

What to consider when implementing an EHR solution

WHITEPAPER



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Introduction

Australian health services are taking steps to digitally transform their paper-based workflows. The benefits of cloud-based platforms are driving this change, with many manual processes being automated in order to boost operational efficiency.

To aid this process, Brother is proud to offer print, scan and labelling solutions that are [Cerner-validated](#) - one of the world's leading Electronic Health Record (EHR) vendors. This validation allows healthcare providers to seamlessly integrate Brother's approved list of hardware into their digital systems.

Despite the availability of tools and resources to aid in the digitisation process, the task isn't an easy one for many providers. A lack of regulations or standard best practices means there is no uniformity by which healthcare services are adopting a digitally native infrastructure. The

decision to 'go digital' is up to each individual healthcare establishment, with management and economic factors driving the change to varying degrees.

A correctly set up EHR system offers a [number of benefits](#) for healthcare providers, including improved efficiency and communication, as well as increased security. However, before implementing an EHR solution, there are a number of factors to consider to ensure successful implementation.

For all of the benefits that digitising documents bring, there are also some challenges. These issues can be difficult to address with just one solution and may require many tools. This whitepaper will examine how EHR software like Cerner can sync with multiple Brother devices to ensure healthcare providers can digitise documents and improve online workflows as efficiently as possible.

The digital journey so far

In 2009, Australia created My Health Record — an electronic document management system meant to provide digital access to health information. By 2020, however, only about half of all My Health Records² contained any information.

If a variety of digital technologies are available to Australian healthcare providers, why are these systems not being universally adopted, or deployed at the same rate? The challenges associated with digitisation are influencing hesitation to fully embrace digital [document management services](#), even if the benefits are fully understood.

In 2016, the Australian government created its National Digital Health Strategy³. This iterative plan created the framework through which the country's healthcare organisations would be able to achieve:

- Fewer adverse drug events
- Reduced duplication of tests
- Better coordination of care
- Better informed decisions

However, the nation's healthcare institutions are at varying degrees of digital maturity. Many still rely on paper-based record-keeping systems for certain processes.

Even for organisations that have implemented the Australian government's EHR⁴ system, there's a significant time delay between when paper documents are filled out and when they're scanned into the EHR. This creates a gap between knowing what's on the documents until they're eventually digitised, which could have ripple effects that hinder productivity, efficiency and patient outcomes.

Likewise, some organisations lack the infrastructure to handle the sheer volume of documents they're creating and storing. Whereas some don't have the right technology to accommodate the digitisation process, others don't have the capacity to store documents physically or digitally on a server.

According to the Philips Future Health Index⁵, 44% of global health leaders are facing difficulties with data management as a major barrier to adopting digital health technology. Nearly a third are being held back by a lack of training on how to use digital health technology.

Furthermore, the Australian healthcare workforce is increasingly understaffed. By Deloitte's estimate⁶, a single healthcare worker will need to deliver four times the current service level to meet forecasted needs. An efficient connected digitised secure document system to manage all documents and EHR can ease workload and improve accuracy.



What's fueling the push toward digital document management?

Document management is an essential component of the Australian healthcare industry. From intake forms and insurance records to medical charts and patient data, healthcare organisations rely on access to information in order to provide the maximum quality of care to everyone in need.

Every business strives to increase the efficiency and productivity of its operational workflows. For decades, the medical community has depended on the latest diagnostic, monitoring and imaging technologies to diagnose and treat the patients they serve. With new and digitally native platforms offering a more efficient way to run their operations, the healthcare industry is taking notice.



Several factors are leading the charge toward digital document management:

- Chronic diseases are on the rise, with data from the Australian Bureau of Statistics estimating that almost half (47%) of Australians⁷ had one or more of these significant ailments between 2020-21. The correlation between surging patient intakes and the volume of associated health information places a burden on traditional record-keeping processes
- With over three-quarters of Australians⁸ (78.6%) reporting at least one long-term health condition in 2021, the need for accurate records is key to successful patient outcomes or treatments that will need to be monitored over an undetermined period of time. Organisations need to be able to detect, diagnose and treat these ailments effectively – meaning access to critical information cannot afford to wait for documents to be shipped between multidisciplinary care providers and run the risk of being lost
- Today's patients are digitally savvy – smartphone technology means they often have a wealth of medical information in the palm of their hands. As a result, they want access to their health information now more than ever. Although self-diagnosis can result in the incorrect assumption of care best practices, patients are able to effectively research the symptoms, diagnosis possibilities and treatment protocols for their various ailments. According to Deloitte, 83% of Australians⁹ want access to their personal health data and communicate with physicians on a personal device



Arriving at cloud-based document management

Despite the challenges, many healthcare institutions are deploying document management systems to help boost efficiency and productivity. With both patients and providers benefitting from a cloud-based data and records infrastructure, the push toward automating paper-based processes continues.

