



➔ CASE STUDY: Heatherwood and Wexham Park Hospitals NHS Trust

➔ OpenText RightFax. Technology that's helping speed-up cancer referrals

In line with Department of Health guidelines, Heatherwood and Wexham Park Hospitals NHS Trust continually aim to speed up the diagnosis and treatment of cancer patients. The earlier a cancer is diagnosed, the greater chance it can be treated successfully and patient survival rates will improve. That's why they have chosen to implement OpenText RightFax to help speed-up cancer referrals from GPs.

Responding quickly to GP referrals starts in Admissions

Dealing with GP referral paperwork manually takes time. So, when the Government set targets stating that any patients suspected of having cancer must be seen by a specialist within two weeks, the admissions department turned to the hospital's IT department for ideas on how to help speed-up cancer referrals, which are normally received from GPs by fax.

Manual faxing slows up productivity

Processing manual faxes is inefficient. Paper faxes are easily misplaced; they get picked up from the fax machine in error or drift off and land under desks, never to be seen again. Dealing with manual faxes is also disruptive. Staff were regularly going from their desk to the fax machine to sort out a paper jam or to collect received faxes. Calling to confirm receipt added to the time factor.

Digital faxing streamlines the process

Mike Davies, who was IT Consultant for

Wexham at the time, took-up the project to replace Admission's manual fax processes with a digital faxing alternative, to fast-track fax referrals.

The Trust chose to implement RightFax

Mike said, *"We needed to be certain that any solution interleaved with the Microsoft Outlook Client and Exchange Server, as our users spend a great deal of time working in this environment. Not having to deploy new client software was an important consideration for an over-burdened IT Department. The installations were well planned and time-tabled. We did encounter a few technical issues during the installation, but the installation Engineer resolved these knowledgeably and with the minimum delay."*

For users, digital faxing is simple; just like sending an email, so they didn't have to learn anything new as it all happens in the familiar desk-top environment.

For managers, electronic faxing is secure and efficient. Not only does it help to improve patient care, by speeding up the

admission process, it also saves costs. Manual fax machines can be decommissioned and their 'expenses' cut from the annual budget.

Easy installation and integration

RightFax provides a centralised infrastructure for mission-critical document delivery. It can be integrated with existing IT infrastructures – the RightFax server and client are certified by Microsoft – to provide desktop fax technology and e-document delivery capability across the entire enterprise.

Mike said that; *"RightFax delivers critical business documents where you want, when you want – reliably, economically and securely. Comments from the Project Board were extremely positive. Users find the system incredibly easy to use, as the technology is almost transparent to them. The number of cancer referrals processed within the target two weeks allowed has gone up considerably. Over 90% of patients referred are now seen within the target period."*

For more information on OpenText RightFax, please email sales@processflows.co.uk or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG Tel: 01962 835053 Fax: 01962 835100 www.processflows.co.uk

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