



London Bridge Urology benefits from *FileVision*™ electronic document management

Customer Profile

London Bridge Urology, situated at London Bridge Hospital, is a provider of private healthcare with an international reputation for offering the very highest standards of clinical skills and nursing care. Specialist urological services have been available at the London Bridge Hospital since it opened in 1986. London Bridge Urology provides management and treatment for a full range of urological conditions. The team is comprised of specialist consultant surgeons from Guy's and St Thomas' Hospital and UCL Hospitals. It is committed to providing the best medical care and to make patient visits as comfortable and stress-free as possible.



Business Case

Since April 2002, London Bridge Urology have been using *FileVision*'s integrated document management, imaging and workflow solution. Before the implementation of *FileVision*, the ever increasing volume of paper records and documentation being created was becoming

unmanageable and starting to impact on customer service. Each of the doctors had their own filing cabinets and space was running out at such a rate that the point was reached where some files were no longer being filed away because they would not fit in the cabinets. Instead they were being left in various locations around the office and became impossible to retrieve quickly, and sometimes went missing altogether. Consequently, when patients phoned with queries, they were often left waiting on the line for some time while the relevant file was located and even if successfully found, files sometimes had documents missing. Similarly, preparing for clinics became problematic and time consuming as files were often going missing. Working from home also meant carrying heavy boxes of files, which was awkward and a risk to patient confidentiality. London Bridge Urology decided it was time to move to a paper free environment and selected *FileVision* as the tool to enable them to achieve this.

Solution and Benefits

Today all medical records and associated documentation are securely stored on *FileVision*. The previous issue of files going missing is now resolved as files can be instantly found and retrieved electronically. Paper documents are scanned in or information is typed directly onto the system. As a result, staff have instant and simultaneous access to all documentation even when they are working from home or other offsite locations. This has had a dramatic impact on productivity as staff are able to work faster and deal with individual calls much more quickly.



Case Study

This means an increase in the total number of calls being dealt with every day and a corresponding increase in business. From the patient's perspective the service they are receiving has improved greatly as their queries are dealt with in a swift and efficient manner. When a patient phones with a query, the system is searched using the person's name, and all information and documentation related to that person is available within seconds. Furthermore, the freeing up of physical storage space has created a pleasant working environment that is tidy, organised and much more professional.

"We were all a little daunted at first about moving over to an electronic system for managing documents. It certainly took a lot of nerve to shred the first lot of records that we had scanned into the system! Looking back though, it's the best thing we have done. It has given us a new lease of life and the ability to do our jobs that much better. When patients call, we have instant access to the relevant information and can deal with the query there and then," said Nikki Lewis, Practice Manager.

Staff at London Bridge Urology have also commented on *FileVision's* user-friendliness and the ease with which they successfully completed their user training even when carrying on with their normal jobs at the same time. They have also been impressed with the straightforward implementation and high levels of support and expertise they have received.

"Considering we don't have an IT department, the support of our *FileVision* implementation was very good especially as our server can now be directly accessed by *FileVision* UK. All our upgrades have been smooth and efficient and today we have an even faster system with more functionality as it's continually improved," said Nikki Lewis.

By making electronic documents instantly available and freeing up physical storage space, *FileVision* has had a major impact on staff productivity and efficiency. Indeed, London Bridge Urology have been so impressed with the results that the whole practice is now run using *FileVision*. They are now able to continue with their committed goal of delivering the very highest levels of service and patient care.



FileVision

FileVision is the first truly integrated document management, imaging and workflow solution. Quick to implement, it is designed specifically for small to medium-sized companies or departments in larger 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.

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