



DGL
practice manager 

www.dglpm.co.uk



DGL practice manager*

Taking care of your private practice

- ✓ Manage every area of a practice from a single location.
- ✓ Used and recommended by thousands of professionals.
- ✓ Anytime, anywhere live access to your data.
- ✓ Completely paper-free and digital solution.
- ✓ Robust, secure and multiple levels of security.
- ✓ Feature rich, easy to use and improves workflows.

DGL Practice Manager is the leading virtual practice management software suite designed to help clinicians and administrative staff run paperless businesses.

The feature-rich system allows you to effectively manage all areas of your practice, clinic or hospital from one central location. DGL Practice Manager provides administration, clinical, financial and reporting functionality.



Live Access

DGL Practice Manager harnesses the power and availability of the internet to give you anytime, anywhere access to your practice management system. All patient data is stored in the cloud, and can be edited and viewed by multiple users in real-time to give you complete control of your data, whenever and wherever you need it.



Data Security

To boost the security of your data, access is only granted with a valid username, password and passcode. The passcode is generated by a secure RSA key fob which uses patented time synchronisation technology and changes every 60 seconds. The server is protected by both hardware and software firewalls in order to prevent possible compromises of clinical or patient data.



Scalability

Quickly and easily add, change or remove users to give you a bespoke system that matches the needs and size of your practice. As DGL Practice Manager is cloud based, you do not need to invest in an expensive hardware infrastructure. Our team can also transfer your current data whether it is on spreadsheets and files or another software system.

The system also provides hosted users with access to Microsoft Word and Outlook to ensure that your digital practice management needs are completely covered by a single solution.



Patient Records

Store all patient information in one record including patient notes, correspondence, images, medical history, invoices and appointments. With DGL Practice Manager, customers can run a fully paperless practice where you can annotate on images and write notes directly into the system, saving time and making sure all records are stored securely.



Improved Workflow

Ensure a seamless patient process using the patient recall functionality based on your specific time schedule. Build document templates that pre-populate patient information for you, allowing correspondence to be sent quickly and efficiently. Dictate and transcribe directly into the system. Create, reschedule and delete appointments easily across multiple clinics and a number of consultants.



Financial Control

DGL Practice Manager allows you to generate and send invoices, log expenses and build end of year accounts. CCSD schedules are preloaded into the system for multiple insurers including Bupa and Aviva. Our free EDI (electronic billing) service checks invoices for you, to maximise cash flow and minimise rejection rate. You can easily account for self-pay patients too.



Reporting

Create financial and operational reports, charts and graphs on areas such as, year-end accounts, expenses, income, invoices sent/paid, appointments scheduled/held, number of patients and much more. All reports can be exported and shared via encrypted and password protected files making it easy and safe to send to an accountant or members of staff.

What do our customers say about DGL Practice Manager?



*"DGL Practice Manager runs my life as it stores all patient information, reports and scanned results forever and you can access them anywhere. As DGL is a **cloud based system** I can create letters as soon as I have seen the patient; my secretary then picks it up on the system and sends the letter out on the same day. DGL is a **mature, robust, reliable and secure system**. I have always recommended DGL and many who take it never look back."*

Nicholas Lee
Ophthalmologist Consultant, Uxbridge

*I have been using DGL Practice Manager for about 10 years. It is very **user-friendly** and provides us with everything we need including a **feature-rich** accounts package. It works beautifully for me on my Apple Macbook and is also compatible with my printer. I have absolutely **no hesitation in recommending the system** and find all the staff very helpful and pleasant - an excellent service all round!*

Joanne Murray-Brown
Secretary to Mr P Sarangi, Orthopaedic Surgeon, Bristol

*"I have been using DGL Practice Manager since March 1999. It is a **very stable product that has continued to develop** over the years, every time I think I have the ultimate product, it gets better with the next update. DGL Practice Manager IS my business, I only do the clinical work and it does everything else.*

*I wholeheartedly and most strongly recommend it to any colleague doing private medical practice because it is **indispensable**. In my honest opinion, you cannot have a successful practice without it."*

Onsy Morris
Consultant Gynaecologist, London



What do our customers say about DGL Practice Manager?



