Case Study

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Ottawa Fertility Centre

Ottawa Fertility Centre Saves Staff Time and Eliminates Manual Data Entry Errors by Automating Scanning of Patient Medical Information

"Ricoh demonstrated that the company had automated scanning and data workflow solutions that could grow with our needs."

Mark Evans, Managing Director, Ottawa Fertility Centre

ABOUT THE CUSTOMER

The Ottawa Fertility Centre (OFC) provides comprehensive fertility services within a state-of-the-art facility and through its team of highly experienced physicians, nurses and scientists. The OFC offers quality care and services in one location, with an emphasis on the safety and well-being of patients. It provides patients with guidance and support so they can make informed decisions based on their individual needs. The OFC is certified by Accreditation Canada.

CHALLENGE

The OFC had converted many of its medical records to electronic format. The challenge was to effectively and securely integrate the more than 250 paper-based charts, lab reports and other information the OFC receives by fax, mail and courier every day. The OFC had limited staff time to spend on converting paper to electronic format; however, converting the documents would ensure that they could be stored more securely on OSCAR, the Centre's Electronic Medical Record system (EMR). In addition, e-records could flow more efficiently between staff members who had to read, analyze and sign documents.

The OFC needed to ensure that paper records were converted to e-documents in an error free manner, were associated with the right patient and ended up on OSCAR where the right physician could access the right information at the right time. Manually scanning and processing documents would take one staff member a full day and the volume of paper meant the likelihood of occasional errors was high. "Even a one per cent error rate would be too high," said Mark Evans, OFC Managing Director.

The OFC had three choices. It could outsource scanning to a third party, it could hire additional staff to scan documents or it could automate the scanning process.

CHALLENGE

- Automate electronic scanning of in-coming paper documents
- Set up electronic data workflow so right person sees right information
- Ensure all data is stored in existing database

SOLUTION

- MFDs
- Ricoh Advanced Capture solutions
- Customized scripts to integrate data with database
- @Remote Device Management
- Ricoh Professional Services

RESULTS

- Improved scanning productivity and accuracy
- Increased data security
- Increased staff productivity

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The OFC had Ricoh copiers and multi-function devices (MFDs) with built in scanners. The Centre was pleased with both the quality of equipment and the level of service, so Evans discussed scanning automation options with Ricoh.

Ricoh clearly demonstrated that it could set up an effective, efficient and secure automated scanning system. The system could be used to convert in-coming documents into electronic records and seamlessly integrate them with OSCAR, while limiting access to authorized personnel.

“When we purchased our Ricoh multi-function devices we knew, down the road, that we would be looking to automate the scanning of paper-based documents,” said Evans. “Ricoh demonstrated that the company had automated scanning and data workflow solutions that could grow with our needs.”

SOLUTION

Ricoh used an advanced image capture solution to automate the electronic capture of patient information and to store captured information on the OFC’s EMR system.

Using Ricoh's advanced imaging solution, Ricoh’s Professional Services Team designed custom scripts to facilitate communication to and from OFC’s EMR system. The Ricoh solution connects scanned information to the Patient Name or Demographic ID and to the document type or document name, as determined by the OFC scanning operator. Documents are then routed to the appropriate physician network folder as required. OSCAR’s database is then updated to indicate the document has been scanned, where it is located and the information contained within the document.

RESULTS

Setting up the automated scanning process went smoothly, Evans says. The MFDs and the OSCAR system were already in place. The advanced capture solution and customized database scripts have allowed the clinic to realize enhanced workflows, higher levels of accuracy, greater throughput of scanned and electronic documents and Health Level 7 (HL7) compliant integration with the EMR system.

The electronic data storage system set up by Ricoh is also more secure than paper storage. In theory, paper can be left unattended, misplaced or pulled from filing cabinets by anyone with access. With Ricoh’s electronic storage system, only authorized individuals see documents, and the OFC can audit electronic access to all retrieved documents. The data now sits on a server that is backed up in two places so that, in case of fire or flood, there is far less risk of losing data than there is of losing paper. “In concert with our disaster recovery model, the Ricoh solution ensures that our data is reliable and secure,” said Evans.

The automated system cut manual scanning time from what would have taken a full day, every day, to about three hours per day. “In addition, scanning documents has saved considerable staff time compared to manually handling, filing and retrieving paper documents,” Evans added.

As a next step the clinic plans to enable Optical Character Recognition (OCR) which will allow the conversion of hand written lab reports to a database, saving significant amount of time for the clinic’s highly paid lab technicians.

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