SCC FOR HEALTHCARE

SCC
We make IT work

MANAGED DOCUMENT SERVICES

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The challenges of managing an ageing population and reducing costs while implementing new strategies for a world class healthcare system have placed a huge strain on healthcare organisations.

By moving healthcare services to a proactive and preventative approach, the strain on healthcare organisations can be significantly reduced. This can be achieved by enabling employees to access the information they require, from any location, to help them deliver exceptional patient care as well as providing communities with access to self-serve healthcare applications.

Furthermore, improving clinical workflows through data management can smooth the patient's journey through the healthcare system. This enables interoperability between healthcare organisations and other agencies, which results in a significantly improved patient experience and satisfaction levels. A single view of the patient, created through the collection and integration of paper and digital sources, will support the Department of Health and Social Care's (DHSC) Paperless Agenda and allow healthcare organisations to take advantage of IT innovations such as data analytics. Having one central repository of all patient data can also help healthcare professionals to make more informed decisions and healthcare organisations to tailor services to a patient's personal requirements.

SCC recognise the following key challenges currently facing the sector:

- **Data Security** – The healthcare sector now has to manage the huge growth of highly sensitive data, with the introduction of GDPR creating more pressure than ever to ensure this is handled correctly.

- **A Changing Customer Environment** – There is a need to radically rethink the way communication is channelled. Healthcare will need to meet rising customer expectations for personalisation,

customer service, and a willingness to add extra value. With varying patient demographics and nationalities, there is a requirement to communicate effectively through both traditional and digital channels.

- **Digitisation** – With a committed digital agenda, healthcare organisations are under pressure to deliver innovative solutions to drive improvements in efficiency and care co-ordination. As frontline services modernise, changes are also required in the back office to make systems and processes more efficient.

SCC'S MANAGED DOCUMENT SERVICES

Through our managed document services we can give healthcare organisations improved data management, accessibility, and collaboration through document digitisation. SCC's managed document services provide innovative, digital document management solutions to help healthcare organisations improve their efficiency, streamline workflows, and reduce costs.

We have developed a number of solutions specifically around our work with the healthcare sector that include:

- **Scanning** – Patient record scanning services assist practices, hospitals and clinics to add paper-based patient/medical records to their Electronic Document Management systems and Electronic Patient Records. We can digitise sensitive patient document and records without the need to send them off site, reducing print volumes, and improving file accessibility.

The upstream costs of physical filing are removed and comprehensive document management becomes more efficient and effective. We can also offer specialist secure off site scanning for large volume archiving and specialist litigation support.

- **Communication Support** – The healthcare sector is required to relay a wealth of information to its patients. SCC supports everything from creative design, to production, and distribution. We have a wealth of experience in design, print, and mail room services and focus on helping healthcare organisations use the right medium to convey messages.

Why Partner with SCC?

Using our digitisation service, we can work with our healthcare customers to identify data silos to create a more integrated, indexed view of all the data held by the organisation. This is particularly important following recent changes to data protection regulations with digital versions of documents being more secure than paper. Storing digitised documents in either an on-premise or on an accredited secure hosted solution such as SCC's secure cloud platform, Sentinel, ensures the security and integrity of the data.

Our document digitisation service is fully managed, giving healthcare organisations access to SCC's specialist managed print resources without the requirement for recruiting and retaining additional in-house skills. With SCC as a key partner, healthcare organisations will be able to better protect patients with secure access to a compliant IT infrastructure that safeguards documents, data, networks, and devices from internal and external security breaches.

KEY FEATURES

SCC's Managed Document Service provides healthcare organisations with:

- Digitised records to make them digitally available on centrally located databases
- Prepare for the future with a staged and supported transition towards digital working
- Scanning, design, print, and mail room services
- Fully managed service, delivered on site by specialist operatives
- Data harvesting technology and business rules automatically categorise files and apply retention policies

- Identify and eliminate data silos to create an integrated, indexed view of all data
- Consultative approach, working in collaboration to create digital improvements in data management and communication approaches
- Secure storage available on SCC's Government accredited, secure cloud platform, Sentinel.

KEY BENEFITS

SCC's Managed Document Services will benefit healthcare organisations by:

- Increasing data security, as digitised versions of documents are more secure than paper versions and protected against accidental destruction or damage
- Helping to deliver the Paperless Agenda set by the DHSC
- Predictable, controllable, and appropriate expenditure
- Creating a single, integrated view of the patient via document digitisation
- Providing easy access to medical records, which can be shared quickly across multiple healthcare organisations, allowing collaboration across agencies

- Increasing accessibility of information for staff and patients, to enable self-serve initiatives and remote access for community workers
- Faster data replication of digital data
- Increasing accessibility of historic information
- Enabling the rationalisation of property assets
- Positively supporting sustainability agendas
- Improving methods of communication.

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