



Automating Document Transfer in a Hospital

Business Challenge

- Protect patient clinical accuracy and security by automating the information transfer process
- Reduce time spent on administrative tasks among clinical staff
- Reduce overhead costs associated with conventional records printing and copying

Business Benefits

- Over 3,000 hours of nurses time was saved by relieving them of administrative duties
- Elimination of over 15 million printed pages per year and over USD \$600,000 saved in paper and toner supplies
- A fully automated and secure document transfer process
- Staff retraining costs were not incurred as existing infrastructure was not changed

"Implementing our Xenos solution was successful and well received by all departments. Return on investment has been very easy to demonstrate and this model will be used in future integration efforts."

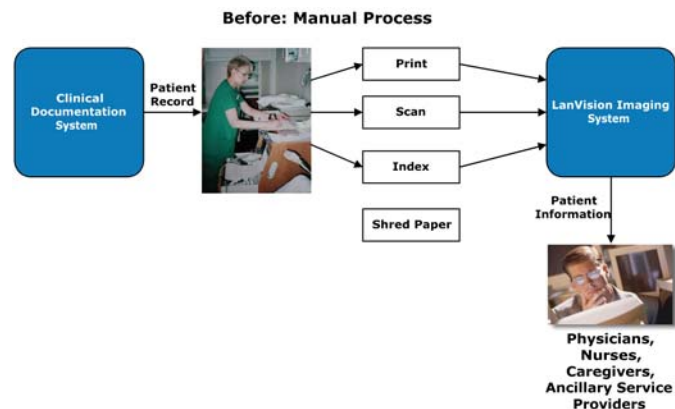
Robin Parkin
Manager Information Systems, Pitt County Memorial Hospital

The Challenge: *Finding a solution rather than a band-aid*

Hospital staff demand instant access to reliable patient information. While paper documents and files traditionally served this need, they no longer provide the confidentiality and accuracy required in modern healthcare settings. Manual printing and copying practices are also labor intensive and costly. The challenge for Pitt County Memorial Hospital was to find the right solution to integrate their electronic clinical documentation with their medical records imaging system and eliminate manual intervention. Most importantly, the new system would be doubly tasked to ensure all patient records were both accurate and secure.

The Customer

North Carolina's Pitt County Memorial Hospital is the flagship hospital for University Health Systems of Eastern Carolina and serves as the teaching hospital for the Brody School of Medicine. The concerted effort of a staff of over 500 physicians and 1,200 nurses provide comprehensive acute, intermediate, rehabilitation and outpatient health services to more than 1.3 million people in 29 counties.



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Real Life Stories from Xenos Pitt County Memorial Hospital

The Solution: *Curing records management ills with Xenos d2e Platform*

Pitt County Memorial Hospital chose Xenos' d2e solution based on its ability to convert Printer Control Language (PCL) to TIFF (Tag Image File Format) - the formats used by documentation and imaging systems. According to Robin Parkin, Manager Information Systems, the hospital's previous methods required manual scanning of records, which caused problems such as missed prints or misdirected materials. Also, a backlog for scanning slowed access to timely clinical information. "No other vendor was able to perform the specific conversions in the quick manner we were looking for," said Parkin. Implementation commenced in April 2003.

"We installed d2e as the middle layer between our clinical documentation system and our LanVision Imaging System," said Parkin. "These systems have never been integrated in this manner. As a result, we dramatically reduced the likelihood of medical record errors by removing human intervention from the process. As a result, all caregivers, including physicians, nurses and ancillary service providers have more complete and accurate medical records at their disposal."

After

In the twelve months following the Xenos implementation, Pitt County Memorial Hospital has also achieved some of the following results:

Document transfer process is now fully automated - patient records are secure, accurate and the transfer process maintains an advanced level of privacy

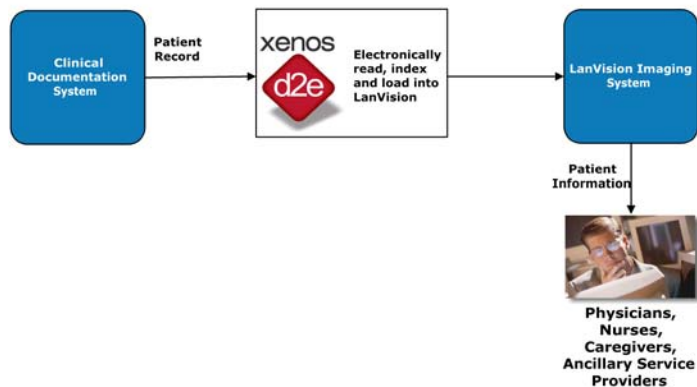
Over 3,000 hours of nurses time was saved by relieving them of administrative duties - time better spent on patient care

Electronically converting medical records for 229,000 patients per year eliminated over 15 million printed pages per year and saved over USD \$600,000 in paper and toner supplies

No change to existing processes, therefore, staff retraining costs were not incurred

"These systems have never been integrated in this manner previously," said Parkin. "Implementing our Xenos solution was successful and well received by all departments. Return on investment has been very easy to demonstrate and this model will be used in future integration efforts."

After: Automated Process



For More Information

To find out how Xenos can help eliminate costs in your organization, visit the healthcare solutions section of our web site at www.xenos.com/healthcare