

## Case Study

# Hospital boosts patient care and efficiency following eRecord Connect deployment

Ziekenhuis Nij Smellinghe

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**Dutch hospital Ziekenhuis Nij Smellinghe wanted to improve efficiencies around the records associated with its 175,000 annual outpatients. Ricoh implemented its eRecord Connect solution which digitised all medical records and helped enhance the efficiency of its records handling by more than 20%.**

Ziekenhuis Nij Smellinghe is a large regional hospital in the northern part of the Netherlands. More than 175,000 outpatients pass through the hospital each year and the paper-based medical records were becoming unmanageable. The hospital, which has a "paper-free" policy, wanted to give its physicians a new way of working digitally.

The hospital's key concern was to provide excellent patient care. However with a combination of paper-based and digital records, there was a risk of lost or mislaid notes and non-compliance, creating additional frustrations for doctors and medical staff.

## Medical records, anytime, anywhere

After careful consideration, Ziekenhuis Nij Smellinghe implemented eRecord Connect as part of a larger document digitisation process. For the hospital, the first stage of the project was to ensure that all patient information was electronically available.

eRecord Connect allows new information, such as referral letters, to be added digitally at any location, such as a clinic or local surgery. By pushing a single button on the Multifunction Printer the organisation is able to send the information directly to the EHR (Electronic Health Record) system.

After inputting the unique patient number the document is scanned and automatically routed to the correct clinician, department or EHR system following a predetermined route. This information can then be accessed directly from the central medical archive and made available to the relevant person within the hospital. This is all executed in line with internationally recognised standards.



**nij smellinghe**  
ziekenhuis - drachten

## Customer Objectives

- Access to medical records 24 hours a day, 7 days a week
- High levels of patient data security
- Improve patient care by reducing administrative burdens
- Digitise all patient records and reduce paper-based records

## Results

- 20% increase in efficiency
- More time for patient care
- Cost savings in handling paper records



*Ziekenhuis Nij Smellinghe's director of IT services said: "Ricoh is an ideal partner for us in this process. This gives us as a hospital a level of excellence that means we can employ the highest level medical and administrative staff and patients get the best service."*

IT Services Director,  
Ziekenhuis Nij Smellinghe

## Greater efficiency

The hospital now has access to its medical records 24 hours a day, 7 days a week. Medical staff have more time to spend with patients and have been able to improve the level of care they provide. As a one-push technology the eRecord Connect solution leaves little room for human error when creating or adding to the digital patient record. The hospital estimates that Ricoh's solution has enhanced efficiency by more than 20% - time that can now be directly dedicated to patients.

## Saving costs

During a time when medical budgets are under increasing scrutiny, this technology has enabled Ziekenhuis Nij Smellinghe to save costs. The digitisation of records has not only meant a reduction in time spent on administrative tasks but also a significant saving in space and finance dedicated to the storage of paper-based files.

## 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

- All files can be accessed anytime, anywhere by relevant medical staff
- File retrieval is now efficient and fast, with less time wasted
- Less administrative handling by clinicians helping to prevent human error
- More time for patient care

## Ricoh solution

- eRecord Connect

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