

## Customer Case

# Ricoh healthcare solution improves patient care

## USP & QUIRON Hospital Group



USP Hospital Group generated more than 20 million paper-based medical records every year. Under Ricoh's guidance, the group migrated from paper-based processes to an Electronic Health Record system with automated workflows and electronic forms. Ricoh's solution is driving new levels of efficiency and improving the quality and timeliness of patient care.

### Enhancing Patient Care

USP Hospital Group is the largest private hospital group in Spain, with a network of 24 hospitals and 38 consultation centres. Ten thousand medical professionals treat more than four million patients every year. High standards of patient care, the application of new technology and rigorous professional ethics have driven expansion.

A legacy paper-based record system compromised patient care and required significant administrative resource to maintain. Patient records were fragmented and there was little standardisation of forms. It took time to retrieve critical information and share it with relevant departments.

### Efficient Record Keeping

Referencing its document management expertise and knowledge of the healthcare sector, Ricoh drew the hospital group's attention to the benefits of migrating to an Electronic Health Record (EHR) system. The new system is central to the group's patient care programme. Critical information is recorded electronically and available instantly upon demand.

The EHR system provides end-to-end management of patient records. When a patient attends a group hospital the first time, their medical records are scanned at the point of admission and uploaded to the EHR. New information, such as pathology notes, generated whilst the patient is in the hospital's care, is appended using electronic forms (eForms).

### Customer Objectives

- Standardise documentation
- Share information more effectively
- Protect patient confidentiality
- Reduce administrative costs
- Improve quality of care

### Ricoh's Solution

- Strategic document consultancy
- Detailed technological assessment
- Scanning infrastructure and eForms
- Electronic health record solution
- Managed implementation

# Real-time multi-user access to patient records

**“It was a major project. Failure wasn’t an option. Ricoh accompanied us at all times, driving the project forward and responding to our needs with impressive speed and commitment. Patients are the prime beneficiary. Armed with accurate and timely information, our medics are able to provide more effective treatment.”**

**Chief Information Officer, USP Hospital Group**

## Managed Consulting Process

Experts in the sector, Ricoh provides Information and Communication Technology (ICT) services for leading healthcare organisations. Leveraging that expertise, Ricoh develops solutions which add value and improve efficiency. Conducting a detailed analysis of medical-record processes helped Ricoh gain a thorough understanding of the group’s issues.

Consulting with key stakeholders, including administrative and clinical staff, Ricoh scoped the project. The paper-based record system would be replaced with an Electronic Health Record (EHR) system. Patient records would be maintained within the EHR system, enabling doctors and administrative staff to access accurate and up-to-date information.

Ricoh assessed different technology platforms before recommending a best fit solution which it integrated with the group’s existing management information system. Paper-based records are scanned using a one touch facility. New information is captured using eForms. Working with management and staff, Ricoh managed the group’s seamless migration to electronic record-keeping.

## Improved Quality of Care

Ricoh’s solution transformed healthcare administration. Paper-based records have been consigned to history. Key workers can now access complete electronic records on demand. Information is shared instantly, enabling clinicians to make better informed decisions in less time. Billing cycles are shorter too, with administrative staff able to quickly access insurance records.

The electronic records are encrypted to safeguard patient confidentiality. Floor space which had been used to store paper-based records has been liberated and the hospital group is enjoying a 20% reduction in document related costs.

Access to the Electronic Health Record system has dramatically improved productivity. Electronic submission has eliminated the need to file paper-based records. Time is no longer wasted searching for information. Automating the workflow has reduced the administrative workload and is allowing clinicians to focus more time on patient care.

**“It was a professional relationship conducted in a common language.”**

**Medical Director, USP Hospital Group**



## Service Improvements

- Uniform enterprise-wide platform
- Simple eForms submission
- Real-time multi-user access
- Secure digital archive
- Easy analysis and reporting

## Business Advantages

- Improved patient care
- Accurate and timely information
- More informed clinical decisions
- Better clinical productivity
- Reduction in administrative costs

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