

## Civica Dox transforms a dated specialist clinic into a fully automated digital operation.

### Enhancing Patient and Staff Experience

Moreton Eye Group, a state-of-the-art ophthalmology practice providing end-to-end comprehensive eye care - including a privately owned day hospital, had a vision to automate all its patient care processes and records within a near paperless environment.

Peggy Ekeledo-Smith - along with her husband Dr Graham Hay-Smith (an ophthalmologist), they made the decision 11 years ago to buy the Moreton Eye Group as part of their bigger decision to move to Australia from the UK.

As both the practice and hospital manager, Peggy needed to not only be across every aspect of the day-to-day running of its three clinics located in Caboolture, Northlakes and Redcliffe, but also their three-theatre day hospital that specialises in ophthalmology, gastroenterology and more recently, plastic surgery.

"When we purchased the practice it had no IT infrastructure, the previous owner didn't even own a mobile phone," Peggy explained. "Graham's vision was to transform the practice by implementing electronic processes - with no paper and the functionality to allow Graham to notate patient records on his screen."

Another prerequisite was that the chosen software would need to be able to integrate seamlessly with the existing billing system. Civica Dox - created in 2001, was the perfect fit across all these parameters, with a proven track record in bringing efficiency and integrity to medical records in both private hospitals and specialist medical clinics across Australia.

After a well thought out implementation strategy was agreed upon, a staged roll out across all the clinics and the day hospital was carefully executed. This included loading up a basement full of paper-based patient files that were bulk scanned into the Dox system.

"Dox has completely changed how we operate our clinics," Peggy said. "Previously we would print off the last three patient visits for our doctors, every time they consulted with a patient. Now, they just go to a screen and look at the history digitally. All the patient's history is logged in a Dox medical record. These records are accessible in our hospitals too, which means patients don't need to duplicate their information. It also saves staff time and the business money with our reduced paper costs"

"Initially, some of our doctors and nurses were reluctant to try the electronic patient management system. But having said that, everyone cooperated. Our staff even helped Ian Yates (Civica's Dox Product Owner) customise our eform workflows which are tailor made for our practice. Now all the staff are fully onboard with our new processes that includes a special clinical ophthalmology section within Dox for the doctors to utilise."

Since automating Moreton Eye Group's patient and record processes, the clinics and the day hospital are a well-oiled machine. Patients fronting up for a procedure at the day hospital for example, now have a streamlined process that begins with an effortless admission - that doesn't involve a clipboard with forms to fill in. After this, Dox alerts the nurse that the patient

is ready to be clinically admitted, and once this has been completed, another alert is triggered - this time for the anaesthetist who consults with them and takes them into theatre.

The doctor also uses the Dox system to confirm what the procedure is while the theatre nurse logs the procedure's timings in Dox. The utilisation of Dox continues even after the procedure, when the patient is moved to recovery, letting the nurses know when to call the patient's carer to advise them that the patient will be ready shortly. Finally, when the carer arrives, the staff at reception notify Dox and the nurse instantly knows it's time to bring the patient out to go home.

"We no longer need to make internal calls or run down the corridor to inform staff every time we reach another part of the process," Peggy said.

"The level of transparency is incredible. I can also log onto Dox and see in real-time which patient is where and what's happening - who's running behind, who's ahead."

I can also see my clinics and what's the state of play there too. For example, if a patient is waiting 30 minutes - beyond our chosen Dox alert setting of 20 minutes, I may make a phone call to see what the issue is."

After a consultation or procedure doctors tick the tests performed within Dox system, which informs the receptionist what to charge the patient.



### Flexibility

The health care industry is still in transition when it comes to digital records, and because of this, external paper admission forms or history records are still sometimes provided by a patient. For Dox this is not an issue. In this scenario Dox generates a barcode sticker that is placed on the document so it can be scanned and tracked within the system - alerting the clinic if the document has not been scanned or is not stored correctly within the patient's digital record. Doctors and staff can easily access it.

This provides another layer of quality control over any paper-based workflow management. Once Dox has verified that the record is scanned and filed correctly the paper record can be shredded.

### Future Dox projects

"Dox has made our lives a lot easier, it's a really good system," Peggy said. "There are only three paper forms we regularly use in the hospital and that's an anaesthetist's chart, sterility and observation form. I've recently found out from Queensland Health that one of these forms are now allowed to be placed in a digital format, so we are looking forward to this being implemented soon by Civica.

"Another innovation on the horizon for Dox is the HC21 Private Hospital Claim Form. Patients can sign the HC21 on a tablet, without the effort of signing on paper, staff scanning to a pdf before submitting to the Health Funds. This will provide our hospital with the ability to claim on a patient's behalf - receiving the funds directly from the Health Fund.

### Conclusion

"I feel a bit like an ambassador for Dox. It's such a great product and the service is really good. We feel like Ian and his team at Civica knows us and wants what's best for us. Ian has been with us since the beginning of our journey, over a decade ago. I can't see any reason we would move away from Dox."



# CIVICA

## Find out more about Civica Dox:

Electronic Medical Records that seamlessly integrate with existing systems to streamline healthcare operations, enhance patient care, and save costs.



Secure



Cost efficient



User friendly