Some of the benefits include:

- Faster access to health information
- Patients can access, share and edit health information from their personal devices
- Clinicians can easily collaborate with other experts on the best course of action
- Simplified insurance and billing processes increase workflow efficiency
- Enables telehealth services, which can help provide care to rural and remote communities
- Reduces IT requirements and eliminates storage capacity issues
- Immense cost-savings compared to on-premise servers
- Increased scalability and faster deployment



Taking advantage of cloud-native infrastructures like Australia's EHR system allows all medication charts and patient information to reside on a centralised electronic portal. Data collection systems allow multidisciplinary care providers to track medical and insurance details and appointments that can offer real-time updates and insights, providing end-to-end visibility for all aspects related to a patient's medical journey.

With the benefits so clearly defined, what's holding many Australian healthcare providers back from enjoying the efficiency and productivity of digital document management systems are the tools needed to facilitate what is an increasingly necessary change.

Brother offers print and scan solutions specifically designed to remove the burdens associated with the transition process, so that medical providers can keep their gaze affixed on the patient care outcomes that are so critical to their daily operations.



Fueling the future with Brother

Brother proudly offers an array of Cerner-certified [multi-function centers](#) (MFCs) and [document scanners](#) designed to help Australia's healthcare industry resolve the challenges hindering their digital transformation.

The backbone of efficient patient management systems are the devices that can handle both paper and electronic workflows. The powerhouse technology of MFCs like the Brother [Colour Laser Multi-Function Printer MFC-L8900CDW](#) ensures your charting and medical records processing efforts are handled quickly and with the reliability today's healthcare services demand. Cloud print and scan technology arms healthcare administrators with versatility to deploy paper-based documents and digital copies with ease.

For an on-the-go label and receipt printing solution, the [RJ-2150](#) will help increase efficiency across multiple healthcare applications, like pathology label printing. This robust and portable device can also connect seamlessly with EHR platforms anywhere within a healthcare facility.

Identifying critical information within a busy patient care facility can be challenging. Equipping every patient with a form of wearable access to digital information can help. To this end, hospitals and medical facilities rely on wristbands to help with accessing important patient information.

The [TD-2125N Label & Wristband printer](#) enables staff to create custom labels for wristbands effortlessly, improving the productivity of workflows throughout your facility. These Cerner-certified handheld solutions equip personnel with efficiency-enhancing solutions in fast-paced care environments.

Brother scanning solutions increase the efficiency of digitisation and document management. Even when adopting a digitally native architecture, some important processes remain paper first: In the event of a Code Blue or emergency situation, the documentation hierarchy begins with paper. However, once the accurate reporting process is complete, a timely transition to electronic medical records can facilitate the post-emergency healthcare process.

Devices like the [Desktop Document Scanner ADS-4900W](#) can use advanced image capture and processing technology thanks to Optical Character Recognition (OCR) software, which



allows healthcare administrators to digitise documents with precision and clarity. Once scanned, a digitised version of the uploaded document is editable and searchable, so that sourcing critical health information, guidelines and plans of care are instantly visible to multidisciplinary care teams. If mistakes are identified on a document, or changes are required, those with the requisite level of access can easily make corrections without needing to duplicate the process.

By deploying high speed [scanners](#) like the Professional Desktop Scanner ADS-4900W you can handle the conversion of backfilled paper-based records quickly and efficiently. Featuring a large 100-sheet A4 Automatic Document Feeder (ADF), the digitisation of mission-critical records and documents can be handled in bulk, removing the productivity drain associated with single-file upload and conversion processes. With the push of a single button, volumes of information can transition to digital repositories.

Rather than having to wait until the end of the day to process workloads, integrated scanners like the ADS-4900W and the [ADS-4700W](#) provide a user-friendly interface and fast 2-sided (duplex) scanning to quickly upload documents and prevent bottlenecks.

The integration between printers, scanners and practice management platforms further digitises health workflows, minimising the potential for errors and boosting efficiency across the board. As Australian healthcare providers continue to digitise their mission-critical workflows, Brother is proud to offer a variety of devices designed to augment the ease of their transitions.

Brother takes care of the heavy lifting associated with a digital document transformation so healthcare teams can get back to what matters: Helping patients get better.

Sources

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