

DocuWare

HOSPITAL SCHEDULING & REGISTRATION



DocuWare is a proven enterprise content management system. Paired now with the InterSystems HealthShare® informatics platform, it imports physician orders directly from fax to electronic workflow and eventually to EHRs.

Despite the widespread adoption of electronic health records, physicians are still faxing orders to lab, radiology, and other patient-facing hospital departments. In some cases, they don't have the secure access or training to make referrals in hospital EHRs. In other cases, physicians consider fax machines the easiest, most reliable, and most secure form of communication.

In fact, a recent physician survey found that 63% of physicians still use faxes as the primary form of communication.

Unfortunately, on the receiving end, paper orders for tests and procedures pile up, creating bottlenecks, inefficiencies, and unnecessary costs.

Now there is a way for hospitals to send those faxed referrals directly into an electronic workflow that eventually becomes part of the permanent patient EHR. Thanks to InterSystems HealthShare informatics platform and the DocuWare enterprise content management system (ECM), referring physicians can submit orders from any source without creating extra work for hospital staff.

No Paper from Beginning to End

Once the orders have been imported, they appear on a consolidated task list, accessible to staff in all registration areas and outpatient service departments. Orders can be easily viewed and sorted, thus reducing the time spent searching for and filing paper orders. Each order is linked to the patient name, date of birth, physician name, modality, and date received. If there is a problem with an order, it is easily flagged for follow up.



Schedule Patients

Hospital staff members use the task list to schedule patients and to collect their relevant information before admission. Staff can attach notes, number of call attempts, and outcome of the calls to the orders. Once patients are scheduled, DocuWare sends a fax or email confirmation to the referring physician.

Pre-Register Patients

Staff can also use the orders to collect and record patient information, including insurance pre-certification information, over the phone before admission, thus trimming registration time at the point of care.

Admission

Registration staff locate orders in DocuWare to admit patients. Following admission, service delivery, and treatment, orders and any related patient data go directly to the EHR.

Benefits

- Reduced time, effort, and money for scheduling and admissions
- No change in procedures for referring physicians
- Improved communication with referring physicians
- Improved information access and accuracy at registration desks
- Reduced patient wait time
- Increased patient satisfaction and retention
- Consolidated patient records, including physician orders
- Increased patient volume and services revenue