

AI Asterion | PracIQ

Practice Management for South African Medical Practices

One record for the diary, the consultation, the invoice and the claim.



EXECUTIVE SUMMARY

PracIQ brings reception, clinical care, billing, claims and patient engagement into one platform, built for the way South African practices actually run: medical scheme claims, ICD-10 coding, cash-up at the till, and patients who expect an SMS or a WhatsApp, not a phone queue.

- 
- A live diary with drag-to-reschedule, online booking and a waiting list that fills earlier slots automatically.
- 
- Clinical notes, vitals, prescriptions and results in one chart, with an AI scribe that drafts but never writes without sign-off.
- 
- Billing, claims and collections in the same system — from tariff to scheme remittance to patient statement.
- 
- A patient portal and CRM that keep patients engaged between visits, not just booked for the next one.



Hospital

Request theatre session

Theatre sessions & cases 32

From the hospital 36

Linked hospitals 8

RECEIVED	HOSPITAL	KIND	PATIENT	MATCHED BY	STATE	APPLIED
8 Sep 2026 19:05	RSH	admission status	open	id_hash	Applied	status, entity_id, entity_type
8 Sep 2026 19:05	JSH	discharge summary	open	manual	Applied	task_id, entity_id, entity_type
8 Sep 2026 19:05	JSH	discharge summary	open	id_hash	No Consent	task_id
8 Sep 2026 19:05	JSH	document	open	id_hash	Applied	entity_id, entity_type
8 Sep 2026 19:05	JSH	discharge summary	open	id_hash	Applied	task_id, entity_id, entity_type
8 Sep 2026 19:05	JSH	admission status	open	id_hash	Applied	status, entity_id, entity_type
8 Sep 2026 18:26	RSH	admission status	open	id_hash	Applied	status, entity_id, entity_type
8 Sep 2026 18:26	JSH	discharge summary	open	manual	Applied	task_id, entity_id, entity_type
8 Sep 2026 18:26	JSH	discharge summary	open	id_hash	No Consent	task_id
8 Sep 2026 18:26	JSH	document	open	id_hash	Applied	entity_id, entity_type
8 Sep 2026 18:26	JSH	discharge summary	open	id_hash	Applied	task_id, entity_id, entity_type
8 Sep 2026 18:26	JSH	admission status	open	id_hash	Applied	status, entity_id, entity_type
8 Sep 2026 16:48	JSH	discharge summary	open	manual	Applied	task_id, entity_id, entity_type
8 Sep 2026 16:48	JSH	discharge summary	open	id_hash	No Consent	task_id
8 Sep 2026 16:48	JSH	document	open	id_hash	Applied	entity_id, entity_type
8 Sep 2026 16:48	JSH	discharge summary	open	id_hash	Applied	task_id, entity_id, entity_type
8 Sep 2026 16:48	JSH	admission status	open	id_hash	Applied	status, entity_id, entity_type
8 Sep 2026 16:48	RSH	admission status	open	id_hash	Applied	status, entity_id, entity_type