*I have been using DGL Practice Manager since September 2016 and have been fully paperless since October 2016. The system has **transformed my professional life as I can be completely mobile and light weight** (no notes!).*

*Data is accessible via my laptop or any registered desktop in the places that I work. I discover new features, the more I use it; more importantly, I can access previous letters and documents, which is very handy if a patient has booked in short notice! DGL Practice Manager has had a very positive impact to my practice, as the practice has grown, because it is **flexible, scalable and easy to use**. I have **recommended it to many colleagues, as it is the way forward for the busy clinician!***

Anastasia Rachmanidou
Consultant ENT Surgeon, London



*DGL Practice Manager has been a 'game changer' for my private practice. I have used it for over 20 years in 'real time' on my laptop and have linked a small printer, label printer and digital camera to the software. I can **easily look up a patient's details** where I can see past correspondences and medical records which are all of importance to me.*

*I can **generate prescriptions, appointment letters and patient information leaflets immediately** during the consultation and just as **quickly raise and print an invoice** to either give to the patient or transmit electronically. All paper documents are scanned into Practice Manager - my practice has been 'paper-free' for many years. In the last few years I have used Dragon Professional Individual software with Practice Manager - this allows me to **quickly and accurately dictate a letter directly into DGL Practice Manager**. I highly recommend Practice Manager!*

Richard Motley
Consultant in Dermatology and Cutaneous Surgery, Cardiff

DGL Practice Manager offers more features and functionality than any other system on the market *

	DGL	OTHER SYSTEMS		
		A	B	C
Workflow Management <ul style="list-style-type: none"> Anytime, anywhere access Create and edit appointments Go completely paperless Store all patient correspondence Multiple diary sets Patient recall reminders 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✗ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✗ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✗ ✗ ✓
Financial Accounting <ul style="list-style-type: none"> Create and send invoices Log expenses EDI billing Generate year-end accounts Credit and debit card payments Split payments for LLPs Financial and non-financial reports 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✗ ✓ ✗ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✗ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✗ ✗ ✗ ✓ ✓
Clinical Procedures <ul style="list-style-type: none"> Preloaded CCSD schedule Record procedures and diagnosis Multiple fee schedules Type notes into the system Pathology blood results 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✗ ✗ 	<ul style="list-style-type: none"> ✗ ✓ ✗ ✗ ✓
Patient Communications <ul style="list-style-type: none"> Send letters, emails and SMS Correspondence library templates Send bulk and individual emails Send encrypted emails 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✗ ✗ 	<ul style="list-style-type: none"> ✓ ✗ ✓ ✗ 	<ul style="list-style-type: none"> ✗ ✗ ✗ ✗
Integrations <ul style="list-style-type: none"> EDI billing (Healthcode) Credit and debit card payments Prescription delivery service Pathology blood results Dictate and transcription 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✗ ✓ ✗ 	<ul style="list-style-type: none"> ✓ ✗ ✗ ✗ ✓ 	<ul style="list-style-type: none"> ✓ ✗ ✗ ✗ ✗

*excludes additional pay-for modules

GDPR Sentinel is a module that has been designed to help practices, clinics and hospitals meet the requirements of the General Data Protection Regulation (GDPR). It has been developed in consultation with industry stakeholders and GDPR experts in order to create a robust module that provides you with additional features and functionality.



Encrypted Emails

In partnership with encryption experts Egress, you can encrypt your emails both in transit and at rest. This Outlook plugin allows you to encrypt any email that may contain sensitive data and share it with anybody, at no additional cost to the recipient. You can apply further levels of security through multi-factor authentication and policy controls.



Data Subject Access Requests

Investigate and manage all data access requests within the one-month mandatory period window. The one-click feature allows you to easily and quickly export a patient demographics, correspondence and account history.



Data Auditing

Reporting functionality to assess, monitor and report on how, when and where your data is accessed.



