

# | Patient Records Management

End-to-end management of content from capture to disposition, thereby helping to create a digital workplace by delivering information anytime-anywhere.



## The Client

A highly reputed 350-bed vast hospital that is headquartered at Churchgate in Mumbai, India.



## Company needs

Efficient and systematised managing and organising of crucial case papers of every patient who gets admitted.

## Our Solution

Writer's InfoDocs® solution was configured to meet the pressing problems the hospital was facing and sort out the specific requirement that they had. Our solution seamlessly addressed their problem at hand.



## Benefits Delivered

Helped our client get access to the right content for their customers and this in turn helped them build the right customer journey.



Our client is one of the leading healthcare facilities in Mumbai, India. The authorities of this 350-bed hospital were having a harrowing time organising the piling documents and papers. They were keen for a centralised repository, which could store the Physical/ Electronic Documents in a digital format, ensuring fast and efficient access to information.

# CHALLENGES

Giving a structured storage approach to crucial hospital documents.



Every day almost uncountable numbers of documents were generated, related to business transactions, case history, and critical medical records. They were no doubt stored but it was haphazard and disorganised, leading to a chaotic condition for the hospital administration, when it comes to referring to them for various reasons or retrieval purposes.

The specific challenges involved:

- Administrative authorities were finding it difficult to manage the case papers of patients who get admitted in the hospital for treatment
- Case papers were taking up extra space in the main hospital building, which could be utilised for treatment purposes or other commercial reasons
- Many times, the physical case papers weren't stored properly and so could not be referred to when it came to understanding some past medical trend, for any difficult case or an analysis report of any ailment or other associated work
- Retrieval of very old case papers for any medical-legal requirement

## CLIENT EXPECTATIONS

The client wanted a systematised operation framework that mostly catered to the following functionalities:



A centralised/ distributed repository that can store the Physical/ Electronic Documents in a digital format, for faster and more efficient access to information



A powerful, full-text search tool that works on images and enables faster retrieval of documents and even the respective pages in a document, based on the search criteria



Document imaging that boosts capturing digital content. This will help in indexing of documents so that the content can be retrieved as it is being searched.



Implementation of automation while managing workflow business processes.

## OUR APPROACH

When we got the assignment, our approach was to first understand and evaluate the problem faced by the client and then provide them a solution-based approach. In that regard, Writer Information's DMS team approached the Chief Medical Officer of the hospital to understand their problem related to patient's case papers. Further to this, our team:

- Assessed the case papers stored in the hospital's central storage area to find out the exact information that is being captured and how can these data points be properly utilised.
- Based on the case papers (of IPD patients) and data availability, our specialists suggested a certain pattern of segregation that could be applied for the necessary indexing and tagging parameters for these documents.



## | SOLUTION

Our specialists at Writer Information after analysing the problem at hand understood that the client was in urgent need of Infodocs® - our document management solution that would provide them a very convenient way to access the right content for their customers and help create a digital workplace by delivering information anytime-anywhere.

For this endeavour, the specific solutions that we provided, included:



Writer Information's InfoDocs® solution was configured to meet hospital's requirement and address their problem at hand.



We worked out a solution using data points available on case papers and the process being followed in the hospital.



We also made sure that there is no change in the way the hospital has been functioning. This helped in gaining the customer's trust and confidence.



We mapped the diagnosis mentioned in the case papers internally to the ICD codes to help get the pattern data available for analysis.



## IMPACT

Our efforts brought about a change in the way the processes were revamped at the client's end. Our technical capabilities and expertise in RPA and AI enabled systems helped to streamline the workflow, making the tasks easy for the client. The functions of RPA systems most often can vary, but the main objective remains clear. With RPA, we helped mechanise repetitive daily operations at businesses and automated the completion of those tasks. With our AI capabilities, we could find creative solutions to even the most common problems like deriving a specific pattern from the data available, making correct predictions based on analytics, and were able to find innovative answers to the most problematic issues.

We helped the client in their journey, as the positives could be reflected in the following changes:



A significant save in time when it comes to day-to-day activities like:

- a. Searching case papers of any repeat patients from the physical storage racks. This activity is now eliminated as case papers are available on the fingertips (mouse clicks).
  
- b. Checking the patient's history instantly (diagnosis and associated treatment imparted during the previous visit/stay at hospital) to proceed with the treatment.



After our intervention, all previous case papers are readily available, which helps in providing the correct treatment in the first visit itself.



Generating trends of diseases during various seasons. This information would help the hospital authorities to be ready with the necessary treatment related prerequisites during the beginning of any season.



Generating various trends of diseases for different localities. This information would facilitate spreading awareness (with help from local Municipality offices) about specific diseases and their preventive measures.