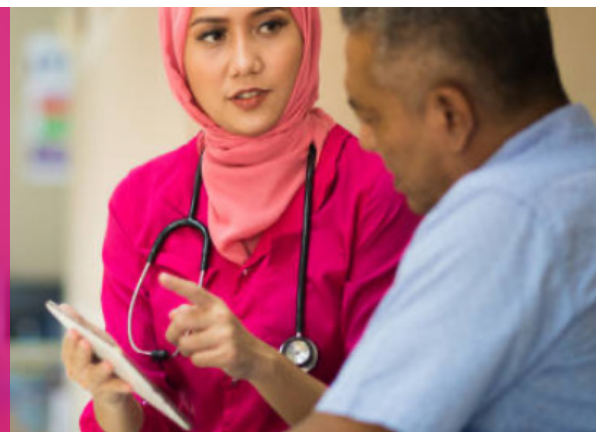


## Complete patient files on demand: EPR & ECM integration from SynApps



## Call up comprehensive patient files from any department, and create the potential for shared GP & hospital access

As trusts move away from paper records, it has become common to capture new, routine patient information in electronic patient record (EPR) systems while storing older files and notes in an electronic content management (ECM) system or archive.

As a database, an EPR system is great at storing and organising structured data, while ECM systems are geared to storing unlimited volumes of unstructured information securely.

But this fragmented approach doesn't solve the problem of giving clinicians rapid access to a complete patient medical profile, especially where patients present without prior warning.

Nor does it automatically address the need for simultaneous multi-clinician access to patient histories, across departments or between primary and secondary care.

For real transformation of patient information access, trusts need to be able to call up everything relevant to a case via a single point of access.

### How SynApps can help

SynApps specialises in delivering EPR-ECM system integration, especially across the NHS where we have decades of experience of solving content and data access problems for hospitals and community healthcare providers.

### We can help you:

- **Make the EPR (or any other preferred system) the access point to complete patient histories**
- **Deliver secure, concurrent access to complete patient information anywhere in the hospital, as well as local GPs**
- **Provide faster access to archived patient information**
- **Streamline your IT set-up, breaking down information silos rather than creating new ones.**

Crucially, we don't apply a one-size-fits-all approach. We are an independent consultancy and systems integrator. We assess every situation uniquely and bring the right combination of technologies and services to bear to transform patient information access in each case.



## We're independent experts

More than 20 trusts up and down the country rely on SynApps to transform access to and management of patient records. Our customers range from acute institutions such as Sandwell and West Birmingham Hospitals NHS Trust to mental health specialists like West London NHS Trust.

In fact, many of our solutions have been built and refined with direct input from NHS trusts.

We can help put together the business case, too – accelerating the transformation decision process.

And, because all of the solutions we work with are cloud-friendly – removing the need for additional hardware and storage systems – we can often roll out new solutions within weeks rather than months.

## A case in point: West London NHS Trust

West London NHS Trust, formerly West London Mental Health NHS Trust, is one of the most diverse providers of mental and physical healthcare in the UK, providing integrated services through 30 sites throughout West London and beyond. To provide excellent care, its professionals need to be able to access historical records going back decades alongside more recent patient notes.

When it was time to replace its legacy system for document and patient records management, the trust seized the opportunity to transform patient information access. This included making it possible to search not just for files themselves by name, but also the text within the Trust's millions of documents and individual patient records.

To achieve this, it was important that the new ECM system could be integrated with Rio, the Trust's patient administration system. We took care of all of this, and helped with the content migration.

Partnering with SynApps helped the Trust move forward quickly with its plans: the new platform was up and running in just over three months.

***"I can't sing SynApps' praises highly enough. They put enormous effort into the preparations and the transition to the new system, smoothing the way and doing exactly what they promised. We could not have been in better hands."***

- Graham Birrell, Central Records & EDMS Manager, West London NHS Trust.

## Highlights of our proposition:

- **An open, standards-based digital content management solution**, catering for the full spectrum of data and document types from patient admin and medical histories, to test results and medical images.
- **A platform that's vendor and application agnostic.**
- **Support for historical paper archives.** We provide the facility to request older paper archives from off-site warehouses to be called up and scanned into live systems, as needed.
- **Rapid, intelligent, full-text search.** The ability to search for words inside documents, at speed.
- **Convenient web-based document viewing and annotation.**
- **High user take-up.** One trust expressed surprise at just how many clinicians requested access to its new medical records solution for A&E. Within just a couple of weeks, 2,000 people had engaged with the new system. It's very common for roll-outs to expand rapidly across hospitals as the benefits become evident and demand grows in other departments.

## About SynApps

SynApps Solutions is an independent services and solutions company specialising in Content Management and Process Automation.

Hundreds of organisations across public and private sector markets rely on us to successfully manage and deliver ECM and workflow-driven projects across the business.

To find out how we could help your Trust benefit from EPR-ECM integration, contact us at [www.synapps-solutions.com](http://www.synapps-solutions.com)