



REVIVING HEALTHCARE

Canadian Specialist Hospital
connects with Etisalat

Etisalat Business | Your business grows with us
800 5800 | etisalat.ae/smb





Paper-free pioneers

Before pioneering the paperless hospital, staff manually processed over 12,000 monthly visits and administered the relevant files, records and prescriptions by hand. A paper trail followed patients through each stage of their visit: from manual registration form to doctor's notes following diagnosis, insurance claim forms and a physical prescription to take to the pharmacy.

"As the hospital grew, the paper pile quickly became a mountain and we urgently needed a solution," explains Ali Ghunaim, CSH's Director of IT. With Etisalat's guidance, the business has been totally transformed. Cloud-based connectivity has automated every aspect of the patient journey, including registration, operations, billing and end-of-month statements for insurance companies.

All systems now speak the same language and interact with each other, so patient records and histories are always current and instantly accessible. Following diagnosis, an e-prescription is sent to the pharmacy and an e-claim to the patient's insurance company to check the prescribed medicine is covered. Gone are the 100,000 pieces of paper that were generated each month. Gone are the wasted hours of administrative work. Gone are the processing delays of relying on clunky manual admin.

Radiology in focus

Dr. Abduladeem Al-Tamimi, MD, DMRD, FRCR (London), Head of Radiology at CSH, has seen efficiency rates surge and costs drop, since his department started using Etisalat's fibre optic internet access with VPN connections for each doctor.

Medical specialists can now diagnose out-of-hours emergencies remotely. Using a secured link, a doctor at home with a laptop can access patients' accounts and analyse scans uploaded to the hospital's Patient Archiving Communications System (PACS). "It's possible to quickly review a patient's history from anywhere, look at radiology images or blood test results, offer an opinion and prescribe medication", Dr. Al-Tamimi explains. Resolving a medical case instantly, without a doctor needing to travel to the hospital, lowers the average case processing time from two hours to around 15 minutes. If a second opinion from an overseas expert is needed, it can be obtained quickly and inexpensively through a secure VPN connection. The system also enables video conferencing for training purposes and allows consultants and doctors to remotely observe operations as they are being performed.

After two years the technology benefits were clear: doctors enjoy reduced, yet more productive working hours with less disruption to their personal lives; patients receive much faster treatment with access to more global medical expertise; the hospital offers more efficient service delivery and lower overtime costs as doctors spend less time on call.

Tomorrow's world

With so much expertise under one roof, CSH keeps a close watch on industry developments and emerging medical technologies. For example, an innovation called "telemedicine" is currently on the radar, which relies on enhanced connectivity to remotely diagnose patients, or check vital signs as they go about their daily lives. A monitoring station within the hospital can track patients under observation or with serious medical conditions, giving reassurance and better preventative care.

Telecommunications expertise and infrastructure play a vital role in bringing to life new medical applications like telemedicine. With Etisalat as its partner, Canadian Specialist Hospital can stay ahead of the tech-wave and on track to becoming the hospital of tomorrow.

