

Customer Case

Digitising documents provides helping hand for medics

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Healthcare

A new electronic health record system delivered by Ricoh is giving doctors at German hospital group KHWE quicker access to essential medical information to help them provide better outcomes for their patients. Meanwhile, the digitisation of the company's administrative documents is significantly improving the efficiency of the organisation itself.

Paper-free Prescription

Katholische Hospitalvereinigung Weser-Egge (KHWE), a German healthcare company that operates four hospitals, five retirement homes and two schools, was keen to modernise its internal systems by digitising every one of its patient records.

This will allow medical staff instant access to the relevant information they need to make decisions about treatment and so directly benefits patients. Naturally, respecting the confidentiality of this patient data is essential so the information must be held securely.

At the same time, KHWE wanted to digitise its own paper-based administration systems – such as personnel archives, contract management and invoicing – therefore improving the organisation's overall workflows was also a key objective.

Modernising Document Management

To meet KHWE's needs Ricoh created a bespoke system covering both patient records and administrative processes which could be integrated into the company's existing IT infrastructure.

KHWE was so impressed with the solution and its quick and professional installation process that the company has agreed to showcase the concept to other potential customers.

Customer Objectives

- Digitise all patient documents
- Improve administrative workflow
- Instant access to data
- Secure data storage
- Reduce paper

Ricoh's Solution

- Electronic health record system
- New administrative workflows
- Secure archiving
- Managed Document Services
- Integrated with current systems



Reduce reliance on paper records

“Ricoh’s electronic health record and digital archiving solutions help us to optimise our administration processes and store all relevant documents in the right place. Thanks to Ricoh, we can take the next step on the way to a paperless hospital.”

Thorsten Krian, IT Manager, KHWE

The overall package involved the implementation of an invoice receipt process, a contract management system and e-mail archiving, as well as the healthcare record system. That combined solution involved the careful integration of Ricoh’s best-in-class hardware and proven software solutions. For simplicity, the complete package is managed through a Managed Document Services contract.

Painless Paper Cuts

Reducing KHWE’s reliance on paper records lay at the heart of this project and, through the effective implementation of the Ricoh solution, the company has been able to dispose a lot of paper records by converting them to electronic records.

The new workflows designed by Ricoh operate by collecting all paper documents that KHWE receives - from patients’ medical records to invoices from suppliers - and scanning them into a digital format using Ricoh hardware. That data is automatically archived securely at the customer’s data centre and is instantly available to authorised users within the company when required.

The original paper documents can then be securely disposed of, which saves considerable costs in handling and physical storage. The costs of electronic storage are also kept under control because KHWE’s own data facility can provide the archive needs for every hospital and care home in the group.



Service Improvements

- Less paper
- Quicker access to data
- Improved administration workflows
- Automatic archiving
- Central storage of data

Business Advantages

- Improved patient care
- Reduced storage costs
- Robust security
- Single contract
- Proven concept

Managed Document Services™

MPS and Beyond

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