



## INHEALTH ENHANCES DIAGNOSTIC REPORTING WITH DOCMAN

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INHEALTH | TOGETHER DELIVERING EXCELLENCE IN HEALTHCARE

**docman**  
delivering paper free care



## INHEALTH GROUP

InHealth is the UK's largest independent provider of managed diagnostic services to the NHS and to independent private sector customers. A privately owned company with over 25 years' proven experience in developing strong relationships with the public sector and delivering market leading clinical solutions, we now have over 350 sites across the UK from which we deliver a variety of diagnostic services.

We provide the highest quality of care and service for the best value. Our vision is to make healthcare and diagnostics better for patients, delivering excellence in everything that we do.

We are committed to continually improving patient management for an enhanced patient pathway and experience, allowing clinicians to move away from administration and focus more on patients.



### INHEALTH

Creating an Enhanced Diagnostic Reports Management System

#### THE CHALLENGE

To provide the highest quality of care and service for our customers and their patients InHealth wanted to supply an end-to-end integrated diagnostic reporting delivery solution to GPs that would:

1. *Not affect GP internal systems*
2. *Make the delivery of reports fully automated, simple and traceable*
3. *Increase clinical safety*
4. *Lead to a better patient outcome*

#### THE SOLUTION

InHealth chose Docman - a product by PCTI Solutions - leading supplier of advanced Electronic Document Management, workflow and transfer for Primary, Secondary and Social Healthcare organisations - to enable us to deliver an automated diagnostic reporting solution. The solution integrates seamlessly with existing Practice Management Systems and with the InHealth Patient Administration System via our own Docman Hub, making the transfer of diagnostic reports as simple and reliable as possible for GPs.

### INHEALTH

A Tried and Tested Solution

A successful pilot was carried out in collaboration with Enfield and Haringey CCGs, in selected GP Practices which allowed us to ensure the effective delivery of this end-to-end solution through rigorous testing and communication.

InHealth is now planning the implementation of the solution to the wider audience within Haringey and Enfield CCGs to allow for a standardised solution to be adopted across the practices.



"Working with InHealth and Docman without fail all letters/reports are work-flowed to clinicians – we never have a backlog. Reporting accuracy has increased as reports details are read by the system which allows auto selection. We have made significant time savings as we no longer have to open, stamp and scan reports received or make so many calls to chase lost reports.

**This has undoubtedly transformed the way we work and ensures that we can give the best possible service to our patients."**

*Alyson Hicks, Practice Manager, White Lodge Medical Practice, NHS Enfield CCG*



Docman GP - used by over **6,000 GP** practices and **200,000** healthcare professionals.

