



Electronic Filing Case Study Kingsley Care Homes

Summary

Kingsley Care Homes were looking for a document management system to release space taken up by filing cabinets and desks for new staff, and to speed up retrieval of information.

About the client

The company runs twenty two high quality care homes in East Anglia offering residential care, nursing care, day care & respite care for the elderly.

The Problem

The customer's head office in Lowestoft is 5 minutes walk from their largest care home. Also, the Managing Director works two days each week in an office at his home. With the recent growth in the number of government regulations affecting patients, staff training and procedures, paper records have proliferated. Staff time walking from office to office with files was getting unacceptable. Also the space in the offices was running out as the number of filing cabinets increased.

The Solution

The customer has installed a Wireless network between Lowestoft care home and the Head Office and a 20 user File Stream Document Management network system. A Panasonic KV-S2046C scanner is used in the Head Office and 35 Kodak i30 / i40 scanners in the care homes to scan paper documents. The electronic documents are then filed in File Stream Document Management in four virtual filing cabinets.

- Patient Notes

- Suppliers invoices, pricing, delivery notes, letters
- Staff records, course certificates, course reports
- Procedural manuals

All staff in the Head Office, at the Lowestoft care home can search for, view and communicate scanned paper and electronic documents (Emails, Word & Excel documents) quickly, provided they have permissions in File Stream Document Management. Staff at all the other locations, including the Managing Director at his home, use secure web access to access the system. Workflow has been added together with an email alert system which can notify users when a document has been processed, even if they are not in File Stream.

The Benefits

The directors of Kingsley Care Homes list the following as the main benefits of installing File Stream Document Management:-

- Considerable space has been saved because filing cabinets are no longer required to house files within the customer's offices.
- Documents are retrieved more quickly and with greater accuracy.
- Documents can be sent to customers or internally quickly.
- Documents are more secure and protected from disaster.
- More than one person can view the same document at the same time.
- Secure web access for remote users