

TITLE: Clinical record scanning – a patient centred approach

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Goulburn Valley Health is a 280 bed acute and extended care facility which provides surgical, medical, paediatric, obstetrics and gynaecology, intensive care and psychiatry services as well as extended care and regional services.

Our presentation will focus on a major project undertaken by the Health Information Service of this large regional hospital and the specific challenges associated with being the first site in Australia to develop the chosen solution.

Over recent years, the major focus of information management has been the development of a patient centered fully integrated record – resulting in an improved availability of information for all clinicians.

This focus has brought with it a number of challenges for HIS - challenges familiar to all health services. The major problems are storage, access, expansion of services at GV Health and an increasingly fragmented record – fundamental medical record management issues. In order to effectively manage the long-term issues surrounding these records it was imperative that we consider all available options and ensure that we plan for the ongoing growth in the number, volume and complexity of patient medical records. Options to address these challenges were considered and reviewed. Scanning of documents is now a universally available and inexpensive technology used extensively by enterprises and for personal use. The concept of scanning current paper records into an electronic format and storing them in an easily retrievable format that also incorporates other available relevant electronic information about the patient has been taken up by a number of healthcare institutions in Australia and overseas.

GV Health, after much consideration, made the decision to purchase the 3M Document Management System. This scanning solution includes unique forms printing system that incorporates personalised information sent via a HL7 link from the hospital PAS system. GV Health is the first hospital in Australia to implement this system and the distinctive challenges of this project realization will be discussed in detail as part of our presentation.

The choice of 3M as the supplier of our scanned record system brought with it a number of very specific challenges and rewards.

Our presentation will focus on the system selection, the implementation process and the lessons learned from a HIS perspective. In addition, we will look at the ongoing development of this system as we move to the next phase – development of additional modules for electronic signature and digital voice file integration within the scanned record.