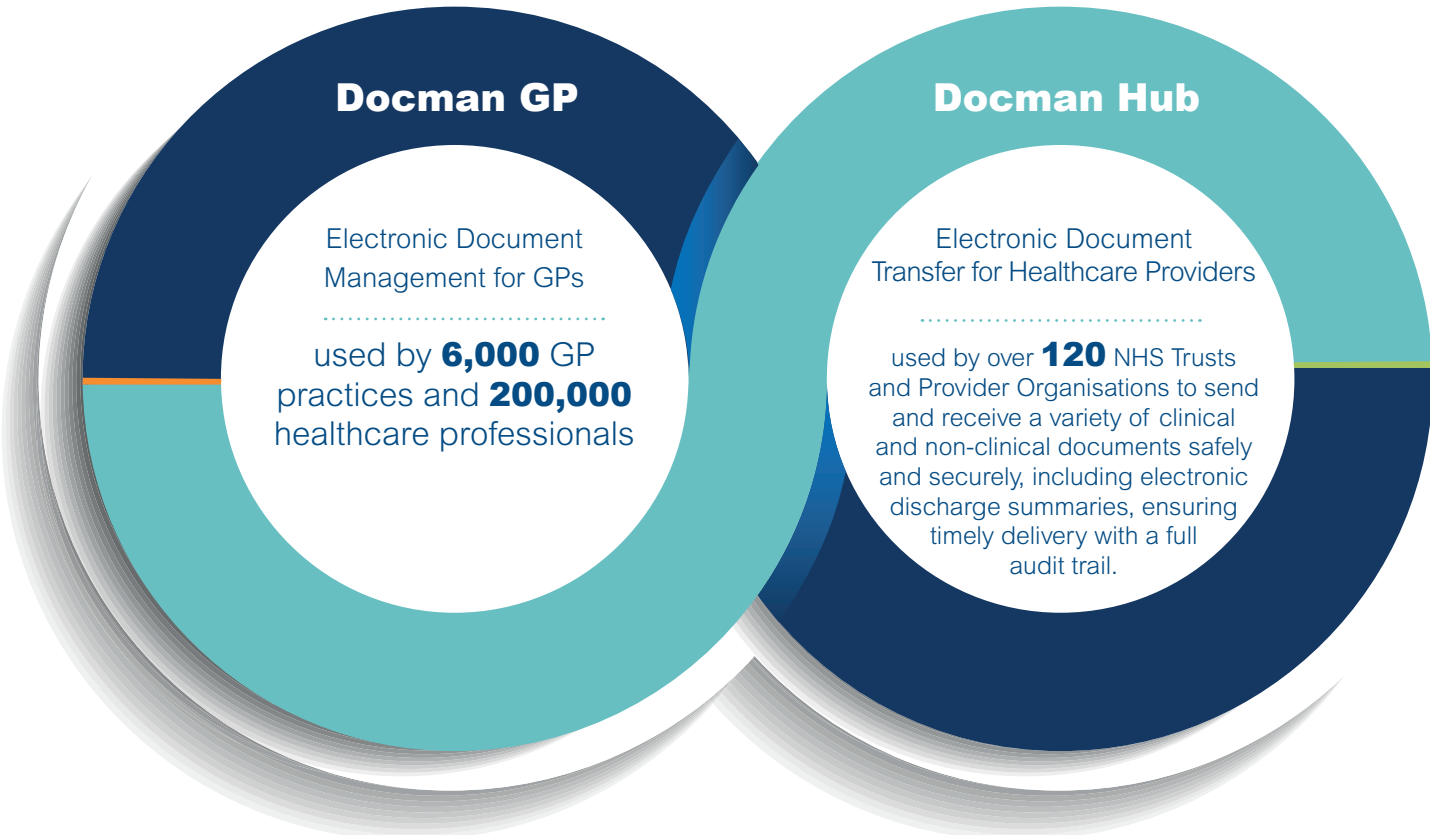


Used successfully in **GP PRACTICES** across Enfield and Haringey



Docman Hub - used by over **120 Trusts** and Provider organisations.

Centrally funded by the HSCIC through the GPSoC framework the solution comprises 2 elements:



## WHAT CAN INHEALTH AND DOCMAN OFFER YOUR GP PRACTICES?



### Reduced Manual Administration

With no change to GP internal systems and no additional training required we found that practices could save over 7 hours/day in the manual process of managing and filing reports to the patient record, allowing for more value-add activities to focus on the patient's care.

### Fully Automated Reporting

Once the diagnostic report has been accepted there is no need to re-enter patient information - the report has already been filed directly to the patient record. This is key in alleviating the potential for human error.

### Guaranteed Reports Delivery

Docman solution seamlessly sends diagnostic reports electronically and securely through the N3 network and reports arrive into the centre of a GP Practice processes making them immediately available to the GP. Fully traceable with receipt confirmation, diagnostic reports delivered via Docman GP are never lost and are easily accessible. Practices can reject any diagnostic reports which have issues or were not intended for them in the first place allowing for timely management of these exceptions.

### Proactive Monitoring

With Docman solutions we can see instantly that the diagnostic report has been delivered and it provides a feedback loop improving two-way communication between the practices and InHealth. The integrated system enables proactive status and SLA reporting which allows InHealth to see and react quickly to resolve any exception cases such as undelivered, not collected or rejected reports, making the exception more visible than ever - ultimately improving the customer experience.

### Cost Effective Reporting

For Practices equipped with Docman GP, the licence is centrally sponsored by GPSoC. For those Practices not equipped with Docman GP, EDT Lite is an alternative solution which allows for semi-automation.

### Increased Clinical Safety

Incidents of human error are greatly reduced as there is no need to re-enter patient data and reports cannot be misplaced or attached to the wrong patient record.





### What if I don't use Docman GP?

#### **EDT Lite can be used as an alternative diagnostic reports management solution.**

It is a small application that sits in your windows system tray and securely collects documents from a Docman Hub every hour.

**"Documents are transferred automatically between InHealth and the Practices and made available to recipients via their chosen Docman solution".**

**Diagnostic reports are simply downloaded to a pre-configured local file share at which point the Practice can attach the report into the patient's record.**



**TRUST**



**PASSION**



**CARE**



**FRESH THINKING**



Building information to improve medical outcomes, aligning ourselves with NHS systems, being connected to the N3 network, IGSOA accredited, an eRS provider and fully integrated with the NHS Image Exchange Portal (IEP).



Working collaboratively with NHS and private sector referrers to improve access, affordability, and timely diagnosis and treatment for patients.

**>1300**



We have over 1300 staff comprising clinical specialists supported by a dedicated network of patient referral management teams.

**>350**



We work in over 200 Hospitals and over 80 Community based medical centres, GP surgeries and health clinics.

**12**



We offer 12 diagnostic services and tests; MRI, CT, Cardiac Catheterisation, PET-CT, X-Ray, DEXA, Mammography, Ultrasound, Audiology, Echocardiology, BP Monitoring and Endoscopy.

**>1m**



Annually we see over 1m patients



Putting quality at the heart of our business, being CQC registered, an Investor in People and carrying ISO27001 accreditation for Information Security Management.

**5x**



We have over £125 million worth of assets including 80 MRI scanners. Last year, over five times our annual profit was re-invested in diagnostic infrastructure.

**>98%**



Over 98% of our patients consistently rate our services as good or excellent.



To find out more on how InHealth and Docman can transform your way of working for a better patient outcome please contact:

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