

Patient Records Capture and Archival Solution_

Company
Part of leading logistics
company

Industry
Logistics

Country
Singapore

Solution
High Volume document
scanning using EMC Captiva

Technologies
EMC Captiva 6 platform, MS
SQL Server 2008

Duration
8 weeks

Background

Our customer is part of renowned logistics group and provides bulk scanning services and records management services to customers in Singapore.

The Customer had the following requirements to automate their distributed document capture processes:

- High volume scanning to cater to a healthcare client's requirement of scanning and archiving patient records.
- Automatic data capturing from hand-filled forms.
- Scanning and archival system to be EA (Evidence Act) Compliant as per Singapore govt, policies and to be audited by PwC.
- Batch scanning with ability to rescan and insert newly scanned images to existing batch
- Bar-code based page separation to automate the scanning and avoid manual sorting.
- OCR and automatic extraction of hand-written data from various type of forms.
- Export scanned images in a secure repository.

Solution

Verinon has implemented document capture solution using EMC Captiva and helped customer to redesign the existing forms to meet OCR standards in order to achieve high automation data extraction accuracy. Further Verinon team developed the scanning system based on EMC Captiva platform and customized it to meet all customer requirements.

The solution simplified document scanning process including automatic capture of handwritten data from various types of forms. EMC Captiva enabled the customer to scan documents, import files, and add key index information.

Following are the key highlights of system:

- ✓ Restructured the patient registration form to ensure the high accuracy of data capturing from hand-filled forms.
- ✓ High Volume scanning (approx 5 million pages per year)
- ✓ EA (Evidence Act) Compliant system as per Singapore govt, policies and certified by PwC.
- ✓ Bar-code and patch-code based document separation and batch creation
- ✓ OCR and extraction of hand-written data
- ✓ Multiple review cycles to ensure high accuracy

Result

The solution has been successfully rolled out and introduced into the business activities of the Customer.

We have received very positive feedback after several months of the system's utilization.

Among the most important business benefits noted by the Customer are:

- Greater performance efficiency in hand-written document capture.
- Single mailroom solution to cater to high-volume demand
- Minimized the response time and enhance the productivity by real-time collection of documents are central location

Technical Overview

The solution features the following characteristics:

- The solution is based on the industry leading ECM platform, EMC Captiva.
- The solution includes a well-designed security model based on business requirements – only special user groups have access to scanning, indexing and review.

About Verinon

Verinon Technology Solutions is a CMMi Level 3 and ISO-9001 Certified IT Services Company specialized in system integration services around Document and Content Management, Collaboration, Business Intelligence, Data warehousing, Conversions and Interfaces/adapters coupled with a select pool of custom development areas to clients around the globe.

Verinon is an EMC Documentum Global Services Partner since 2004. Our Documentum practice consists of 150+ full time consultants serving our esteemed clients at every corner of the world providing Enterprise Content Management, Digital Asset Management and Electronic Document Management solutions

United Status (Corporate HQ)
3395 North Arlington Heights
Road
Arlington Heights, IL 60004
tel:847.577.5256
fax : 847.577.5905

Singapore
6 Eu Tong Sen Street
05 -07 -The Central
Singapore 059817
tel: +65.6222.8897
fax: +65.6222.4749

Malaysia
Suite 3B-5-6. Level 5
Block 3B, Plaza Sentral
Jalan Stesen Sentral 5
Kuala Lumpur
Malaysia 50470
tel: +60.32260.3423
fax: +60.32260.6424
(MSC Status Company)

India
(Asia Pacific HQ & STPI Unit I)
1-10-98/36/1, Dwaraka
Building
Dwarakadas Colony,
Begumpet
Hyderabad, Andhra Pradesh
India 500016
tel: +91.40.40314141
fax: +91.40.40314100

UK (EMEA HQ)
Great West House, Great
West Road
Brentford, TW8 9DF, U.K
tel: +44.208.326.5644
fax: +44.208.326.5645

Dubai (UAE HQ)
D-64, 4th Floor
Dubai Silicon Oasis Authority
(DSOA) Head Quarters
Po Box 341041, Dubai, UAE
tel: +971.4.3724229
fax: +971.4.5015777