



## KEY HIGHLIGHTS

**INDUSTRY: HEALTHCARE**

Custom Development Solutions

### CHALLENGE

Address inadequacies and inefficiencies of current ASIST application

### SOLUTION

- Lean streamlined framework
- More robust system eliminating data loss due to session time outs and improving functionality

### ACRODEX AT WORK

- Extensive software architecture knowledge applied to create a lean streamlined framework
- Iterative approach to development and support work delivered early client value

### DEPLOYMENT ENVIRONMENT

- Microsoft ASP.NET, AJAX
- Visual Studio 2008
- Windows Server 2003
- DevExpress Controls
- Microsoft SQL Server 2005

## ASIST Project

Addictions and Mental Health (part of Alberta Health Services) offers a province-wide network of programs. Every consultation or treatment requested by a client must be securely and accurately captured. Every year close to 30,000 clients receive treatment and more than 90,000 people attend prevention activities or receive information.

Real time tracking of information is required to prevent clients from receiving multiple treatments from multiple sources while following strict confidentiality rules between services. Addictions and Mental Health was using a solution with several critical limitations. The system was unintuitive and cumbersome to use, with staff having to visit many screens, or multiple tabs within screens, to see information pertaining to a client. Users were able to click on menu selections that should not be active causing confusion when the system automatically redirected the user or informed them of access restrictions. Users of the system were unable to quickly switch to another client and if interrupted, attempts to save data would frequently fail due to system time outs and all unsaved data would be lost.

## Results

Our solution included notifications to treatment providers that treatment for various clients is due or overdue, and the ability for a treatment provider to pause the work being entered for one client and switch to researching or entering information for a second client. Confusing "tab" navigation was replaced with a new menu system and flexible UI that allows users to view multiple sections at one time. The menu was dynamic, displaying only the menu options that were available to the user.

The ASIST solution developed by Acrodex resulted in the following:

- Increased accuracy with the ability to easily manage information for multiple clients
- Increased efficiency by allowing staff to view more information at one time
- Leveraged leading-edge technologies in the Microsoft application platform
- Treatment Providers are able to offer an increased level of service by responding quicker and more knowledgeably.