SHP Scan Medical Document Project

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BACKGROUND

In 2011, SingHealth Polyclinics (SHP) faced the problem of having insufficient space to store the physical medical records of patients, even though culling is done periodically. SingHealth Polyclinics have about 1,218,000 case folders of patient records from nine polyclinics. The clinics also generate approximately 1000 pieces of loose notes daily.
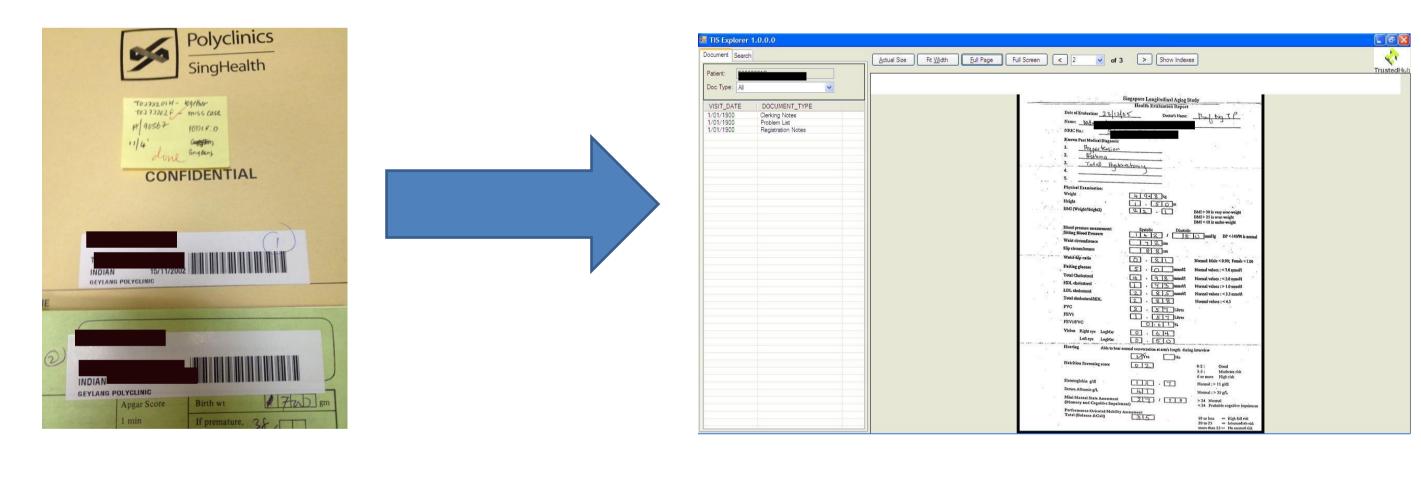

AIM

This project involves the conversion of the physical medical records into digital images in line with Electronic Medical Records guideline. The imaging processes are Evidence Act Certified whereby the stringent requirements under the certification criterion ensure that the images provide an accurate representation of the original documents.
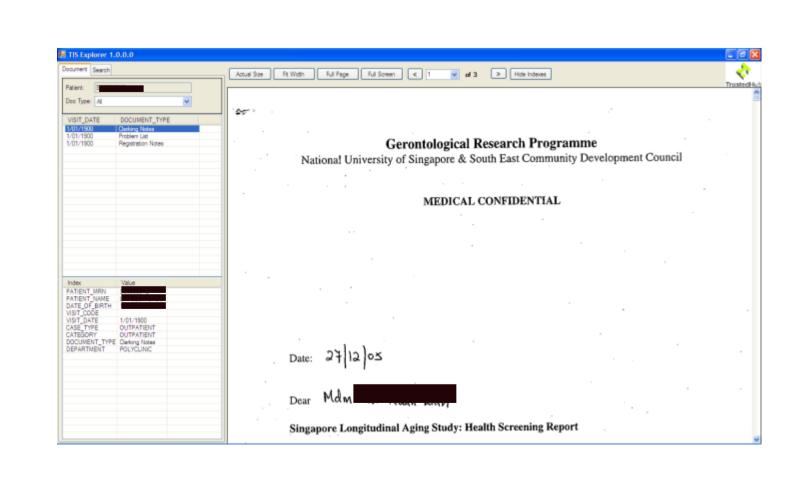

METHODOLOGY

A project team was formed to see through the planning and execution of this project. The digitisation project was awarded to a scan record vendor, Trusted Hub.

The team worked with the vendor on scan record criteria, guidelines and documents scan format. The project team refers to the documentation guideline used by Medical Record Offices from other SingHealth Institutions as reference source to mark and tag the various documents.

This reference also allows SHP to be in-line with SingHealth Cluster medical record project format in Sunrise Clinical Manager.

RESULTS

All the Polyclinics have completed the scan records in Feb 2014.

SHP has achieved
- 100% scan medical records (Less than 3 years old records).
- Medical staff can view the records online.
- Medical Record Office does not need to trace patient records.
- Minimal lost medical record cases and patient identity error.
- Medical Record Office (MRO) staff, now not required to trace records, are assigned to perform other duties.
- With the cluster Scan Medical Record project rollout, SHP's data are migrated into the new system with minimal errors.
- MRO can be freed up for future clinic expansion.

CONCLUSION

The Scan Medical Document project transformed how the Medical Record Office operates at Polyclinics. It has become more effective and efficient in Medical Record Management.