



# DOCUMENT PROCESS OUTSOURCING



## ▶ Background

A Government body in Singapore known for providing quality care through comprehensive, integrated practices has adopted digital technologies to boost productivity.

## ▶ Challenges

The government body processes many types of records that comes in unstructured to structured formats which need to be filed correctly to the patient's folder. Patients may also be referred by different centres and institutions which may pose a challenge to ensure continuity of care as there is no integration of historical records and diagnosis.

With exponential volume of records, staff faces challenges in retrieval and proper management of records as well have a holistic view of the history of the patient. In addition, the current manual process is not evidence act certified which is vital for the government body as the records hold confidential patient information.

## ■ Solutions

Konica Minolta Document Process Outsourcing offers document digitisation service which cover document accountability, preparation, scanning and indexing with 100% Quality Check at each process. The conversion process is performed at Konica Minolta's secured Document Process Outsourcing facility where image security and audit trail on the capturing process and indexing are captured. The conversion process is Evidence Act (EA) (Computer Output) certified, meaning computer output obtained through the process is admissible as evidence in Court. This is vital for organisations with documents holding critical, confidential information. Having an EA compliant scanning process provides a greater guarantee that the electronic output has not been tampered with, and is a fair representation of the original physical copies.

## ■ Benefits

With Document Process Processing solution, there is improved efficiency and ease of access to up-to-date records, diagnosis and results helps facilitate seamless care for the patients. The solution also provides secure backup of patient's data, streamlining storage, transfer and retrieval.