have to be fulfilled by iCIMS support staff.

11. Does iCIMS provide a standard Service Level Agreement (SLA)?

iCIMS provides an industry-standard Service Level Agreement with an edge. iCIMS maintenance includes:

- System maintenance updates to the iCIMS infrastructure.
- System troubleshooting and error/bug resolution.
- General help through the iCIMS support function in any implementation.
- A set number of hours for system design adaptation included per maintenance year for the client to utilise. This is a unique advantage that iCIMS provides inclusive as part of the standard industry maintenance.

Do you have any other questions we have not covered?

We would love to hear from you! Please email us any questions you have at

info@icims.com.au