



# Professional Information Management for Healthcare

## Enterprise Content Management for Healthcare

In hospitals and health service organizations, electronic recording of health service and patients' data, medical records, x-ray and sonography images, as well as ERP system data such as invoices, health service charges, and other accounting records generates immense amounts of data. These data, which are fed by various sources, must be made available to all users as well as other applications for further processing.

Hospitals and health service organizations are faced with increasing cost pressure and resource deficiencies. At the same time they are under obligation to ensure the constant quality of care for their patients and insured clients. All procedures regarding data recording, storing, and further processing must be arranged in an efficient and user friendly way to reconcile these diverging demands.

Siemens IT Solutions and Services has solutions for storing, archiving, versioning, and retrieving this information as well as for integrating data into

established industry applications. We also offer the implementation of smooth workflows. This is part of our comprehensive ECM (Enterprise Content Management) portfolio of Healthcare information and process solutions.

### Your requirements

Customers' requirements are: the right information at the right time in the right form and the right context at the right place. This begins with storing the data in such a way that they can be processed rapidly and safely (in terms of trusted and up-to-date) at any time using established applications – such as a patient or health insurance system – and that this can be done irrespective of their format (Office applications, e-mail, scanned documents, etc.). The information storage must also comply with legal requirements such as prescribed retention periods. The key requirement is therefore: to introduce electronic workflow in hospitals and Healthcare organizations while at the same time integrating and streamlining a range of different processes – in other words, to employ professional information management.



Among other things, you need

- secure and consistent long-term archiving of data from multiple sources, e.g., documents from SAP, scanned documents, Office files, image files
- concepts for legally compliant long-term archiving
- a complete overview, allowing different views of the records of patients and insured persons
- seamless integration into established systems (applications)
- streamlined processes including a (digital) invoice clearance process (automated invoice processing), an editorial approval process, and much more

#### **Our offer**

Siemens IT Solutions & Services offers hospitals and Healthcare organizations a comprehensive solutions and service portfolio also including the complete outsourcing of their data management.

**Components** of our enterprise content management solution

- Development and implementation of a customized ECM strategy
- Construction of a long-term archiving backbone
- Process support, optimization, and implementation
- Integration into leading systems, e.g., i.s.h.med, SharePoint Portal Server
- Digital mail handling and processing
- Integration in the patient organizer or document handling (tracking)
- Combination or partial inclusion of PACS data in the patient's record
- Data and document archiving via SAP

**Our services** leading to a comprehensive ECM solution:

- Process and technology consulting
- Process and technology specifications
- Automatic invoice processing
- Design and specification
  - document and data analysis
  - process analysis, post analysis
  - architectural design while allowing for individual requirements

- Realization and implementation
    - digitalization of existing paper documents
    - roll out (support)
    - training courses and help during the launch
  - Managed Archive Solutions
    - Professional management and outsourcing of PACS data and other hospital and Healthcare organization data
- Our comprehensive archiving and document handling solutions include knowledge, content, and document management, portals, collaboration applications, record and workflow management as well as digitization/scanning and archiving.

#### **Your Benefits**

- Cost reduction through process streamlining
- A uniform platform ("backbone") for long-term archiving
- Dramatic decline of internal mail traffic through process simplification and electronic availability
- Simplified business processes using a workflow accelerated and controlled through links to SAP FI/MM and specifically developed clearance workflows
- Audit-proof documentation and archiving conforming to ISO standards
- Reduced time consumption and cost through streamlined processes and elimination of paper archives

#### **A convincing project example**

Orbis Medisch en Zorgconcern, a Dutch enterprise active in the field of medicine and Healthcare, is developing the "21<sup>st</sup> century hospital". Document management plays a key role in this innovative hospital and care concept. Siemens developed both strategy and concept and realized a made-to-measure document management and archiving solution. It reduces the internal mail traffic, accelerates and controls processes while ensuring integrity and actuality of documents and promotes efficiency at reduced cost.

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