

Clinical Data Management – Case Study

Client Profile:

The client is Electronic Medical/Health Records (EMR/EHR) company providing software and analytics solutions to multi-speciality physicians as well as surgeons for Outpatient & Inpatient departments (OPD/IPD)

Project Brief:

The project entailed transcription and digitization of clinical data into client EMR/EHR

Business Challenge:

EMR/EHR providers have been facing problems with regards underutilization of the software due to reasons attributed to constraints faced by physicians and healthcare providers such as High patient workload, Unavailability of trained staff, Need for higher patient face time, Inertia to embrace technology, Higher administrative costs subsequently resulting in low value realization from EHR. Healthcare providers are thus looking for an end to end solution in form of Software plus transcription/digitization services to ensure completeness and accuracy of patient data for enhanced analytics and decision support

Project requirement:

The project entailed knowledge and understanding of Vitals, History taking, Lab Investigations, Symptoms, Complaints, Indications and Diagnosis, Complications, Medications, Exercise plan, diet plan, Assessments, EMR workflow.

Role of BDS:

There were 3 stakeholders in the process – Physician/Hospital, EMR software provider, BDS. Input data from the physician's end was made available in 2 forms – Scanned files or audio uploaded to cloud of the EMR system that was accessed by BDS. Stringent turnaround time (TAT) was agreed to ensure data of last visit of the patient is available to the physician before next visit.

A comprehensive process was laid out at BDS, EMR software provider & Physicians end to enable backend data entry into the EMR system. Team comprising Physicians and Life science graduates was formulated to work in shifts to cater to the OPD timings of the physicians. Intense training and orientation were carried out customized to physicians handwriting, prescription style, short forms, dosage nomenclature, most recommended brands, clinical notes. This was followed by training on OPD workflow & features of EMR

Success Story:

BDS was able to deliver the required TAT and Quality for the client. With this association, both - the EMR software provider as well as Physician were able to reap higher utilization of EMR. As a result of this, EMR software provider is able to demonstrate higher return on investment in EMR and Physician is able to focus on patient care and derive clinical insights made available at a click of a button through digitization/transcription of records