

## Case Study

# Ricoh's eRecord Connect brings improved operational efficiency to hospital

Vlietland Hospital

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**When Netherlands-based Vlietland Hospital wanted to reduce its administrative overheads, Ricoh implemented its eRecord Connect solution to digitise patient records and help improve the delivery of patient services.**

Vlietland Hospital provides healthcare services for residents in the Nieuwe Waterweg Noord region of the Netherlands. More than 130,000 new patients are admitted every year, many of whom are treated as outpatients.

The hospital has itself undergone extensive surgery, moving in recent years to a modern purpose-built facility and optimising back-office systems to improve the delivery of healthcare services and reduce administrative overheads.

## Medical records made simple

As a trusted supplier to the hospital, Ricoh already managed the hospital's document infrastructure, optimising the print environment and developing digital services which improve operational efficiency. The relationship was so successful that the hospital made the decision to implement Ricoh's eRecord Connect as part of its document digitisation drive.

The project built on Ricoh's existing document management to ensure that all patient information was available electronically. Physicians and hospital management understood that both new and existing records had to be digitised to build a holistic and dynamic record of patient care. This was powered by Ricoh's smart scanning, which allows new information, such as referral letters, to be digitally added to the record from any location and made available in the EHR (Electronic Health Record) system.

eRecord Connect ensures that documents are sent and stored in the right place at the right time. Each document contains identification details that are unique to each patient. A single push of the button on the MFP (Multifunction Printer) means that once scanned, it follows a set route to be stored in the EHR system. This ensures that it can be easily accessed from the central medical archive by the right person in the right department every time.

"Over the years, Ricoh has become a trusted and influential business partner. Ricoh's Managed Document Services cover so much more than printing. Ricoh really understands our business and continually develops services for us which streamline our document processes and help improve operational efficiency." Head of IT, Vlietland Hospital



## Customer Objectives

- Ensure patient data is secure
- Access to medical records 24 hours a day, 7 days a week
- Improve patient care by reducing administrative burdens
- Improve efficiency through patient record digitisation

## Results

- Increased efficiency
- More time for patient care
- Easily accessible files



## Focusing on the patient

Digitisation has brought many benefits to the hospital. Patient records are now available 24 hours a day, 7 days a week, allowing medical staff to access the information at any time, from any place, at the touch of a button. This has saved time and improved efficiencies, releasing doctors from lengthy administration processes and allowing them to focus on patient care.

Patients have benefited from the increased data security offered by eRecord Connect. The incidence of human error is also reduced as eRecord Connect is a one-push solution, meaning less opportunity for inaccurate record management.

## Tangible results

The implementation of Ricoh's service is delivering significant and sustainable advantage for Vlietland Hospital which now has an effective document infrastructure. Information is more readily accessible and less time is wasted on administrative processes. The technology has helped the hospital to save costs at a time when budgets are tight, and deliver better quality patient care where it is most needed.

## About Ricoh

As a global company specialising in office imaging equipment, production print solutions, document management systems and IT services, Ricoh offers healthcare institutions true end to end solutions that reduce time spent on these admin heavy processes and more time for patient care.

Ricoh works with leading healthcare organisations around the world. Our suite of solutions has helped improve efficiencies by up to 20% and has delivered a reduced administrative workload for medical staff, ensuring the focus is on patients, not paperwork.

## Benefits

- Record retrieval is fast, efficient and simple
- Files can be accessed securely by the relevant medical staff whenever they need it
- Doctors have more time to spend with patients, improving patient care
- Less admin by medical staff, saves time and helps to prevent human error

## Ricoh solution

- eRecord Connect
- Managed Document Solutions

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