Healthcare Institution goes paperless with Archive One

Digitization and Cloud Migration enables Makati Medical Center to safekeep all medical records, while streamlining processes.

The Problem

Makati Medical Center (MMC) is one of Philippines leading hospitals, with a JCI accreditation adding further credibility. Paper-based formalities at MMC were complex, time-consuming, error-prone and could lead to data breaches or lost records.

Furthermore, hospitals are legally obliged to keep their records for up to 10 years for compliance. The Healthcare institution wanted to streamline its processes to save time and safeguard medical records whilst complying with Department of Health (DOH) policies.

Solution

Archive One deployed an end-to-end solution that offers document scanning, document management, and customer support services. All documents were indexed to ensure maximum searchability via keywords.

The Go Paperless team have migrated over 54 million pages worth of data to Archive One, portraying the sheer mass of documents that flow through a healthcare organization.

Using Microsoft's world-class products ensured data security and keeping services running 24/7, which is a top priority for medical institutions.

Archive One uses a combination of software, custom services, and Microsoft Cognitive Services to accurately deliver all information contained within a document.

Results

By scanning its medical records to and migrating them to Archive Once, Makati Medical Center was able to:

• **Reduce document search time by 6000%.** The time to retrieve a patient record has been reduced from more than 1 hour to less than a minute, saving valuable hospital resources.

• **Enable patient files retention in compliance with the DOH policies.** All 29 million pages of records are stored in a database and securely backed up.

• **Ensure Security and Fast reporting.** Microsoft SQL Server Databases Department of Health (DOH) Reports can be produced in less than 5 mins. business.

With a strong foundation built for Makati Medical Center, Paperless Trail now have extensive opportunity to move forward with their relationship. We are discussing options around add-on enhancements like Full OCR (Optical Character Cognition) and OTP (One Time Password), along with other customized integrations with other solutions (e.g. workflow automation, and digital signature).

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