Jonoke Software Dev. Inc.

Why Buy from Jonoke

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Proven Track Record

Serving the Medical Industry Since 1988

Jonoke has been serving the Medical Industry since 1988. That is over 2 decades of a proven track record. We are not a flash in the pan, a company with a dot-com business plan. Jonoke has been a profitable company every year. Jonoke was incorporated in 1993, from the founder's sole proprietorship that started in 1988.

Jonoke has developed many types of systems including; publishing, inventory, scheduling, manufacturing, and sales systems. This experience has been applied to Medical systems we develop. Jonoke recognized in the 80s that physician offices were not utilizing computer systems to efficiently run their offices. This was long before governments thought of getting involved, and before most physicians thought it was possible to use computers to provide better care, and be paperless, and more efficient. The first two clinic were Neurology clinics with labs.

Soon we became so busy with our medical clients, that this became our only business. Jonoke pioneered electronic medical record systems (EMRs), and having clinics be totally paperless. It is through the efforts of Jonoke their clients, and a few (very few) vendors that EMRs proved to physicians and governments that these systems were valuable in the delivery of services to patients, and improved the bottom line of the physicians.

For the first 15 years Jonoke sold it's EMR to clinics without any funding from governments. Jonoke had to prove that it was cost effective to use an EMR. Therefore without any government funding Jonoke saved clinics money. If this was not the case, physicians would not have purchased Jonoke's EMR.

Of course, these physicians also saw the improved patient care capabilities of JonokeMed™. When the governments started to impose themselves on the market place, Jonoke proved that we were technically agile and superior to other solutions. Jonoke would always be first to go through various standards testing. In some cases we were approved up to 2 years ahead of all other vendors.

Jonoke continues to lead the way. Jonoke is always involved in pilot projects with governments, and private industry. Again and again Jonoke is the first vendor to implement various interfaces. This includes labs, PACS, Hospital, EHR (province wide health records), and other systems.

Superior Technology means Superior Solutions

Jonoke continues to use the same modern development environment and delivery platform. This advanced tool has proven itself to be superior to other environments again and again. It is superior in many ways:

Jonoke's Chosen Development Environment - 4th Dimension from 4D SAS

Feature	At Jonoke	For You the Client
Program Once - Deliver to multiple platforms	Jonoke's programmers only need to program the features once. We don't need to write the code multiple times.	All platforms are equal partners in JonokeMed™. The features are delivered to all platforms at the same release date.
Active Enhancement of Development Environment	Things have changed a lot since 1988. Our development environment has kept pace. Each year providing new features. It keeps up with the Operating System features, and new uses of computers.	As networks became common place, clients got to use Client/Server Systems. As the Web became common - users got to have web access. As WebServices became common - our system supported WebServices. Now as tablets and other mobile devices are common our users can use these. Just a few examples of how our development tool provides you the feature you want.
Integrated Client / Server for Development	This unique implementation provides for much more rapid development. Many of the features that other environments require us to program in and look after are automatically handled by our development environment. Whether we are writing or testing on MacOS or Windows we get to test instantly, and debug where we are testing.	This results in less bugs, faster delivery of features.

Feature	At Jonoke	For You the Client
Integrated Client / Server for Production	We use exactly the same tools we use to develop for production. This is simpler for us, as we have already tested the configuration. We are familiar with the configuration.	Simply put - SPEED! The workstation application (client) and the server application (server) communicate and 'speak' the same language. Therefore the server knows what will be needed on the screen of the client. This results in a faster system. This is why we could provide systems with 100+ users back in the 80s, and 1000 users today from a microcomputer based system.
No Middlewear	No Middle wear is a developers dream! Middle wear is a common requirement in Client Server Environments. This software is often written by another company totally. There are different versions, and only specific versions work with specific versions of the server, and specific versions of the client software being used. This quickly becomes a development, and support nightmare.	No Middle wear is a client's dream. This is a totally non-issue. It takes out of the equation a whole set of potential issues. It also takes out a whole set of license fees.
Single coding and Graphical Development and Production Environment	Our developers need one tool to develop. This is the integrated development tool that has both the coding and graphical user interface development tools. With other environments the development tool is often different for the server, client front end, and with the graphical development tool and the coding tool. The integration takes away the nightmare of managing this, and having to learn each tool's interface with each new version.	This means that you know that the product being delivered to you has been tested for days before you get it. The developers have been using it to develop with. All their testing has been done using that tool. This means fewer bugs, and a more integrated solution. The applications feel like one application rather than a group of application glued together to try and make them one application.