Product Access Security Enhancements

Improved system passwords to include expiry dates, appropriate levels of character complexity, special characters and mandatory minimum password lengths.



Digital Consent Capturing

Capture and record patient consent for the collection, use and sharing of their personal data within DGL Practice Manager.

GDPR Sentinel has been developed, and will be updated continuously, to assist our customers with their requirements in meeting the GDPR.



DGL Practice Manager have partnered with Pharmacierge to provide free same day delivery of prescription medication to your patient's door, this partnership allows you to:

- Generate electronic prescriptions quickly and easily using a medication database
- Digitally authorise prescriptions via unique e-signatures within DGL Practice Manager
- Encrypt and transmit e-prescriptions securely to Pharmacierge
- Facilitate free delivery of medication to your patients at home or at work

*The integration of Pharmacierge into DGL Practice Manager is ingenious! As a paper-free practice, it allows us to **prescribe for our patients 24/7**. It also gives our patients and us the peace of mind that **medication will be dispensed and delivered efficiently, discreetly and in good time**. Mindful of GDPR, the service is also totally secure. Whether you are a doctor or medical secretary, it is **easy to use**. The Pharmacierge integration is definitely a welcome addition to our practice. Thank you!*

David Lawrence

**PA to Professor Sarah Creighton and Mr Alfred Cutner
Private Medical Secretary of the Year 2015, 2016 and 2017**

BENEFITS TO CLINICIANS

- E-prescribe quickly and easily from within the patient's record in DGL
- Updated formulary, which enables factsheets, BNF links and interactions
- Reduce time spent coordinating with local pharmacies
- Free module with no cost to clinicians or clinics
- E-prescriptions are encrypted and transferred securely
- Provide patients with a rapid and seamless medication delivery service
- Improves patient experiences and satisfaction

BENEFITS TO PATIENTS

- Medication can be delivered to the patient's door within hours of a consultation
- Medication is price checked against similar pharmacies
- Free same day delivery to London postcodes, or nationally overnight*
- Avoids the delays and inconvenience of pharmacy visits
- Easy access to Pharmacierge's expert pharmacy team
- Patients electronically sign for each medication on delivery

The partnership between DGL Practice Manager and Pharmacierge allows practices and clinics to provide their patients with a prescription medication concierge service.

WHO ARE PHARMACIERGE?

Pharmacierge are an independent pharmacy and medication concierge service located close to the Harley Street area of central London, registered with the MHRA and GPhC. Specialising in private medicine, Pharmacierge partners with practitioners to minimise practice time spent on pharmacy and prescription coordination. Sharing a co-founder with The Doctors Laboratory and built on a lifetime of medical practice and pharmacy expertise, Pharmacierge is recommended by elite clinicians and their patients worldwide.

*Pharmacierge is delighted to have partnered with DGL Practice Manager, **simplifying e-prescribing for all DGL users**, and making free delivery of medication available to patients within hours of a consultation. Together DGL Practice Manager and Pharmacierge will dramatically **reduce the amount of medical practice time** spent coordinating with local pharmacies.*

Edward Ungar
Co-Founder of Pharmacierge

HOW DOES PHARMACIERGE E-PRESCRIBING WORK?

- Create electronic prescriptions directly from within the patient record in DGL Practice Manager
- E-prescriptions are encrypted and transmitted securely to the Pharmacierge dispensary
- Pharmacierge contacts the patient to arrange payment and delivery
- Medication is delivered free by same day courier to London postcodes, or nationally overnight*
- Register your practice or clinic via the DGL Practice Manager homepage

For more information, please visit www.pharmacierge.com/clinicians. Register directly in DGL Practice Manager today, or contact Pharmacierge at registration@pharmacierge.com or on 0207 631 1269.

* International delivery is also available.

DGL practice manager*



www.dglpm.co.uk



01280 824 600



dglsales@clanwilliamhealth.com



Aurora House, Deltic Avenue,
Rooksley, Milton Keynes,
Buckinghamshire, MK13 8LW