

Paperless administration improves patient care

KHWE Healthcare

Ricoh has transformed the administrative processes which underpin the healthcare services provided by KHWE. Ricoh's Enterprise Content Management system automates the workflow, reducing administration and ensuring that up-to-date information is accessible to authorised personnel.

Automating healthcare administration

Katholische Hospitalvereinigung Weser-Egge (KHWE) provides healthcare services for the population of Kreis Höxter in Germany. The group's extensive facilities include four hospitals with 875 beds, three ambulatory care units, five care homes and three training centres. A centralised administrative function supports the delivery of healthcare services.

KHWE continually reviews its medical and administrative processes, seeking efficiency gains that will lead to improved patient care. Recognising that its paper-based record system and associated paper-based administrative processes hampered the information workflow and tied up valuable resource, KHWE sought a digital solution.

Enterprise content management

The healthcare group was keen to implement an integrated administrative system that encompassed patient registration, healthcare records, personnel records, contract management and invoicing. Given the confidential nature of the services provided by the healthcare group, the system would need to meet rigorous security standards.

Ricoh developed an Enterprise Content Management (ECM) system for KHWE which supports patient and business administration. The system automates key business processes. Paper records are quickly digitised and managed within the secure electronic workflow. Information is instantly available, enabling medical and administrative staff to make better informed decisions.



Objectives

- Establish electronic health record
- Digitise paper-based documents
- Automate administrative processes
- Improve access to information
- Make better informed medical decisions

Results

- Instant access to information
- Centralised electronic record
- Secure paperless workflow
- Significant reduction in administrative costs
- Elimination of paper archive



Ricoh's holistic solution automates information processes which underpin patient and business administration. The Enterprise Content Management system allows us to access information faster, saving time and improving patient care."

Head of IT, KHWE GmbH

A paper-free prescription

Ricoh's consultants analysed the healthcare group's administrative and record keeping processes, mapping information flows and identifying system requirements before developing a tailored solution. This consultative and systematic approach is an integral part of the Managed Document Services (MDS) provided by Ricoh.

Reducing KHWE's reliance on paper records lay at the heart of the project. Paper-based filing systems were replaced with a centralised Enterprise Content Management (ECM) system and paper-based documents, such as patient referral letters and supplier invoices, are now scanned upon receipt and processed within a secure digital workflow.

Ricoh's eRecord Connect application automates the process. A one-touch button, accessed via the control panel of a Ricoh MFP, scans and indexes paper-based documents and processes them according to predetermined rules. Referral letters are, for example, appended to the patient's electronic health record and supplier invoices forwarded to the accounts payable department.

Indexed electronic records

eRecord Connect allows documents to be enriched with barcode index data. Associating digitised records with the patient's ID number helps to safeguard patient confidentiality by reducing the risk of record mismanagement. The indexed data is easily searched and can be accessed instantly by authorised personnel.

The hospitals, care homes and training centres within the group share the same ECM system. There is no need to search through paper-based records for information. Accessing the patient's electronic health record saves time and enables clinicians to make better informed decisions. In the accounts department, digital invoices are quickly verified and paid.

Ricoh's solution has transformed the healthcare group's administrative processes. The paperless processes are more efficient, reducing administration and speeding the flow of information. Paper-based records have been archived, saving space, and significant cost savings have resulted from the reduction in administrative workload.

Solution

- Managed Document Services
- Enterprise Content Management
- Central electronic health records
- One-touch capture using eRecord Connect
- Electronic invoice receipt

Benefits

- All-encompassing solution
- Hardware / software integration
- Automated error-free processing
- Secure and compliant record management
- Continuous optimisation of services

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