Feature	At Jonoke	For You the Client
Standards	Jonoke like standards. We have been pushing HL7, XML, WebServices, ISO, SQL, and more when these were not popular. We have been using them to build communication between our systems in our office and your servers. It has been a joy to know that our development environment adopts these standards and implements them in a way that makes it both flexible and simple to implement in our products.	This means that if you have systems that use modern interfaces JonokeMed™ will be able to communicate in these modern ways with them. Of course if your system is 'old fashioned' we can also communicate in old fashioned ways.
New Platform Categories	Since 1988 we have seen new platform categories emerge. Kiosk became a valuable tool for many types of situations. We support them. Now a new category - mobile computing devices has exploded around the world. We are producing support for the mobile devices. iPhone, iPod, iPad, Android. We speak them all. We have a whole set of products ready to burst onto your local mobile device.	As these new product categories emerge, Jonoke has proven with its chosen development environment that we can deliver to these new categories. We have had a Kiosk for years. We have been on the Web with a Patient and Health Professional Portal since 2004. Now we are supporting the mobile devices with native applications. Of course like the whole product line - the developers have looked after the security so you don't have to worry.
Bringing Legacy Code into the Future	A big issue with many development environments has been that old code does not work in the new version. In some cases companies like Microsoft have forced the developers using their tools to rewrite all their code when updating to a new version. The minds at 4D SAS have saved us this major cost. With each update, the update, updates the old code to work with the new version. This means full steam ahead with implementing the new features of the new version.	This results in less bugs, faster delivery of new features. The time between one major release of JonokeMed™ and the next is related to our implementation of our new features, not rewriting old code to work with the new version of 4th Dimension.

There are many more reasons why the 4th Dimension environment is superior. You can look for more information on 4th Dimension at www.4D.com

It is all about Work Flow

Work flow is critical to save time. A study done in the mid eighties showed that having a paper chart cost $25 just to add a lab report to the chart. This was all about the work flow and how much that cost. This included the time to find the chart (which could be lost), take the chart to the doctor with the lab report, the physician reading the chart, transporting the chart to the chart area, and filing (hopefully correctly). That is a huge cost!

Think about the referral process - even with many EMRs now. There is the writing of the letter, attaching supporting documents, and mailing or faxing to the consultant. A recent study showed that this is costing clinics $22 / referral.

With JonokeMed™ when a lab report is received electronically nothing is needed to deliver the result to the physician. JonokeMed™ automatically puts it into the patient's chart and flags the physician that the report is there to be read. They physician has the patient's chart right in front of them when they read the report. They can also perform many other tasks with a single click. This can be different tasks like; recall patient, print new requisition, view similar test results, view last visit note, notify patient of results (just to name a few). Marking the lab result as read is done with a single click. The cost for all the staff work is taken away. They physician is also faster because of all the tools right on the same screen.

The referral process is made simpler and faster. The referral letter is a template that will data mine data from the patient's chart and create the letter to a great degree. Then through the use of glossaries, expressions unique and specific words, phrases, or paragraphs can be added. Even Dragon Dictate™ cannot be as fast as JonokeMed™. Then select the documents you would like to go with the referral letter. Click on the FaxButler™ button and the letter and all the attachments get faxed from the FaxButler™. Again a huge cost savings. Where supported you can send these electronically right to the consultant's system. Jonoke is again on the leading edge of this technology too.

These are just two work flows that are vastly improved by JonokeMed™. With all of the other improved work flows improved by JonokeMed™ you will find that health professionals and staff can accomplish a lot more in a day. They can work with more patients, get their work done on time, and do it with less mistakes.

It is all about saving clicks, scrolling, and more. If there is a task that gets done again and again, then Jonoke looks very closely to see how we can make those events become one or less clicks. Yes, less than one. There are many best practices, and clinical practice guidelines. These are built right into JonokeMed™, with many more coming. With JonokeMed™ you can perform many tasks like: prescribing, notes, care plans, letters, communicating with other staff and patient, order lab results all with one click! This helps you to be more efficient, and ensure that you are following the best practices.

This is not a task that is finished. With each new enhancement Jonoke and our users think of even more ways to make our system efficient.

EMR is not just for General Practitioners

Certainly government funding was aimed at general practitioners first. Though this is the case, Jonoke has been improving the work flow and patient care for specialists too. In fact, Jonoke cut our teeth with Neurology Clinics. Way back then, we worked with the physicians and staff to make their work more efficient, reduce errors, and provide better patient care.

Specialists have a different work flow and needs from a general practitioner. Some day governments that limit the vendors will understand that every practice is different. Just because they are a doctor and see patients does not mean that they all have one work flow.

Jonoke has worked hard to ensure that JonokeMed™ supports multiple work flows. JonokeMed™ can be configured to support multiple different work flows. So saving time by having one click do many tasks applies to the specialist's work flow as well. Why shouldn't the patient and referring physician be notified automatically when the appointment is made. When the specialist looks at the patient's record why shouldn't all the important information for the patient, the referral, who referred etc all be on the screen with one click? Well it is with JonokeMed™.