The practice diary



WHAT THE PLATFORM ENABLES

- 1

Full front-office diary and reception workflow
- 2

Consultation-to-billing clinical documentation
- 3

Claims submission, remittance matching and collections
- 4

Patient portal, reminders and recall campaigns
- 5

AI-assisted clinical drafting under human approval
- 6

Single sign-on across multi-practice groups



TYPICAL OUTCOMES

- 

Fewer missed appointments through automated reminders
- 

Faster, cleaner claims with fewer scheme rejections
- 

Tighter cash-up and refund control at the till
- 

A complete audit trail on every clinical and billing action

Front Office & Scheduling

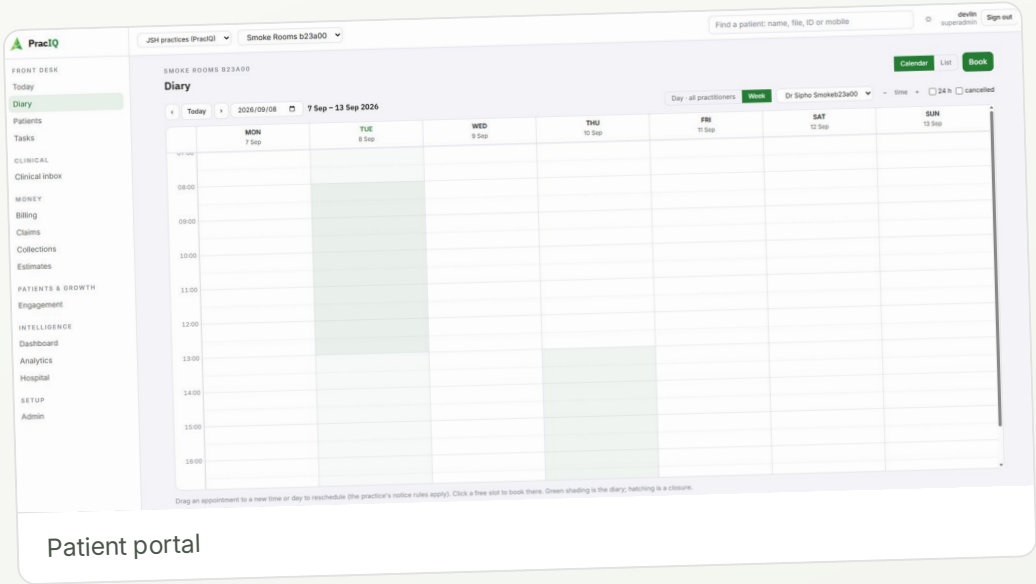
The diary is where a practice either runs smoothly or doesn't. PracIQ gives reception a single screen for bookings, closures, consulting hours and the waiting list, with online booking and check-in so patients can do the first step themselves.



HOW IT WORKS

Day and week views per practitioner, click-to-book, and drag-to-reschedule with the appointment length changing along with it. Closures and consulting hours show up visually, so nobody double-books a public holiday by accident.

-  Online booking and public check-in, with a waiting list that offers earlier slots automatically when they open up.
-  Consent status shown directly against the patient record, so reception knows before a message goes out.
-  No-show risk flagged from patient history, so double-booking decisions are informed rather than guessed.





RECEPTION CONTROLS

-  Searchable, filterable data grids across every list in the app
-  Automated appointment reminders by SMS, WhatsApp or email
-  Patient consent captured and visible at the point of contact
-  Multi-practice diary for groups sharing practitioners across sites



PATIENT-FACING TOOLS

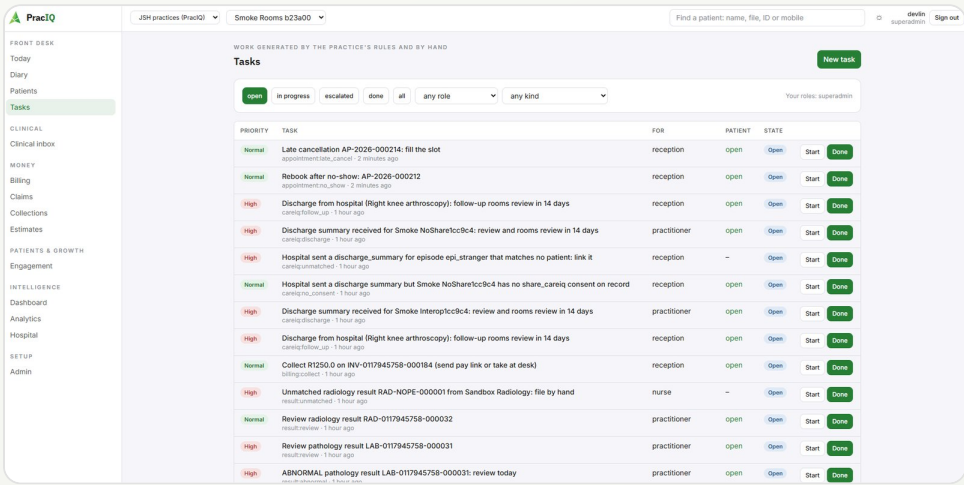
-  Progressive web app portal with SMS-linked access
-  Online booking without a phone call
-  Repeat prescription requests from the portal or reception
-  Estimates and payment links sent straight to the patient's phone



