Leading hospital relies on Somnetics For document digitization

“Somnetics has given us on-site scanning job with DMS that is running successfully for the last three years.”

Vishnu Gupta, Chief Information Officer, CNCl

Our client CMRI, Calcutta Medical Research Institute is a Kolkata based super specialty hospital with 400 beds, handling 60 discharges and 2000 outpatient clinics per day. The hospital produces more than 11,000 medical record pages in a day. This 400 bedded, ISO 9001:2008 certified hospital is in the dawn of fifth decade of philanthropic services, establishing itself as the most trusted healthcare service provider of Eastern India. They wanted a solution that would reduce the number of mismanaged hard copies from their premises and create space for other productive reasons.

Business Needs
It was difficult for our client to archive the huge number of documents generated every day. It was more tedious for them to retrieve the necessary files in a timely manner that has been consuming a huge fraction of office spaces since 1999, with more than 5.2 million backlogs. Office workflow demanded constant generation and retrieval of current and previous documents and medical records from time to time. Document collaboration was getting difficult with constant hard copy management, and poor unorganized process of archival. It was making regular work very redundant, and tedious. Transportation of documents involved finding them out from huge piles and quality control. The process became more tedious by
the day with the generation of 1000 new documents on a daily basis.

Their challenges were mainly due to:
- There was multi-point generation of documents of various sizes.
- The client required easy and hierarchy based access/retention of these medical documents.
- The huge numbers of old documents were in poor form and had to be treated with care.
- Collecting the huge volume of hard copied medical files from different departments across various clinics under the organization.

Solution

CMRI was offered with a three fold solution. The first stage involved scanning of documents and medical records that have been consuming the space for several years. In the second stage we secured all the previous documents in CDs and uploaded some in a document management system. The third stage was implemented to ensure no backlogs are created in the future. An on-site scanning station was permanently set in their premises, with the deployment of a few professionals to execute the purpose.

Scanning Solution

"In the first consignment more than 5,000 copies were scanned to reduce office space and time. By the second consignment, all other documents were scanned and saved in digitized format" says Vishnu Gupta, Chief Information Officer.

Canon DR Scanner with capture perfect 3.0 document capture suite was used for scanning the documents and medical records.

Canon Scanner Models:
- 2050C
- 2580C
- 3080C

Step 1: Adding Tags and Meta-data
Every patient’s file received tags and metadata, at the point of scanning, to enable easy data retrieval in future. It also helped us arranging all documents in a well-defined and systematic order, aligning to the meta-attributes.

Step 2: Treating the Documents
Special document de-humidifiers were used for treating old, qualitatively poor papers and fragile documents. This enhanced the quality and imparted visual clarity to the digital output.

Step 3: Scanning
We used straight paper path scanners for avoiding wrinkles and tearing of the papers. We scanned 99.99% of the documents. The digitized documents were then secured in portable devices like CDs and some important ones were uploaded in a document management system.

Step 4: Training
Special training was provided to the employees of the hospitals to handle the documents and operate the document management system.

Software Solution

Somnetics’ indigenous DMS software that worked as a repository for almost 5.2 million medical documents of different types, sizes and formats was installed in all the computers. This web based software operated centrally eased the data search, sharing and collaboration process on a web based platform.

Manpower

Trained hardware operators were deployed at 4 scanning stations so that the documents would be digitized the moment they were generated, ensuring no backlogs and continuation of the seamless process.

Benefits

Launch of a new eye hospital

2000 sq.ft of office area was recovered to permit the launch of a new eye hospital. "We had not imagined that so much space was consumed only by mere hard copies, digitizing which, would squeeze out enough space for an eye hospital" says Vishnu Gupta, Chief Information Officer. A completely new specialty was introduced that contributed to the growth of the organization.

Eased document workflow

The old documents were organized and stored in proper order which eased the process of searching, sharing and collaboration. The time that used to be wasted in searching and transportation of documents from one department of another could now be performed with the help of the document management system.

Upgraded to soft copy system

On-site digitization process is going on to avoid further accumulation of hard copies that are generated on a regular basis. Since each hardcopy is immediately converted to a PDF, it introduced the practice of soft copy oriented workflow across the organization. It got the office a step closer to paperless office. “Paperless office is a myth and cannot exist practically, but the solution reduced the usage of papers in the form of photocopying and multiple printouts.” says Vishnu Gupta

Reduction of expenses

"The practice of software oriented workflow curtailed the administrative cost by a significant extent. The practice of repetitive printing and photocopying of the same document exists no more.” says Vishnu.