
HEALTHCARE IT PRODUCTS

CASE STUDY: IMPLEMENTATION OF MAGNUM HIS AT
FORTIS HOSPITAL, BANGALORE

HealthFore – Transforming Healthcare

HealthFore Technologies Limited is a global healthcare IT solutions and advisory services company. Our B2B and B2C IT solutions help hospital chains, diagnostic centers and public health enterprises realize superior clinical outcomes.

Our patient-centric healthcare solutions focus on wellness, preventive care and condition management. Our information and health advisory services ensure prompt diagnosis and treatment of diseases. We create mass awareness to improve the quality of life through self-care.

HealthFore's IT products and services are built on leading-edge technology. Our solutions increase productivity and boost revenue for healthcare providers through process automation, interoperability and collaboration. Significantly, our customized solutions enable world-class patient care and comply with healthcare regulations, while minimizing costs.

We increase the reach of healthcare by investing in R&D. Our team of doctors, radiologists, dentists, physiotherapists, nurses, hospital administrators, pharmacists, and technicians provide insights to develop innovative solutions and streamline healthcare. Our strategic relationships with Microsoft, Oracle, IBM, HP, and Barco are the backbone of our healthcare solutions.

About Our Customer

Fortis Hospitals at Cunningham Road is one of the leading healthcare providers in Bangalore for the last two decades.

Fortis Hospitals, Cunningham Road has constantly over the last few years set standards in cardiac care. This Hospital has performed more than 25,000 heart operations and surgeries and interventional cardiology procedures. This Institute is recognized amongst the best heart hospitals in India and a treatment destination for cardiac patients across Indian Borders and

neighboring countries. Cunningham Road Hospital is a center for excellence in Interventional cardiology and cardiac surgery.

The Cunningham Road Hospital offers an excellent cardiac rehab and preventive care programs. These programs focuses on post-operative care of cardiac patients, various lifestyle modification programs for youngsters stress-relief programs etc.

Major Challenges

Fortis Hospitals had embraced technology before any of the leading healthcare providers within India. Our challenge was to replace the already existing 12 year old archaic Hospital Information System with Magnum HIS, providing the necessary platform that would enable the doctors to focus on rendering quality care to patients.

Also, there were a few standalone departmental systems of varying degrees of sophistication and no way of aggregating the information into one single patient record. Fortis Hospital's vision was to build a centralized electronic medical record that could be shared across the Fortis Network and its referring doctors across the country. Any solution would have to make these records virtually available across the continuum of care.

The other challenge was transitioning the users from the older system to the newer one without any substantial learning curve.

Our Solution

HealthFore's Magnum Hospital Information System was chosen by Fortis Hospitals for its functionality, robustness and modular deployment capability. It incorporates an exhaustive set of modules, workflows and tools that fully address the needs of all the actors in the delivery of care.

Magnum was also able to provide measurable improvements in delivering patient care and overall operational efficiency by increasing the availability and exchange of information across various departments within the facility.

Magnum provided clinical information at the point-of-care to enable care givers to deliver the highest possible quality of medical care. Magnum's physician workbench was flexible enough for doctors to create their own views and forms for capturing patient's notes in turn accelerating care delivery. Clinical documentation enabled the existing written reports to be added to the system and seamlessly be available in the patient record.

“Fortis Hospitals has demonstrated a stellar commitment to optimizing the power of healthcare IT. It's heartening to see how our solutions empower Fortis Hospitals to improve performance and optimise delivery of care. Our mutual goal is to better healthcare delivery within their organizations.”