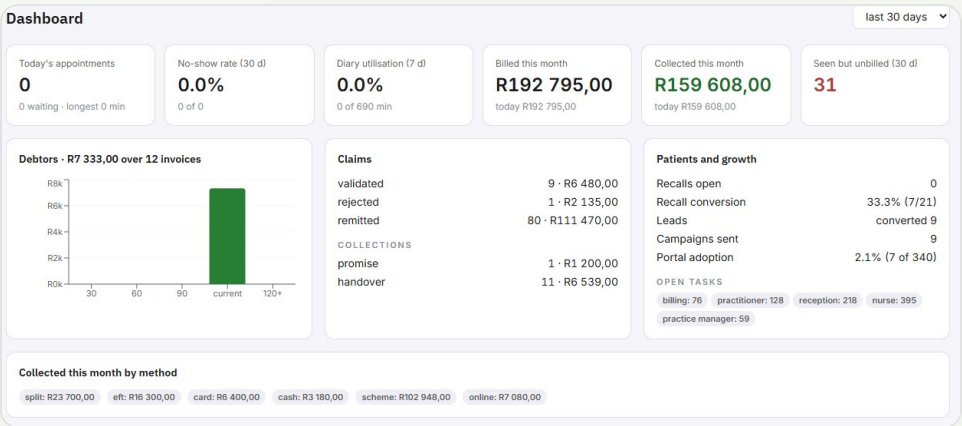
Clinical & Billing Core

From Consultation to Paid Claim

A South African practice lives or dies on clean coding and clean claims. PracIQ carries the encounter from clinical note through ICD-10 coding, tariff pricing and invoice, straight into scheme submission and remittance matching.



1 Clinical documentation



2 Billing & invoicing

CLINICAL FUNCTION

WHAT IT DOES

1

Notes & vitals

SOAP or free-text notes, signed and versioned; vitals flagged against reference ranges

→

Is the record complete and signed off?

2

Problems & allergies

Active problem list and allergy record, checked automatically against new prescriptions

→

Is it safe to prescribe?

3

Prescriptions

Safety check for allergies and duplicates before a script is signed; repeat requests routed for approval

→

Has the script been reviewed, not just issued?

4

Orders & results

Results captured against reference ranges, abnormal findings prioritised in the inbox

→

Has every abnormal result been reviewed?

BILLING FUNCTION

WHAT IT DOES

5

Pricing & invoicing

Tariff resolved by practitioner, scheme or practice price list; invoice issued and numbered

→

Is the patient billed at the correct rate?

6

Claims & remittance

Claims validated before submission, remittances matched line by line against what was billed

→

Was the claim paid correctly, and if not, why?

7

Collections & plans

A configurable reminder ladder, payment plans, and patient statements with ageing by patient or scheme

→

Who owes what, and what happens next?

8

Till & cash-up

One open till per practice, cash-up checked against float and movements, approver separate from closer

→

Does the cash in the drawer match the record?

Patient Engagement & AI-Assisted Care

A practice that only sees patients in the consulting room is leaving recalls, campaigns and repeat visits to chance. PraciQ keeps the relationship going between appointments, and gives clinicians AI support that drafts rather than decides.

