



Case Study

WOODLANDS MULTI-SPECIALTY HOSPITAL

SOFTWARE SOLUTION, SCANNING & DIGITIZATION, MANAGED COPYING & PRINTING



Leading Kolkata based hospital seeks support for medical records management

Customer: Woodlands Multi-specialty Hospital

Customer Size : 9 Specialties, More than 300 beds

Vertical: Healthcare

Requirements:

- Document Scanning and Digitization Service
- Document Management System
- Complete Document Security
- Reduction in Printing Cost
- Hassle-free Device Maintenance

Solution Provided:

- Managed Scanning and Digitization Service to reduce the usage of hard copy medical records
- i-doc document management system as a product with training
- Installation of 3 MFDs
- Single invoice billing

“Physical Storage and preservation of documents for a long term was the major problem. Somnetics services and solutions were helpful”

Dr.Malati Purkait, Deputy Medical Superintendent

Woodlands Multi-specialty Hospital Limited is one of the leading healthcare centers in Eastern India and one of the top five in Kolkata, with nine areas of specialization and more than 300 beds. The hospital is fully equipped with the most sophisticated and state-of-the-art medical equipment and appliances, constantly modernizing to keep track with global advancement and innovation in medical technology. These facilities enable Woodlands to treat every case with meticulous care on its way to quick recovery.

Business Needs

The organization was established in 1959 and since then the organization has witnessed the production of documents of various types such as medical records, patient records, prescriptions, bills, PACS images etc. The concept of digitization was unknown at that point of time and so was popularity of IT.

As a result, the organization resorted to hard copy management in the traditional methods of filing and storing them in physical spaces leading to damage and misplacement due to careless physical handling and sharing of the same document at various point of time , by various individuals.

In 2009, the hospital recognized the scope of managed printing, scanning and digitization and the role of software driven document management.

The requirement was basically two folds and can be classified into printing that is hardcopy management and scanning that is soft copy management. This was mainly because they identified the two fold requirement of constant hardcopy generation and a simultaneous need of preserving them in soft format for better security, replication, search and reference. They avoided the idea of purchasing a printers and MFDs as that would eventually lead to operational hassles and extra waste of money on maintenance and resolving issues. Taking printers on rent would on the other hand outsource all these hassles to a specialized vendor, while payment could be settled through a single invoice per month.

Woodlands had to digitize more than 1,06,114 important backlogs and some other lesser important ones, whose number were not anyhow less either, for easy search and retrieval, instead of resorting to the traditional physical hardcopy management. They wanted an ongoing digitization process so that no further backlogs were created, and with every hard copy that was generated from various corners of the organization, there would be an immediate soft backup which would be used for sharing and collaboration by the concerned people through mails and other portable devices.

However, even these digital data had their own share of vulnerabilities, such as poor access control, free access from the drives, hard disk crash. Moreover, compilation of data in various drives, power cut, physical distance from the computer during emergencies, reduced the scope of access. On the other hand, unauthorized people could access the same data simply by switching on the system etc. That is when Somnetics proposed the idea of i-doc document management system. They wanted a central repository that could check unauthorized access, make access more

flexible for authorized individual, ease the search and archival process. In a way, they wanted a complete solution for document management.

Solutions

The managed copying and printing team studied the printing requirement and suggested installation of 3 printers, two of which were MFDs serving the purpose of both printing and scanning. Four operator was permanently deployed to look after the entire project so that the administrative department of the organization could deviate their attention to other important tasks.

Somnetics' ECM (Enterprise Content Management) Division was involved in the project. In the first month, all previous hardcopy backlogs that soared to more than 1,06,114, were scanned and stored with proper meta-tags that could facilitate easy search and retrieval. Digitized files were arranged systematically in folders. Till 16th Sept, 2014, more than 25,52,900 pages have been scanned in the hospital premise.

The permanent scanning station situated in the organization's premise converts more than 2000 documents generated from various departments each day.

The document management system i-doc Standard 3.0, was installed in 2013 with the objective of addressing the three main requirements - Searching from a common repository, access control and archival. Installation was backed by proper training to the administrative team, IT team and other concerned users of Woodlands, so that they could make complete use of the friendly user interface.

All the documents that are scanned are sorted and backed by proper metatags. The most important of these documents are stored in the i-doc repository for daily document collaboration. The inherent feature of the software dealing with access control, restricted viewership of documents on the basis of users' role and rights to refrain any possibility of unwanted access by unauthorized people.

Benefits

The entire project streamlined the document oriented business process of the organization. The practitioners and administrative officers can now access a document virtually from any location without depending on the hard copy files. The hassles of printing and capital expenses related to printers have been reduced to null.

- **Storage and search:** The main problem statement of the organization, pertaining to poor physical storage of documents was resolved with the scanning service and web based DMS, i-doc.

Woodlands has recovered a lot of physical space by clearing up the backlogs and shrinking them into digital documents.

- **Safety and security:** Documents are less prone to damage and misplacement as all hardcopies are stored in a central web based repository, which only authorized personnel can access.

- **Single Invoice:** Instead of settling multiple invoices for multiple operations for various vendors, payment for both printing and digitization can be settled through a single invoice at the end of the month.

- **Cost Reduction:** This solution reduced the cost of purchasing printers and maintaining them. Indirect costs related to purchase of toners, consumables, regular payment of service engineers with every breakdown was absolutely zeroed. In the bigger perspective, the digitization service enabled faster replication and sharing on virtual platform to do away with the expenses of multiple hardcopy replication and sharing through courier.

“I think the document oriented tasks are more organized now than what it was, when they started off in 2009. They are doing a good job of scanning medical records and preserving.”