

Case Study

Record digitisation helps healthcare company to become paperless

Katholische Hospitalvereinigung
Weser-Egge

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German healthcare company Katholische Hospitalvereinigung Weser-Egge looked to optimise its document management strategy. Ricoh's solution has helped the company realise increased efficiencies and improve patient care.

Katholische Hospitalvereinigung Weser-Egge (KHWE) is a German healthcare company with 2,000 employees that operates four hospitals, five retirement homes and two schools. KHWE was interested in a programme of ongoing optimisation of its document management strategy. The company wanted to modernise its internal systems by digitising every patient record. Patient information was required to be accessible quickly and easily, whilst still ensuring patient data confidentiality, and filed in a secure way to allow the original, paper-based document to be disposed of.



Modernising Document Management

To meet KHWE's needs Ricoh created a system for both patient records and administrative processes which could be integrated into the company's existing IT infrastructure. The overall package involved the implementation of an invoice receipt process, a contract management system, a healthcare record system and e-mail archiving, as well as eRecord Connect.

That combined solution involved the careful integration of Ricoh's best-in-class hardware and proven software solutions which added up to a service that is both fit-for-purpose immediately and primed for ongoing optimisation.

Painless Paper Cuts

Reducing KHWE's reliance on paper records lay at the heart of this project. The new workflows designed by Ricoh operate by collecting all paper documents that KHWE receives - from patients' medical records to invoices from suppliers - and scanning them into a digital format using Ricoh hardware as well as central document scanner systems. That data is automatically archived securely at the customer's data centre and is instantly available to authorised users within the company when required.

The patient registration has been improved by the usage of eRecord Connect. Once the paper records have been digitised, eRecord Connect allows new information, such as referral letters, to be added digitally. The solution works via a one-touch button on the MFP (multifunction printer), allowing information to be sent directly to the EHR (Electronic Health Record) system. Unique patient identifiers, such as a bar code, are attached to each document to ensure it follows the correct predetermined route allowing it to be accessed securely by the right clinician in the right department at the right time.

Customer Objectives

- Modernisation of internal systems – transition to paperless hospital
- Digitise all patient records and reduce time-consuming paper-based records
- Improve patient care by reducing administrative burdens
- Improved levels of patient data security

Results

- Increase in efficiency
- Reduced costs in handling paper records
- More time for patient care



KHWE's IT Manager said: "Ricoh's electronic health record and digital archiving solutions help us to optimise our administration processes and store all relevant documents in the right place. Thanks to Ricoh, we can take the next step on the way to a paperless office"

IT Manager, KHWE

Continuous refining

Ricoh's solution has ensured that KHWE's document processes are continuously optimised. Based on an annual analysis of specific areas within the company, such as the IT infrastructure, potential improvements are identified on a regular basis. This leads to additional transparency, cost control and flexibility for the customer and adds value to the existing partnership.

In the future, all paper records will be scanned and disposed of after scanning and digital patient data is available 24 hours a day, 7 days a week. Scanned documents and digital information such as laboratory forms are archived automatically and stored securely, ensuring patient data remains confidential. All hospitals within the KHWE group now share just one archive, leading to considerable cost and space savings.

By digitising patient records and removing the need for staff to carry around paper-based files, clinicians and doctors within KHWE have reduced time spent on admin processes leading to more time with patients and an increase in the level of care.

About Ricoh

As a global company specialising in office imaging equipment, production print solutions, document management systems and IT services, Ricoh offers healthcare institutions true end to end solutions that reduce time spent on these admin heavy processes and more time for patient care.

Ricoh works with leading healthcare organisations around the world. Our suite of solutions has helped improve efficiencies by up to 20% and has delivered a reduced administrative workload for medical staff, ensuring the focus is on patients, not paperwork.

Benefits

- Ongoing streamlining of document processes
- File retrieval is now efficient and fast, with less time wasted
- Less admin by clinicians which saves both time and helps prevent human error
- Medical staff can spend more time with patients

Ricoh solution

- eRecord Connect
- Managed Document Solutions
- IT Services

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