
HEALTHCARE IT PRODUCTS

CASE STUDY: IMPLEMENTATION OF MAGNUM HIS &
IMAGING AT GULF DIAGNOSTIC CENTRE, ABU DHABI, UAE

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

One of the first few healthcare providers in Abu Dhabi, the capital of the United Arab Emirates, GDC Hospital has been providing healthcare since 1996. They have grown from a diagnostic center into a full-fledged hospital offering a full range of healthcare services including operating theatres and in-patient facilities. Their imaging and laboratory services use leading technology to deliver outstanding medical care.

GDC Hospital has been known for its three diagnostic divisions: Cardiology, Pathology and Radiology. Each division is equipped with the latest technology

and operated by physicians trained at world recognized institutions. Supported by a hand-picked qualified technologists and nursing staff.

GDC Hospital's advanced laboratory is equipped to conduct the routine and sophisticated examinations such as Microbiology, Biochemistry, Cytology, Hematology, Histology, Serology, Virology, Immunology, PCR and Allergy tests.

GDC Hospital was accredited in 2009 and is working with Joint Commission International (JCI) to ensure they continue to provide high standard of patient care.

GDC's commitment to patients extends beyond diagnostic services; the Patient Relations Department facilitates and coordinates patients' treatment arrangements at the most appropriate institution in the region or overseas.

Major Challenges

Gulf Diagnostic Center Hospital used to manually operate during the start of the facility and underwent a partially automated solution with only the Billing department being automated. They wanted to ensure there was no slippage of revenues and hence invited HIS vendors who could provide solutions for all their departments. They wanted to adopt an electronic health records (EHRs) in its center to support continuity of care across both inpatient and outpatient settings. Clinical information such as known health problems, allergies and existing medical orders had to be available to all the authorized caregivers across the center.

As insurance complexities grew over a period of time, GDC Hospital wanted to ensure full, accurate reimbursement from the patient's insurance. This could be achieved seamlessly only with a billing system which is tightly integrated with the contracts management, the clinical system, the automated E-claims system

The goal was to move GDC Hospital to a paperless medical record platform with information immediately accessible when and where their doctors, nurses and other clinicians need it to support patient care.

Our Solution

HealthFore's Magnum suite of products was selected to help care providers render safer, more efficient care through the use of centralized electronic medical records (EMRs). Under terms of the agreement, GDC Hospital deployed HealthFore's Magnum HIS - covering the administrative, clinical, support, financial and Insurance sections of the provider facility to ensure each department used the application to generate an EMR. GDC then deployed HealthFore's medical imaging solution, Magnum RIS and PACS. This step was initiated to bring together patient Imaging information into a comprehensive electronic record to improve care delivery. Integration to laboratory equipment were then handled thereby completing the complete automation of the hospital.

Phased Deployment

Gulf Diagnostic Center Hospital deployed the Magnum suite of solutions over two phases, beginning with the financial and commercial modules. GDC Hospital implemented these modules to replace paper with electronic records, which significantly streamlined registration and billing processes by reducing the need for manual document entry and retrieval.

The second phase of the initiative focused on clinical modules. These modules enabled nurses and physicians to capture, display and analyze patient centric information, facilitating better patient care by providing the entire care team immediate access to accurate patient information.

The clinical modules allowed authorized care givers to document care and enter treatment & procedures into the electronic Health records and also provided caregivers with information about their patient's health insurance coverage and benefits.

It also deployed HealthFore's Magnum picture archival and communications system (PACS) solution to reduce film expenses and make medical images and diagnostic reports, available electronically for faster time to treatment.

Magnum HIS, addressed the challenges of Gulf Diagnostic Center by providing a comprehensive EHR solution to support patient safety initiatives

and regulatory compliance to E & M, Diagnosis Related Group (DRG), Joint Commission International (JCI) and Health Authority Abu Dhabi (HAAD).

Last but not the least, HealthFore has also initiated an exercise to interface all their laboratory equipment's with the LIMS module of Magnum HIS to enable a complete paperless operation. Now all tests and results are automatically captured by the system.

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 GDC, 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.

Magnum Suite of products provided our customers with functionally rich, integrated applications on a platform that was easy to learn, efficient to use and quick to deploy, while providing a low cost of ownership.

Finally, a strong IT support team to support the implemented system has proved to be a very positive factor for the successful implementation, stability and usage of the application for over 5 years.