Setting Up of Medical Records Scanning Unit
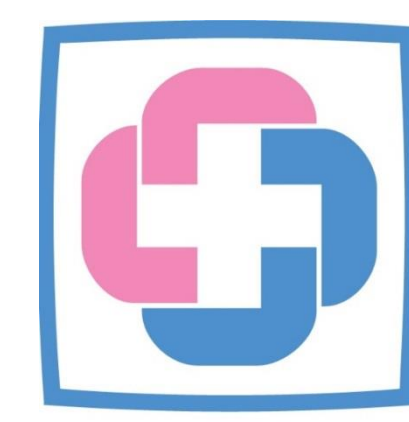
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Background

Due to the need to improve clinical access to patients' information, this drives the transformation of medical records from hardcopy paper to electronic means.

With hardcopy, clinicians can only see patients' records for their own institution and the casenotes might not be available in a timely manner. With digitized copies, clinicians can access the records instantly via the system and it allows multiple users with simultaneous access.

Aim

The aim of the project is to improve clinical access to patients' information which transforms the way that the Department of Document Management Services (DDMS) supply medical records to the users i.e. from hardcopy paper to electronic means.
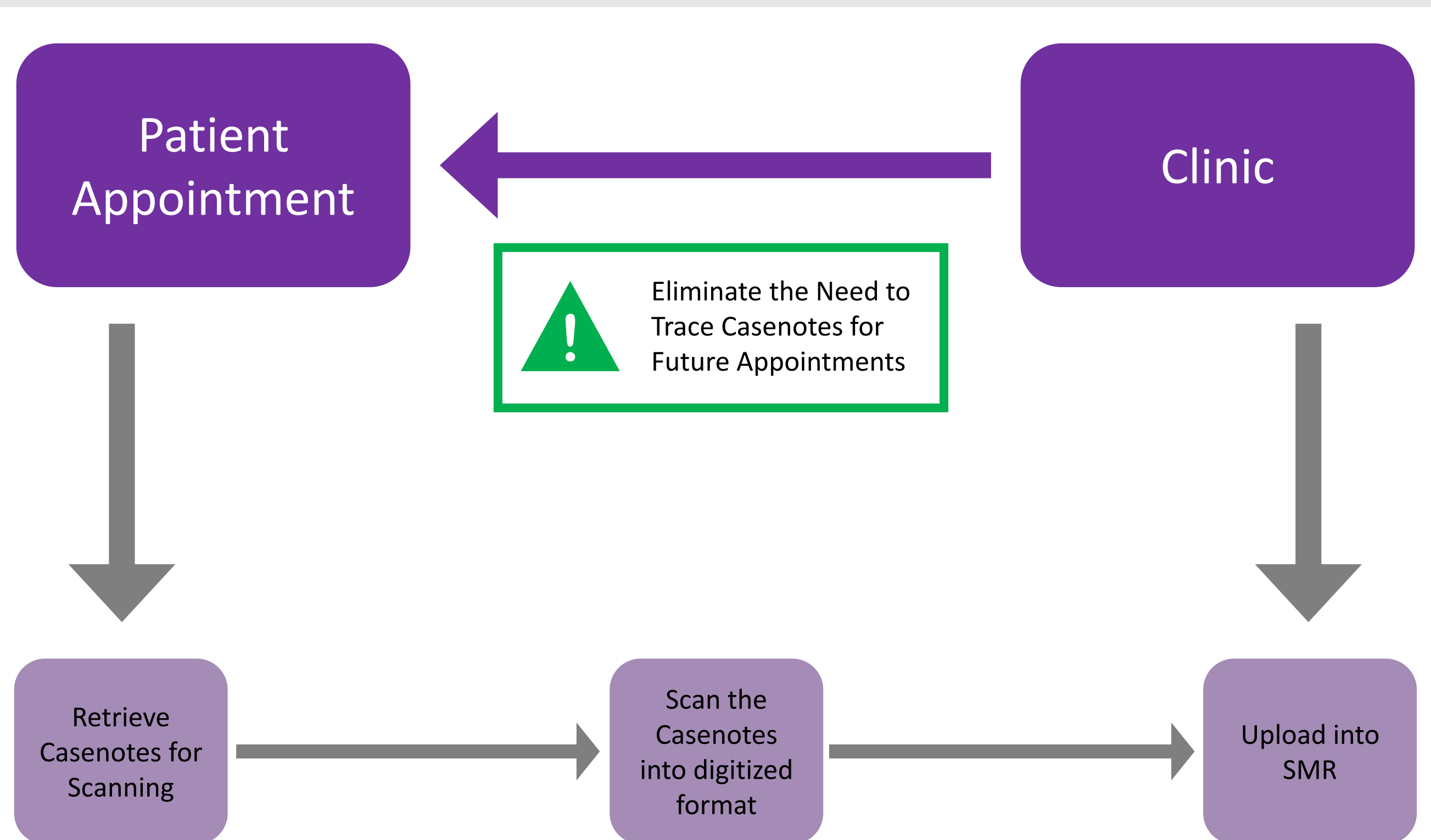
Methodology

