



The Cromwell Hospital

Customer Profile

Cromwell hospital is one of the United Kingdom's largest private hospitals. Based in London, it has over 500 specialists covering more than 70 specialties. Purpose built in 1981, the hospital is an internationally recognised centre of excellence.

The hospital's stated goal is to "make people better in a safe and caring environment, with world class equipment and doctors". They carry that focus through to their approach to information technology, using innovative strategies to manage the lifeblood of any health organisation - information.

Business Case

Cromwell determined that their existing system for managing documents was not adequate to meet the challenges faced in maintaining a high level of patient care. They wanted to address issues such as unmanageable volumes of paper, limited physical storage space and misfiled documents, which slowed customer service and resulted in inefficient workflow throughout the organisation.

Over 18 months Cromwell investigated over 20 document management products. They required a secure, robust, scalable, user-friendly and auditable solutions that could provide a rapid return on investment. FileVision was chosen because it could meet these requirements while providing a universal portal application offering access to every item of incoming or outgoing information in the organisation.

FileVision Solution

Provide a comprehensive and easily managed archive

Cromwell needed to archive and classify five million paper medical records. Huge files containing as many as 600 individual documents had to be sorted by admission date and filed into functional sections such as hematology, radiology, pharmacology, correspondence and doctor's notes.

FileVision was used to import a full filing structure, containing 194,000 patient names, addresses and medical record numbers. Existing paper records were then scanned, sorted into functional sections and indexed against the patient information. The result was a secure and easily searchable archive.

Improve workflow between hospital departments

Cromwell's purchasing department wanted to scan and store all paperwork created in raising orders while allowing the accounts department to check, match, flag unmatched issues and authorise payments on approved supplier invoices.

FileVision imported the current stored names and data details of all clients and approved suppliers from Cromwell's legacy accounting system. FileVision now enables Cromwell to scan, link, track, forward, action, annotate, audit and electronically authorise each individual paper page in the purchase order creation and completion cycle.

Provide direct access to archives managed by third parties

Cromwell had previously out-sourced the conversion of old medical records to CD to save storage space. Two different organisations were used for this, requiring proprietary software from both to read the CDs. In addition, a 200 page document became a single file with no ability to retrieve individual pages.

Cromwell can now access these CD archives on demand through FileVision and print any or all parts as required, and then transfer the record into FileVision as a live, multi-page medical record.

Convert and manage incoming multi-line faxes

Some departments and clinics at Cromwell had standalone fax machines. Faxes from medical insurance companies and embassies authorising payment for treatment could be directed to incorrect fax machines, causing potential delays in admission of patients for treatment. Faxes could be lost and sometimes fade with time. Cromwell wanted to speed up the process of receiving faxes and improve their ability to find them once stored. Both the Outpatient and Inpatient admission desks wanted to have instant access to these documents to speed up the admission and treatment process.

A module of FileVision was used to route all faxes through a PC fax server, and then directly into FileVision. From there, all faxes could then be classified and assigned to the relevant department, individual or clinic. Faxes could also be copied instantly to more than one department, and faxed directly from the system to a surgeon awaiting the okay to travel to the Cromwell to perform an operation. Faxes are no longer misdirected or misfiled.

Archive/classify documents for the hospital's executive

The hospital had accumulated a huge amount of paper filing relating to executive issues such as health and safety, budgeting, procedures and so on. They had a need to reduce the physical filing space and track version changes, updates and progress. This information needed to be secure and confidential to a select group.

A unique filing structure was created for the hospital executive, with tight restrictions and permissions on access. FileVision circulates documents to select groups for comment and change. Colored annotations highlight relevant sections on documents. The document's audit trail shows precisely what has been done to it, by whom, and when.



Benefits

Patient care

Cromwell's clinicians have quick and easy access to archived patient information. Patient's rights are better protected with highly secure management of sensitive patient information.

Customer service

Difficulties in locating and retrieving historical documents have been eliminated, enabling administrators to provide quick and efficient service to customers.

Operational efficiency

Internal communication and workflow has been streamlined, improving the efficiency of processing invoices and financial transactions.

Management decision-making

Key historical management information is available to decision makers, enabling easier review of previous initiatives and processes.

Money saved

Reduced storage space and headcount for managing documents has delivered significant cost savings.

Cromwell Hospital's IT Project Manager, says "we have been highly impressed with the system from day one of the pilot. The implementation and installation was simplicity itself. From 'go-live' all the users found the system easy to use both during the document input and image retrieval routines."

"The product has proven to be stable, fast and secure. FileVision's support has been excellent. A huge factor in the success of the project is their whole team's responsiveness, enthusiasm and commitment. As we continue to use the system, we recognise that it will be of huge benefit to the hospital in other functional areas. Therefore, we have started to look at other applications for the technology."

About FileVision

FileVision is a global software company that develops information relationship management software. Our solution, FileVision, empowers organizations to bridge the gap between digital content and paper documents by intelligently linking and matching documents and information to important data such as people, companies, processes and assets. Government, healthcare and financial services organizations worldwide rely on our technology to help them improve communications, enhance customer service and immediately access information and relationships within data. FileVision is headquartered in Atlanta, GA with offices in the UK, New Zealand and Australia. For more information, please visit us at www.filevision.com.

FileVision Benefits

- Quick and easy access to patient information
- Better customer service
- Improved decision-making
- Reduce administrative staff
- Eliminated much of storage space
- Significant cost savings

**For more information, contact
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