



A LEADING HOSPITAL

A successful hospital located in Bangalore had problem of storing records. With patient movements totaling up to several hundred a day and treatment by physicians from over twenty medical specialties, the facility required 1,500 sq ft of room for filing patient records. Accessing x-rays, CT scans, referrals and lab test results from multiple racks of folders proved cumbersome and limited storage entailed an off-site trip for searching any document which was over three years old.

The system was ineffective and the Hospital needed something easy to use. So in 1997 the hospital turned to ISPL for a solution.

FEATURES

- Total volume: 8 years of historical data, over 8 million items.
- Indexing based on patient record number and other parameters.
- Redeploy 'poached' clerical staff from Medical Records to original treatment department.
- Desktop access to patient records.

IMPLEMENTATION

- PowerFile installed in November 1997.
- Customised ISPL Scanwiz application deployed for scanning documents.
- PowerFile Warehouse populated within 24 months.

KEY CHALLENGES

- Rigorous auditing as a statutory requirement created the need for a stringent quality control procedure.
- Multiplicity of formats required customised database design to create common searchable indices.
- Customised scanning engine needed to handle diverse document requirements, especially the complexity of X-ray and CT scan images.

ACHIEVEMENTS

- The Hospital appreciated that the solution was inexpensive to acquire and fast to implement.
- The solution reduced the Medical Record Department's staff strength without compromising the quality of service to customers. They redeployed the clerical staff back to their original departments.
- Old records were destroyed after a detailed audit process (verified by KPMG ISO Auditors), freeing 2 out of the 3 document storage rooms for conversion into a Laboratory.



- Today the hospital archives all the video clips of special surgical procedures performed on patients to the PowerFile by converting them into MPEG format.
- The custom designed CD Publishing Sub-system of PowerFile allows the Hospital to hand over the case history to the patients on a CD-ROM.

Since 1991, Imaging Solutions Pvt. Ltd has been helping companies to capture and manage their corporate information using highly customised software solutions and services built around PowerFile - a state of the art Enterprise Content Management (ECM) framework. PowerFile provides a solution that spans the entire information management lifecycle, from capture and recognition to storage, archival, retrieval, viewing, workflow, dissemination and disposal. Our solutions combine business process management and content management to help reduce costs, increase operational efficiency and ensure regulatory compliance.

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