Then there are those organizations where there are both general practitioners and specialists in the same clinic. This provides a fantastic opportunity for even more dramatic time savings. Having the referral letter sent and received in less than a second, with all the information right in the system. The specialists staff instantly notified. The appointment can be available before the patient leaves the referring doctor's exam room. The ability for JonokeMed™ to have organizational, site, and resource, and personal preferences (work flows) make JonokeMed™ excel in mixed environments. Certainly mixed environments are where health care is going. We have physicians, nurses, nurse practitioners, massage therapist, physiotherapists, lab, radiology, dietician, pharmacists, and more all working together to provide excellence in care. With JonokeMed™ you can configure it to work like a tailored glove for everyone, and meet organizational standards, and provide best care for the patient, and all the while improving the bottom line.

Interfaces to Other Systems - the tipping point

Back in 1988 when I was out trying to sell physicians on what JonokeMed™ could do for them, the objection was not what JonokeMed™ would do for them, or the cost. The objection was that there were no other systems that they could send information to electronically, or receive information from electronically. This is the key to driving the physicians and health organizations to an electronic record! When all government facilities have an electronic interface that permits both incoming and outgoing electronic communications it will be obvious to physicians and health care organizations that being electronic is the only way to be.

I remember the PIN (Pharmacy Information Network) project in Alberta Canada. The goal was to have all physicians inputing all their prescribing events into the provincial system through a web interface. They spent a lot of time and money trying to get that process to take off. It didn't. Finally they listened to EMR vendors and physicians and built the system to system interface. What Jonoke did was to have it that when the physician went about their normal prescribing tasks in JonokeMed™ it automatically updated the provincial PIN system, and of course downloaded the information into their system. The statistics proved the value of system to system interfaces. The number of transactions by 4 physicians on JonokeMed™ outnumbered the transaction count by the 800 users on the web. This is just one example of how a properly written system can communicate with other systems (and all at the same time).

Health professionals do not want to have to learn a different interface for each system they need to get information from. They want to use the system and interface that they chose and use everyday all the time. What they want is that their chosen system will communicate seamlessly with all the other systems that they use.

Jonoke has always been aggressive at writing interfaces to other systems. We currently have interfaces to receive reports from hospitals, labs, and other clinics. We have PACS interfaces so that JonokeMed™ is a RIS (Radiology Information System) for radiology groups. Radiologists are not the only ones that use PACS though. So this applies to more than just radiologists. With the PACS, JonokeMed™ receives the reports electronically into the patient's record. When the report is viewed there can be an icon that appears that lets the physician know that they can view the actual images on their screen. Clicking on the icon loads up the viewer and the images right from the PACS.

There are hundreds of machines out there that support an interface with other systems. Jonoke connects up to various machines. When you purchase a machine ensure that it has an EMR interface. Then Jonoke can write the interface to make you more efficient and error free.

Support - the Initial Phone Call

Take a look at a provincial Master Service Agreement. Look at what they are measuring the EMR vendor on. You don't get what you want - you get what you measure. This is an important bit of human behavior to understand.

One of the key parameters for support that these agreements measure is how long it takes to answer the first phone call for support. To meet this measurement the vendors need to put resources to answer those initial phone calls very quickly. That is easy to accomplish. Put a bunch of people in a call center that have minimal training. All they are to do is fill in the information on a screen in front of them. They are not to provide resolutions to the question, only to take your information, and get a description of the problem. They then send the call to someone else that will call you back. By doing this they have met the master service agreement requirement! So the vendors are giving to you what the government is measuring. They will respond to your call quickly - but not answer it.

How do you feel as the person that has called for assistance. I know when I call various phone / internet companies for support I know that the first person I talk to is going to just take my information and not help me. That drives me crazy. I feel that it is a waste of my time. This is all done for the support stats.

Jonoke works differently than this. We have people answering the phone calls / e-mails that are likely able to answer you request for support. What a nice feeling that is - talking to someone that knows something.

Support - Transparency

Jonoke has nothing to hide. We let you access our internal system over the web. You can see what we have written, who has worked on the call, see what we have recommended. This is your portal into JERMS - into the heart of Jonoke's support system.

As well, Jonoke provides monthly reports on our support department and your calls. You can see various stats on your calls: how many new calls, how many calls closed, what types of calls, which calls are outstanding, how long it took us to respond (first time), and the more important measure - how long did it take us to resolve the request for support.

Support - Level 1 through 3 - Results

Jonoke support means that at all levels of support the staff are empowered to think, and resolve calls. They don't have a book that tells them a specific set of steps that they must put you through before they will try the things that actually might work. All the staff have all of your information right in front of them. They have the call information (and past calls). The support staff can walk over to any other staff at Jonoke that just might have the answer and get it. We are solution oriented, not rule bound.