Fortis Healthcare is India's fastest growing healthcare chain, with state-of-the-art facilities and an unparalleled commitment to patient care. It was established in 1996 by the promoters of Ranbaxy Laboratories, among the world's top 10 generic companies, also India's largest pharma company. Fortis is driven by the vision of becoming an integrated Healthcare Delivery Organization driven by quality, excellence, technology and compassionate care.

Fortis Healthcare provides world-class health care services to the local and international community. Combining modern equipment, highly qualified specialists, personalized services and compassionate care, Fortis ensures that their medical treatment is second to none.

Fortis Healthcare, Noida

The Fortis Hospital, NOIDA is a 350-bed facility providing Super specialty treatment and care in Orthopedics and Neuroscience. The second mega hub hospital, in the Fortis Group, it focuses on the special needs of patients and their families. The hospital has been designed and developed to deliver patient care with maximum ease and effectiveness.

Business Process

Fortis treats 350 inpatients and several outpatients everyday. All activities in the Medical Record Division (MRD) starting from acquiring patient's details, medical history, details about patient's lifestyle, family medical history, laboratory test results, medications prescribed by doctors, reports indicating the results of operations and other medical procedures, recovery notes by doctors and nurses, etc... are archived manually by the record keeping personals. Storing records physically always have limitations associated.

Since, storing records physically always have limitations associated with it, Fortis plans to automate the filing system for its Medical Records Division (MRD).

The requirement of a Document Management System comes as a need to have a central repository of Documents for processing and archival purposes. The documents would be kept on the Document Management Server and can be accessed through the web browser from all across the network.
Challenges Faced by Fortis Healthcare

♦ **Managing Patient Records**: Lot of time and money is being spent filing and storing patient records. Each new patient meant more records to process, track and store. It takes lot of effort to keep patient record in order.

♦ **Patient Records Movement**: Sometimes a patient is attended by a group of physicians; these physicians have to refer these records before they make the routine check up, it becomes tedious and difficult to transfer the bulky record to all the physicians for review.

♦ **Communication Gap**: Often there is a sense of urgency involved in the Medicare process. Clinical and administrative staff always needs a quick reliable access to patient records, pharmacy prescriptions, billing information, etc. Relying on the manual method of record retrieval hampers the productivity and the quick decision making process of clinical and the administrative staff.

♦ **Document Security**: Since paper based files/documents are accessible to each and every person, they are liable to be tampered.

♦ **Document Storage**: Lot of valuable space is used up for storage of files. Paper based documents are prone to damage with time, moisture, rodents etc. Not only are patient records difficult to manage due to their large sizes, but also because by law, physicians are required to keep these records on file for seven years (or more).

♦ **Retrieval**: Retrieval of any related record from record room or even in the concerned section took a lot of time. This caused delay in functioning of day to day operations.
Pyramid’s Solution to Fortis Healthcare

♦ **Automated their Filing System:** FineDocs DMS Application automated the entire record keeping process of FORTIS. Admission papers of a patient are scanned using the scan station at the admission counter, these images are sent to the FineDocs Image server and are maintained for the new patient, as per the requirement these could be accessed from the same image server. These records are accessed by the physician on requirement. Patient is referred to a single or a group of physicians, the medical reports are archived and scanned on daily basis and are maintained in the FineDocs repository.

♦ **Faster Records Movement:** If a patient is attended by a group of physicians, then FineDocs enables the physician to share the reports among all.

♦ **Eliminated the Communication Gap:** Automation of Document filing system has eliminated the gap of communication between all departments. This facilitates the management for easy retrieval which gave a massive support to the productivity and the quick decision making process for clinical and the administrative staff.

♦ **Document Security:** FineDocs had provided a tight level of security to the reports and documents to prevent the unauthorized access on any documents and Reports.

♦ **Reduced Document Storage Space:** All the Documents were scanned and uploaded in FineDocs Server. Results, a Less-Paper Office, now they were able to utilize the same space for the core functions instead of storing Policies/Records.

♦ **Document Retrieval:** FineDocs Document Management System application automated the entire record keeping process of FORTIS. Now all the documents are available at just a click of mouse.
Benefits to Fortis Healthcare

♦ Client service has been immensely benefited. Since, the tracking of Reports and Records is automated and easily searchable.

♦ A Less-Paper Office. They were able to utilize the same space for the core functions instead of storing Policies/Records.

♦ All Records and Reports are easily available within seconds at the click of the mouse.

♦ Reduced paper volume and costs, allowing staff to process by exception and become more analytical.

♦ A Central repository was created which made the sharing of files between various departments a much simpler task.

♦ Security and Integrity of documents is maintained.

♦ Disaster Management – A copy of all records is now available in tape drives and CDs / DVDs.