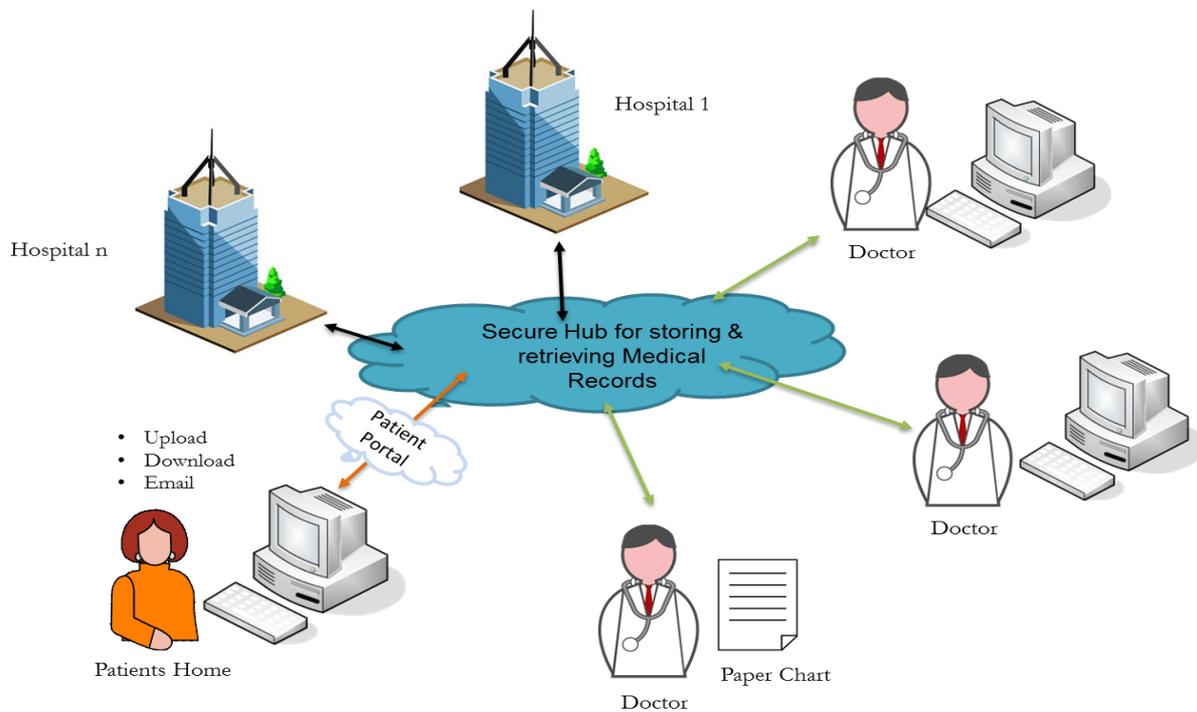
Pankaj Vaish, CEO, HealthFore Technologies Limited

Centralized Patient Record

Magnum HIS's Electronic Medical Records enables Fortis Hospitals to put patients at the heart of the clinical process by merging radiology information systems, electronic ordering & tracking results of various lab tests, Blood Bank and Pharmacy related enquires.

The ability to access the complete patient medical records from anywhere within the hospital network enables doctors to make accurate diagnoses and prescribe appropriate treatment, thereby reducing clinical errors endangering the patient.

Magnum HIS has also been integrated with Fortis Hospital's Oracle financials to enable real time transaction entry. This integration allowed all workflow data to be visible within the system. This ensured the accuracy of financial reporting.



Working Together

For any HIT project to be a success, the hospital and the technology provider must forge a strong collaboration. When the system was first launched at Fortis Hospital, HealthFore’s staff spent time at the hospital, training staff, ensuring that the implementation ran smoothly and that workflow processes were streamlined. Any deviations were quickly rectified to minimize downtime.

Training for caregivers were through in-person and on-site workshops. An online curriculum for self-paced learning would also be developed for any new hires in the future. Manuals, policies and guidelines were also made available as part of the training.

“Improving patient care was one of the primary motivations for us to replace the older system at Fortis. Magnum, being an integrated System enabled caregivers to share a common unified view of patient

information across departments, delivering significant value in terms of minimizing turnaround time and ensuring the doctors were able to provide the right diagnosis and treatment.”

Dr. Lloyd, COO, Fortis Hospitals

HealthFore continues to build on its relationship with Fortis Hospital, listening to feedback and addressing any issues that arise.

