



Case Study

Suvarna Technosoft uses Kodak Alaris to help leading Diagnostics Center enhance operational efficiency and accelerate digitization

Key Benefits

Through the use of **Kodak Alaris** scanners the client garnered:

- Significant cost-savings due to reduced paper-based data storage
- Real-time access to critical information

Enhanced out-patient experience:

Doctors can efficiently manage patients' past records and prescribe the required treatment, through the use of the deployed application stacks by Suvarna Technosoft. All relevant case notes, medical test records and prescriptions are captured, and are made available in the system for retrieval whenever necessary.

Enhanced in-patient experience:

In-patient documents such as case sheets, doctor's notes, medicine prescriptions, lab test reports and other critical patient information with regard to admission and treatments, are stored in a systematic manner and a collective report can be generated when needed. The application allows users to store documents in the system and it enables appropriate linking to the patient's records/files.

Suvarna Technosoft (Suvarna), a software vendor that caters to the niche demands of the healthcare sector, was established to bring future ready solutions and experiences to the healthcare market. This 17 year old establishment currently has a base of over 180 employees. They are affiliated with over 270 hospitals and Top 10 Diagnostic Centers in India across the country. Suvarna is also a solution provider to the 500+ Diagnostic Centers in India and equips these centers with state-of-the-art infrastructure to cater to a high-demand market. They also possess the expertise to boost digitization, enabling these centers to manage a prolific online presence.

This journey towards efficient digitization propelled the need for collaboration with **Kodak Alaris**, to achieve a high-degree of precision and accuracy. This partnership was formed on the basis of a long-standing and durable relationship to bolster the efficacy of scanning deployments within this highly-critical sector.

Key requirements of the healthcare industry

Suvarna provides hospitals with an end-to-end solution portfolio such as Hospital Management System (HMS), Document Management System (DMS) and Lab Information Management System (LIMS).

Some of their key objectives include:

- Enabling Health Care Physicians (HCPs) or the hospital management with efficient access to patient health records (EHR) in real-time.
- Connecting structured and unstructured data to retrieve necessary data from all healthcare departments in order to facilitate appropriate analysis by doctors.
- Establishing a streamlined mode of communication between doctors, nurses and patients whenever necessary.
- Sending timely alerts to patients about consumption of specific medication, pending laboratory tests or informing them about the frequency of check-ups with doctors.
- Providing hospital staff with real-time information on a patient's discharge, and allowing access to track real-time bed availability.
- Collating all the information from the in-patient, out-patient, billing and accounts department and assigning a Unique Identification Number (UIN). This allows users to perform scanning or uploading of structured data with the UIN for better synchronization.

The Medical Records Department (MRD) staff verify every document for each patient and on approval, all these documents are then scanned and stored in a centralized database.

A centralized approach

It is mandatory for healthcare institutions like hospitals, diagnostic centers and labs to maintain patient records. It is therefore crucial for them to be adequately enabled on this front, with better record management tools, digitization and accurate classification of patient details.

Every healthcare institution requires the following features to enhance its scanning capabilities:

- Capability to scan old records although physically damaged due to filling and storage, like punch holes, wrinkles or wear and tear.
- Ability to reduce manual intervention through auto detection of text orientation purposes, removal of blank pages and bar-code reading.
- Capacity to scan at an appropriate resolution for an optimized file size and improved document readability.

The challenge

For most healthcare departments, the current process involves updating and monitoring a patient's records during the doctor's daily visit through a paper-based approach, which reduces the productivity of physicians considerably.

Archiving of these paper-based patient records is not only laborious, but the retrieval process is also time consuming.

This methodology results in ineffective communication within the hospital and between staff-physicians and caregivers.

The solution

Digitization of the records procedure, from the originating point – for in-patient or out-patient facilities, to various hospital departments – enables a more seamless flow of information storage and retrieval. For instance, the use of **Kodak Alaris** scanners provided the medical department with powerful image processing techniques to accelerate the flow of information, and achieve almost real-time access to patient records.

These digitization processes also helped the healthcare institution adhere to regulatory requirements in terms of paper size, output file formats and document quality. They have also helped the institution improve the retrieval timeframe, which helps streamline the patient care process. Furthermore, it has helped them obtain the necessary accreditation from pertinent medical agencies.

The use of **Kodak Alaris** scanners aided Suvarna to fulfil its expectations from a digital enablement standpoint; thus showcasing how healthcare providers can not only benefit from digitizing their paper-based document process, but more importantly enable digital transformation of key business processes in the industry.

Results

Significant

increase in operational efficiency

Suvarna's implementation of an efficient information management system and communication technology within the diagnostics center helped improved patient care and enhanced operational efficiency significantly, while also reducing costs.

After deploying **Kodak Alaris'** Information Management Solution, the following key results were observed:

- Higher productivity and efficiency: Real-time data access and the possibility of sharing information across the complete chain of the patient record workflow. This reduced the delay in information retrieval.
- The use of scanners with a DMS, HMS, LIMS methodology, helped provide a seamless integration with existing legacy systems; thus ensuring continuity in system workflow.
- Achieved a shorter timeline for approvals.
- Obtained a quicker response timeframe for query resolution.
- Improved cost effectiveness, due to reduced overhead charges initially incurred by the workforce during the transfer of paper-data process.

Contact us at:

Australia 1300-252-747*
Beijing +86-10-6539-3727
Guangzhou +86-20-3878-8851
Hong Kong +852-2564-9808*
India 1800-228-989*
Indonesia 001-803-657-008*

Japan +81-3-5577-1380
Malaysia 1800-806-480
New Zealand 0800-456-325*
Philippines 1800-1651-0685*
Singapore 1800-856-3251*
Shanghai +86-21-5884-1313*

South Korea +82-2-7737-7000*
Taiwan +886-2-7737-7000
Thailand 001-800-658-055*
Vietnam +120 - 65 - 131

Email: askme@kodakalaris.com

*Toll Free Numbers