Case Study

Kodak Alaris helps leading institute for ophthalmic care accelerate digitization and improve patient management

Key Benefits

- Enhance real-time collaboration and improve efficiency
- Reduce costs and facilitate better coordination through improved document management

A renowned ophthalmic institute, internationally acclaimed for its quality care, was undergoing rapid expansion in India and was looking to boost its digitization capabilities. Given the nature of their business, it was necessary to be able to effectively capture a patient's information, accurately document the requisite data and more importantly retrieve this data whenever necessary, across various departments within the organization.

Procedure

The company's healthcare operations focused on two primary aspects:

1. Out-Patient:

A patient undergoing any treatment is first provided with a Unique Identity Number (UIN). Once this number has been generated, it is sacrosanct and is used as the record number in the Medical Records Department (MRD) for any information storage related to the patient. At the time of consultation, doctors provide a diagnosis and prescribe certain medicines or treatment. This prescription is then collected by the staff, who scan the data alongside the UIN for MRD reference. They also upload this onto the Hospital Information Systems (HIS) under the patient UIN.

The document and file size for patients differ from an envelope size to an A3 size, and the scanning process needs to take into account this differentiation and store the data appropriately. It needs to be uploaded in a searchable PDF format in the HIS under the relevant patient ID. This process enables medical practitioners to easily refer to the material, should the patient visit the hospital in future. The concerned doctor or nurse can then easily access this history from a web-based HIS system and can download prior treatment information/data.

On an average around 4000-5000 document pages are scanned daily.

2. In-Patient:

While certain patients may initially be categorised as out-patients, this status can be easily reconfigured basis the nature of the patients visit. In such cases, the doctor can access patient details like test reports, last visit timeline, etc. These details can easily be retrieved through a web-based HIS portal under the patient ID.

The challenge

On an average, the ophthalmic institute caters to over 1200 patients each day and performs approximately 100 surgeries. This has been achieved through a well-structured combination of bringing together qualified professionals and the latest technology, to deliver world-class healthcare to patients.

In order to maximize their reach and revenue they needed to consistently ensure:

- Quick management of patients during the registration and billing process; as it has been observed that patients usually form their opinion about their experience during this stage of the patient flow process.

- Establishment of a reliable system which seamlessly handles the high-volume of patient data, as well as efficiently integrates all hospital departments.

- Automation of operations to help them achieve their goal to go paperless, and meet patient management and serve patients better thereby meeting their expectations.

- They realized that an overhaul of their scanning process, through the use of **Kodak** Alaris scanners, would be able to help them boost efficiency and thereby augment customer experience and growth. **Kodak** Alaris understood that only scanning patient records and uploading these to the centralized server, i.e., paper to paperless office, would not bring about the revolutionary change this institute was looking to achieve. It was necessary to bring in a higher degree of automation to improve the overall outcome of the process.

Kodak Alaris Solutions

Our solutions grasp the intricacies and variances present in this niche domain and are customized to capture key patient information such as their proof of identity (ID), Date of Birth (DoB), etc. from the document and categorize it as meta-data. This meta-data plays an important role in effective management of patient records and improves automation.

The state of operations and how KODAK Alaris changed the game

- The client was already utilizing their in-house hospital information software to manage patient medical bills from various departments within the organization.

- They now needed to upload all patient records to the HIS software to streamline data storage and improve the timeframe for processing of information within the hospital. They required a well-devised solution to help convert patients paper-based documents into digital records.

- Given the requirements, the client recognized that the **Kodak** Alaris document scanners were best suited to handle their workflow.

- **Kodak** Alaris first understood the specific requirements of the client, such as the size and volume of patient records, timeline to complete the digitalization process, manpower involvement for the scanning procedure etc.

- Based on this evaluation, the client implemented **Kodak** Capture Pro software. The scanned output image sent to **Kodak** Capture Pro software recognizes the value of the patient information present on the documents, the types of document such as bills, lab reports etc. It can also extract meta-data from the document.

- **Kodak** Capture Pro software also seamlessly integrates with the client's Hospital Information Systems (HIS) software, so that these files automatically upload into the corresponding patient records. Thus, **Kodak** Alaris' solution helps streamline the business flow of unstructured and structured data end-to-end and improves overall business efficiency.

Result Overview

There are several benefits of using **Kodak** Alaris solutions to streamline hospital operations.

- The data is configured appropriately at the source and hence, does not involve any transferring of paper slips, to be handed over to an encoder. This reduces documentation requirements and minimizes the use of paper.

- Provides quick access and retrieval of patient information and hospital transactions.

- Improves turn-around time for hospital procedures dependent on data heavy references – which earlier required paper-based slips and logbooks.

- Better audit controls and compliance with corporate policies

- Enhanced cost-effectiveness, due to reduced overhead costs incurred due to manual transfer of data in a paper-based format.

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