



Orillia Soldiers' Memorial Hospital

Canada



Success Story

Orillia Soldiers' Memorial Hospital starts scanning medical records to allow faster access to records and improve patient services.

Located in the heart of Ontario's lake country, Orillia Soldiers' Memorial Hospital (OSMH) provides health services to the people of Orillia and the surrounding area as its primary community hospital. For over a century OSMH has been acknowledged and respected for providing exceptional care and service to patients.

The Problem

Over the years, OSMH has accumulated a large number of patient records in both paper and microfilm format. Without any means to transfer these records to an electronic database, all of the patient records were stored within the health records department. As the hospital grew the amount of space available within the hospital to store the growing number of patient records decreased, but the volume of requests for patient information and the need to expand the availability of important records grew. OSMH identified the need for a more centralized document system that would allow for faster retrieval and ease of access to patient records.

The Solution

The relationship between OSMH and MES Hybrid Document System (MES) began in 2008 when MES supplied a microfilm scanner to OSMH to kick-start their digitization efforts. Over the next few years, MES worked with OSMH to develop and implement a system that would allow patient records to be scanned and digitally filed onsite. The initial phase of implementation was targeted to Emergency Department records and involved the clerks in the Emergency Department (ED), who went through a minor workflow change allowing patient documents to be available the next day on FileDirector. MES worked with OSMH's Information Technology (I.T.) department so that existing internal applications can be connected with FileDirector. This will allow care providers the ability to see the scanned images without having to open another software application. While OSMH was going live with the scanning project, MES also provided document scanning services to assist OSMH with their space issues.

The Results

OSMH has created a multi-disciplinary scanning team that is focused on getting patient documents into the new digital system. Their first implementation was in the ED where giving the Clerks next-day access to patient documentation changed and greatly improved the workflow across the department. The Health Records department has also noticed a decline in the volume of calls for document requests, which has had time saving results allowing staff to allocate more time on scanning.

Why MES?

OSMH had been referred to MES by a local hospital and, after comparing their solutions and cost, was selected as the preferred partner. OSMH has had an excellent experience while working with MES and, even after implementing all of the new equipment and technology, it was clear that if anything else was required, contact could be made with an MES representative with a certainty to receive the same high level service as before.

"Best post-sales support I have ever experienced."

- Charlene Ley, Director of Health Records, Registration & Privacy Services

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Industry / Application

- Healthcare / Patient Records

The Problem

- Improving time to retrieve old records
- Expanding availability of important records
- Lack of filing space in Health Records
- Providing seamless access to patient records

The Solution

- FileDirector Software
- Fujitsu Document Scanners
- Canon Microfilm Scanners
- Document Scanning Services

The Benefits

- Elimination of Microfilm Records
- Improved Workflow
- Faster Response Times

Areas For Expansion

- All Hospital Patient Records
- Corporate Records
- Legal Documents



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