Capture

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SOLUTION IN ACTION

SUPERCHARGE YOUR OUTPUTS

About Centre Hygie

The Centre Hygie is a private family medicine clinic in Montreal that has been in operation for more than seven years.
It employs close to 20 health professionals such as physicians, technical clinicians, nurses, osteopaths, massotherapists, neuropsychologists, nutritionists, etc.
Pierre Morin, co-owner of the clinic and office automation expert, gave himself the mission to solve their archiving system's inefficiencies.

WWW.CENTREHYGIE.COM

« We went from taking up to seven days to update a record from the time of a patient's visit to taking a maximum of 24 hours, and often less. »

Pierre Morin
Co-owner and Office Automation Expert
Centre Hygie

« The integrity of the clinic's patient files is now optimal, which is crucial for us.»

Pierre Morin
Co-owner and Office Automation Expert
Centre Hygie

ARCHIVING MEDICAL RECORDS AUTOMATICALLY AND ELECTRONICALLY

What's particular in healthcare is how sensitive documents and data can be and how rigorously they must be handled. Another thing is how health professionals seem to love pen and paper. Only few digital tools have made their way to clinics and hospitals.

The idea of securing data and automating business document processes is very attractive. However, the implementation without changing work habits is challenging.

Archiving improvements without modifying habits

At Centre Hygie, this challenge has been taken up. The goal was to find a solution to control a large volume of paper archiving, and maintain employees' working habits, while keeping the integrity of patients records.

First step: manual digitizing

The clinic saw setting up a manual numerisation process to be the quickest way to get digital patient records.

On a daily basis, an archivist received the handwritten forms and documents from the clinic's health professionals. Those documents and forms then are scanned and stored electronically in the appropriate patient files. This could take up to seven days after the visit. This was definitely unacceptable for urgent cases.

Real-time digitizing thanks to Anoto

Looking for a suitable electronic document management system, Mr Morin, co-owner of the clinic, discovered the Anoto technology. Anoto manufactures digital pens to digitize handwritten notes in real time.

About Capture

Capture is very different from other Anoto-based solutions.

Here is how:

Add document composition and automated workflow capabilities to the basic Anoto Solution. The user data from the system is 100% correctly linked with the unique capture zones and doesn't need any image character recognition (ICR) process to complete.

Benefit from the fastest printing possible and low bandwidth usage with optimised Postscript and signature capture zones, placed only where needed, instead of printing full pattern pages.

Patterns are stored in a condensed format and result in low weight PDF's perfect for archiving.

No cost per page. Capture comes with close to 10 000 reusable patterns with every license.

Integrates into any IT infrastructure thanks to PlanetPress' compatibility with most hosts systems, servers and databases.

Adding automation to the equation

Now all he needed was an automated system that would link the handwritten notes to the appropriate patient records. Mr. Morin discovered Objectif Lune's solutions while contacting Anoto's head office in Sweden. He jumped at the chance of using an Objective Lune solution.
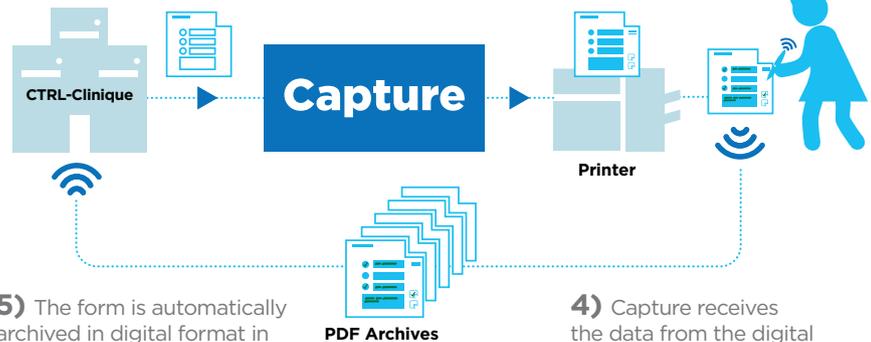
Digital archiving to update records
within less than 24h
How it works

1) CTRL-Clinique, the management system, produces the document or patient report and sends it for printing.

2) Capture captures the print workflow and changes the page setup to include capture areas for handwritten notes and check boxes labelled "archive" and "delete.»

3) Health professionals write down notes as usual, but with a digital pen.

CTRL-Clinique → **Capture** → Printer

PDF Archives

5) The form is automatically archived in digital format in the patient record.

4) Capture receives the data from the digital pen and links it to the appropriate form.

An error-proof system

Mr. Morin also set up an alternate process for eliminating human error.

The notes would sometimes extend beyond the capture areas, or doctors would forget to use the Anoto pen. That's why form templates have been created in Capture that include barcodes compatible with his scanner.

Also, the ink used in the Anoto pens is green. So when encountering notes that do not comply to the right usage, the archivist digitizes the document using the scanner. Through the use of barcodes, Capture can store documents in the proper records automatically.

What's next?

« We receive lots of lab reports and test results by fax and email. With Capture, we're going to be able to automatically process the information in PDFs and integrate it into patient records », explains Mr. Morin.

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