

Case study: Centre Hospitalier de Versailles

Background

The Centre Hospitalier de Versailles (General Hospital of Versailles) has a long history. It was initially founded by Louis XII in 1636 as a modest infirmary known as the “House of Charity.”

Modernized several times, today it has 800 beds in the main building, as well as three additional buildings including a nurse’s school and a historic building that was once a general nursery under Louis XIV’s reign.

Problems

As part of the hospital’s continued belief modernization, it was seeking to outsource and digitize its medical files. This would mean that backup copies would always be on file. Having electronic records stored offsite would also ensure the safety, security and integrity of the records. The hospital also needed to maintain the instant access its people were accustomed to when keeping records on site. The requirement was to digitize and maintain the medical records for all patients hospitalized up to five years ago.

Once the hospital chose Crown Records Management as its records management provider, the challenges were identified. The existing files of patients had to be retrieved and transported to Crown’s Poissy management center, located in a suburb of Paris, France. This entailed more than 400,000 patient records.

A process was also needed to manage some 14,000 new patient files that would be added every year. Once off site, the hospital needed its files to be accessible to hospital staff 24/7, in case of emergency.

The Solution

Crown began by converting the existing files. Following their transport to Poissy, each medical record was scanned and digitized.

To make the medical records accessible to hospital staff around-the-clock as soon as possible, Crown called on resources from its international network of offices.

Crown’s local expert in Paris, Christophe Portal worked with Graeme Marshall, from Crown Scotland, who relocated to Poissy on a temporary basis.

The team set up the processes, and recruited and hired a new employee who would be solely dedicated to managing the hospital's records.

The new staff member was recruited, trained and ready to begin his tasks in less than a month. He is now on staff and along with his local team, is available to serve the hospital's needs.

For new patient records, each record continues to be scanned immediately upon arrival to Crown's facility. All records are assigned a unique barcode for easy identification and stored safely and securely, with redundant systems in place, to further safeguard these critical patient files.

For the hard copy records, the files are now completely organized and labeled with the patient details. They can be easily identified and retrieved upon request from the hospital.

The team now delivers about twenty files per day from its Poissy facility to The General Hospital of Versailles, always before 10 a.m. For urgent requests, the team delivers files within three hours.