



Hull & East Yorkshire Pathology Service choose *FileVision*TM for Electronic Document Management

Customer profile

Hull and East Yorkshire Hospitals' NHS Trust provides a comprehensive range of acute services from three hospital sites to almost 600,000 people in the Hull and East Yorkshire area. With an annual budget of circa £300 million and employing approximately 6,700 staff, the trust is committed to the continuous development of services for the benefit of patients and to providing a comprehensive service of the highest possible quality.



Within the Trust, the Hull and East Yorkshire Pathology Service provides an analytical service to health professionals throughout the local area to aid in the diagnosis, monitoring and treatment of disease. The Pathology Service is made up of Blood Sciences, Cellular Pathology and Microbiology laboratories, based at Hull Royal Infirmary, with a Virology laboratory and a satellite Blood Sciences laboratory at Castle Hill Hospital.

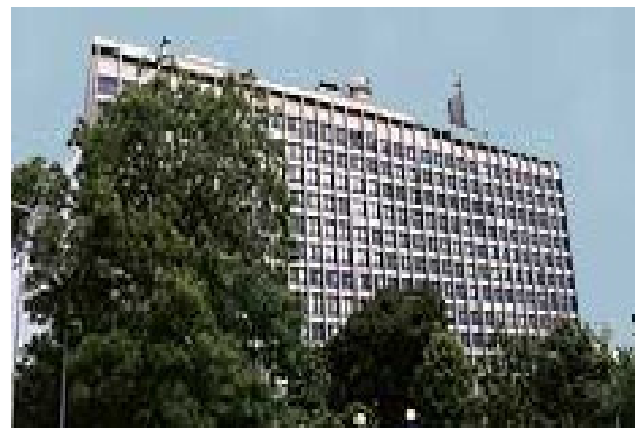
The Blood Sciences Department recently decided to move away from paper records and look for a document management solution that enabled them to scan, securely store and quickly retrieve important documentation, namely request forms and blood transfusion records.

Business Case

The Blood Sciences Department handles approximately 4000-6000 request cards per day. These cards followed various pathways around the laboratories as results were validated and authorised. They were then filed away in boxes for storage. Blood Sciences had a requirement to reduce the travel of these forms through the department, a process that is inherently inefficient, time consuming and runs the risk of forms being lost. The data on the request cards also needed to be available for a longer period.

The department also handles about 50 Blood Bank Register forms per day. Originally stored in box files, it was decided that the storage space needed was becoming prohibitively costly, particularly as the statutory storage time for this data had recently increased from eleven to thirty years.

Hull and East Yorkshire Pathology Service decided to implement FileVision's integrated document management, imaging and workflow solution to help streamline processes, increase efficiency and staff productivity, and dramatically reduce storage space and costs.





Solution and Benefits

Pathology Request Forms

Forms are scanned into FileVision and indexed using multiple barcode recognition. Both the blood sample and corresponding request form have the same barcode attached, allowing fast and simple verification that the test results relate to the patient on the request form and the blood sample. When checking results, it is often necessary to refer back to information written on the original request form. This used to be a time-consuming manual process involving searching through boxes to find the correct form. Using FileVision, the pathology department is now able to bring up a test result on the screen of their existing system, and on the same screen, quickly and easily retrieve an image of the corresponding request form using the number encoded in the barcode. Not only has this resulted in increased staff productivity with a huge time saving in filing and retrieving forms, it's also led to the elimination of a significant amount of physical storage space. FileVision also allows 24x7, simultaneous access by multiple authorised staff based at local and remote locations. No more misplaced paper records or waiting for records that are in the hands of another member of staff.

Blood Transfusion Records

Blood bank register records are scanned into FileVision and indexed using Optical Character Recognition data such as name, date of birth, NHS number. Retrieval of register records is easily achieved by entering any of the OCR keywords into FileVision's standard document search facility. As with the request forms, storage space is no longer an issue. The records can be kept for the legally required 30 years without the accompanying cost. Furthermore, FileVision stores records so securely that they can be used as legally admissible evidence.

Administration Records

FileVision also enables the Department to scan and securely archive management forms such as overtime returns and travel claims. FileVision's Multi-Level security function ensures that retrieval of the personal and sensitive data contained within these forms is only possible by authorised staff.

"We are very pleased with the FileVision's implementation in the Pathology department" said Dr Tony Kirwan, Pathology Systems Manager, "it has met all our specified requirements and now we are looking to expand its use".

FileVision

FileVision is the first product to combine information and document management with imaging and workflow into one truly integrated solution. Quick to implement and easy to use, it is designed specifically for small to mid-sized companies or departments within organisations who need to find a way to match business processes with business documents. Due to FileVision's flexibility and customisability, customers do not have to change the way they do things. Instead, FileVision is easily configured to an organisation's existing business processes or workflow methods.



FileVision is a global company with headquarters in the United States and offices in the UK and Australasia. FileVision's key markets are government, healthcare and finance. For more information, please phone +44 (0) 118 903 6066 or email: mail@filevision.com