The team used value stream mapping to define the process steps and analyse the flow of medical records from DDMS to the end users. From the map, we identified wastes such as delays and inefficiencies.
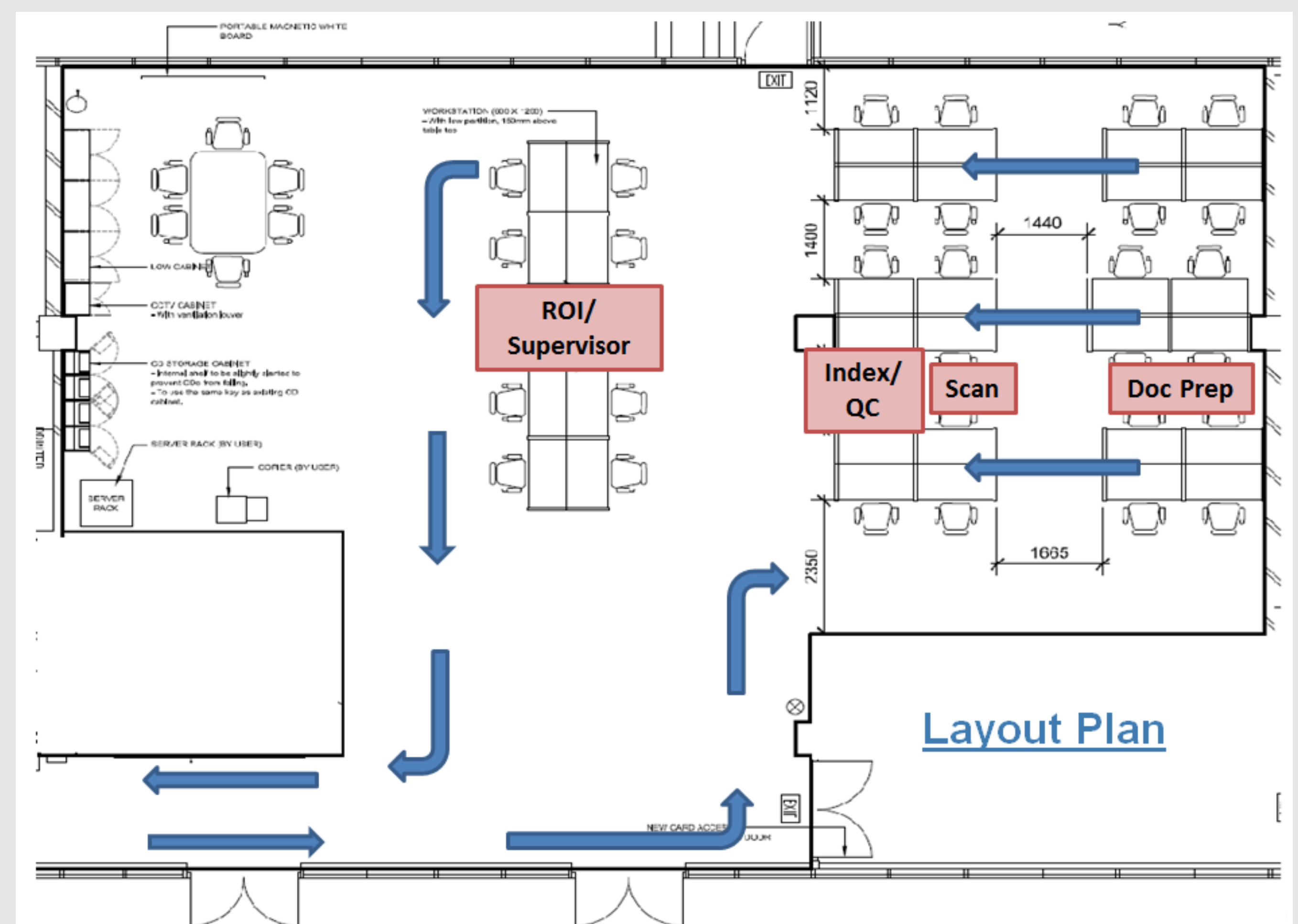
Before : Complicated and Inefficient
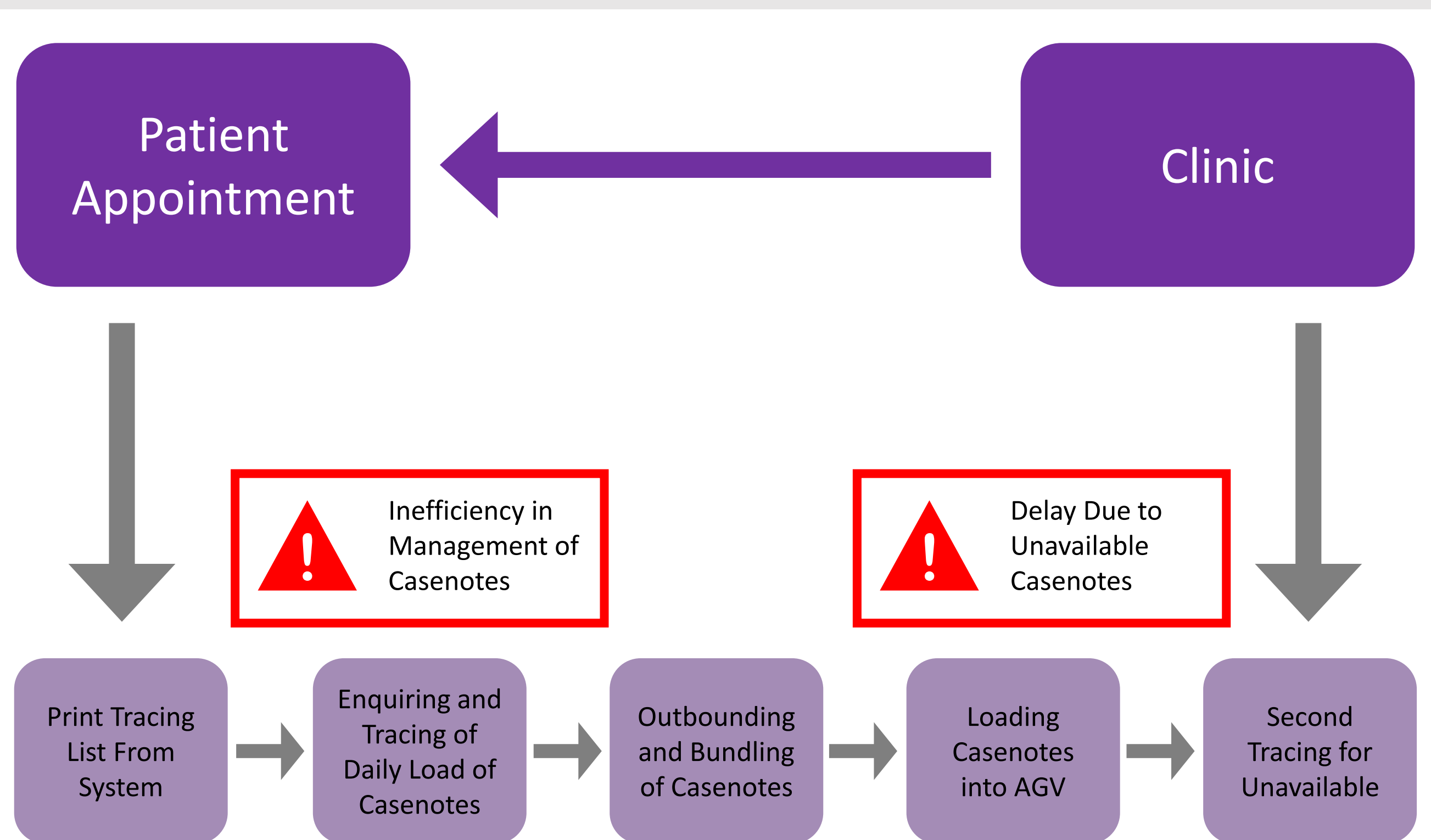
After : Simplified and Efficient

Layout Plan

DDMS then work together with the Facilities Development team to plan, renovate and set up the medical records scanning unit in accordance to the stringent requirements under the Evidence Act (EA) certification.

Layout Plan

Results and Conclusions

The scanning unit was set up and has undergone the certification process by third-party accreditation body, PWC. We attained the Evidence Act certificate and the scanning unit was fully operational in end September 2018. The scanning unit has thus started its operations in scanning medical records i.e. casenotes and loosenotes.

By scanning the medical records into digitised format and uploading into the SMR system, it eliminates the need for management of the casenotes for future usage i.e. tracing the casenotes for appointments and/or review.

There is an average of manpower savings of 60 mins per casenotes by DDMS staff. Clinicians can also access the records almost instantly via SCM-SMR system.