-  **ENGAGEMENT & INTELLIGENCE**
- 

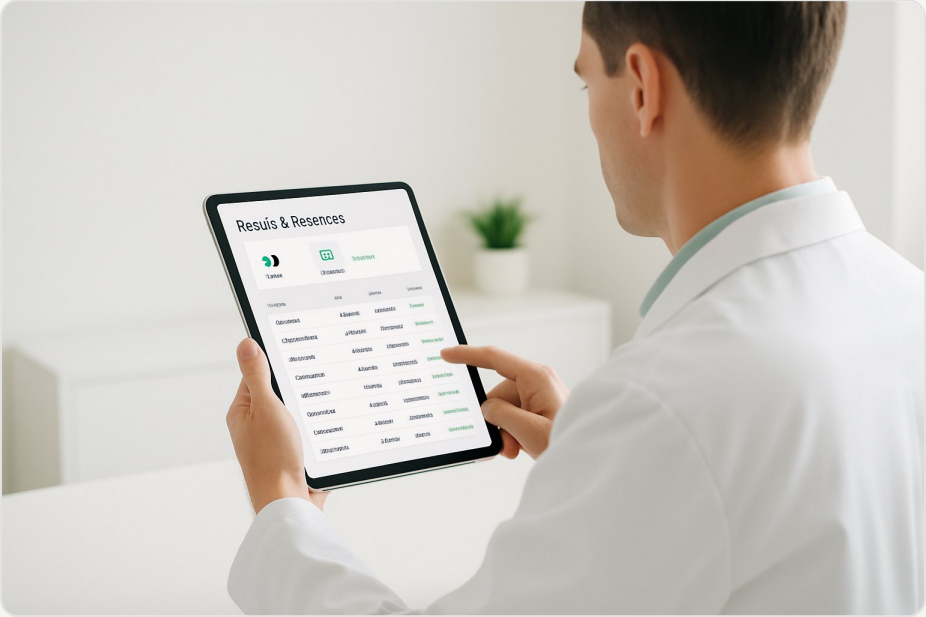
CRM, campaigns and recall management, so patients due a follow-up or a screening actually get reminded.
- 

An AI clinical scribe drafts consultation summaries and chart search results, with every output passing a review gate and needing sign-off before it touches the record.
- 

No-show risk prediction drawn from patient history, so reception can plan around it rather than react to it.
- 

Electronic results intake and e-prescribing gated against a drug database, reducing manual re-keying.
- 

Single sign-on with an organisation picker, so staff working across more than one practice switch contexts without switching logins.



Pricing & Options

PracIQ scales with the practice, from a single-practitioner room to a multi-site group, with the full clinical and billing core built in from the first plan.

R799 PracIQ Solo — per month, 1 practitioner included	R1,499 PracIQ Practice — per month, 2 practitioners, 2 locations	R2,499 PracIQ Pro — per month, 3 practitioners, unlimited locations
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 INCLUDED IN EVERY PLAN

 Core PMS with unlimited patients and unlimited admin/reception users

 Calendar, online booking and check-in

 Clinical documentation, EMR and e-prescribing

 Billing, invoicing and medical aid claims

 Patient portal, documents and basic reporting

 PRACIQ SOLO

11 practitioner included, R399/mo per additional

21 location

3Basic CRM

4AI Scribe available as an add-on

5No workflow automation or advanced AI

 PRACIQ PRACTICE

12 practitioners included, R399/mo per additional

22 locations

3Full CRM and basic workflow automation

4AI Scribe included allowance, plus AI clinical assistant

5Limited AI admin support

 PRACIQ PRO

13 practitioners included, R399/mo per additional

2Unlimited locations

3Full CRM and advanced workflow automation

4Larger AI Scribe allowance, AI clinical assistant and full AI admin

5Advanced analytics included

What This Means for South African Practices

Local medical schemes, ICD-10 coding, POPIA consent obligations and patients who live on WhatsApp — PraciQ is built around that reality, not adapted to it afterwards.

1

platform for diary, clinical, billing, claims and collections

100%

of clinical and billing actions kept on an auditable record

3+

patient channels: SMS, WhatsApp and portal, all consent-gated



BUILT FOR SOUTH AFRICAN PRACTICE REALITIES



ICD-10 coding and scheme tariff pricing



Claims switching, remittance matching and short-payment exceptions



POPIA-aligned consent tracked against every patient message



Cash-up and till integrity for practices still taking cash



ONE DIARY. ONE CHART. ONE PAID CLAIM. THAT'S THE PRACTICE PRACIQ IS BUILT TO RUN.