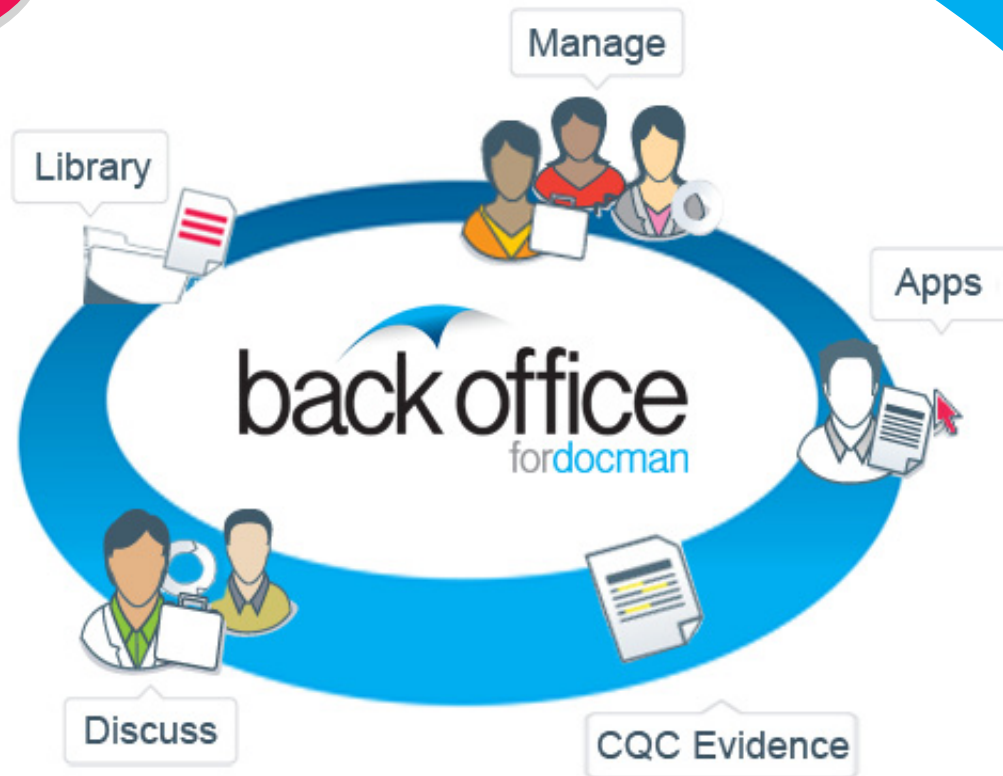


FREE to
Docman
Practices



Streamlining Back Office Processes

Docman Back Office is an intranet and content management solution that facilitates collaborative working for GP practices

www.pcti.co.uk

BackOffice is an intranet and content management solution that facilitates collaborative working, knowledge management and business process management for busy healthcare organisations.

BackOffice has been designed to provide a greater level of automation around practices back office tasks and assist with their new role within Clinical Commissioning Groups. It will provide much needed communication and collaboration tools for commissioning groups to deliver the new service.

Storing and sharing information

Back Office will ensure practices achieve paper-light status and will provide a platform for collaborative working internally and externally across an organisation.

BackOffice Library

The foundation module of Back Office, called Library, enables practices to efficiently store, workflow and retrieve all non-patient documents to support the practice. Utilising an intuitive interface the solution provides a range of useful features for categorising and tagging information, including web references, which can then quickly be retrieved using a modern context sensitive searching tool working across tags, file names and document content.

Documents can be categorised and tagged to enable effective management of documents. Security levels can be applied to all aspects so that certain categories or documents such as bills and meeting minutes can only be accessed by designated people.

“ BackOffice Library has improved our business processes and will ultimately save us a lot of time searching for information. This will improve our service to patients by having fast access to information and policies to inform the patient instantly. We no longer have to waste time searching for hard-copy business documents and Library enables us to quickly update on procedures and policies, price lists, referral forms, templates and operational documents instantly.”

Norman Brown, Shropshire Walk-in-Centre



What will Back Office mean for me?

Practice Managers: A secure and easy to use solution to manage and workflow practice management documentation

Clinicians: Enable instant access to useful documents

Administration staff: Fast and accurate document capture of any document

Practice staff: Instant access to any document required, such as training guides, price lists, flyers, phone lists and resources.

BackOffice Apps

BackOffice Apps will enable the busy 'engine' room of the practice to transform the way they manage their information. A range of back office Apps will allow practices to move away from paper records, notebooks, spreadsheets and simple Access databases to a structured central electronic database record, all accessed through a familiar intuitive user interface. All users (depending upon their access rights) will be able to access and report on their BackOffice data.

The first set of applications available will include the Accident Log, Asset Register, Birth Register, Death Register, Fridge Temperature Log, Practice Feedback, Room Temperature Log, and Significant Events.

By using BackOffice Apps practices will be able to start collecting and managing information for the requirements that will be placed by CQC in 2013. BackOffice Apps will make preparing information easier and provides ease of access to evidence when you need it.

BackOffice Apps Overview



Room Temperature Log – Where necessary record room temperatures taken at various times of the day.



Accident Log - Easily record details of any accidents and attach scans of accident report forms to the accident details.



Asset Register – Manage your assets by recording details of the practice assets and attach scans of warranties, installation and user guides.



Birth Register – Record details of new births and connect this with patient records (if you are using an API to connect Docman with your Clinical System).



Death Register – Quickly record deaths and connect this with patient records (if you are using an API to connect Docman with your Clinical System).



Fridge Log – Replace spreadsheets and log books by recording fridge temperatures taken at various times of the day.



Practice Feedback – Whether managing complaints or registering praise the Practice feedback App can record and help manage any feedback to the practice.



Significant Events – Knowing practices work in different ways the Significant Events App can be used to record any other events affecting the practice.

“ Docman has transformed the way we work and has revolutionised the way we handle clinical documents. BackOffice Apps are now helping us to bring that same high level of quality and consistency to our other data. The ability to attach scanned documents within the Apps means that our asset register is now directly linked to original suppliers invoices. The feedback from patients and significant events retain a consistent and searchable format with the Apps, something that will be essential as we move towards CQC registration.

Using the familiar Docman interface means that everyone is able to use the Apps with minimal training. On the very first day that the Apps were installed, our Healthcare Assistant saw the Fridge Log App in Docman, she archived the old paper temperature logs into the system and started using the App with no training whatsoever. ”

Geoff Dennis, The Falmouth Health Centre

The benefits of BackOffice

Achieve complete paper-light status - electronically manage all non-patient documents.

Document management - reviewing, editing, printing and working collaboratively on surgery documents such as administrative information & policies.

Workflow - automating a range of administrative processes and using reminders allows you to keep to plan.

Publishing - delivering information and health news through directories and web documents.

Training - accessing and delivering various types of e-learning to staff desktops.

Single Point Of Access- providing a common interface to applications, databases and business information.

Sharing resources and guidelines - improves quality and consistency of decision making through a virtual information centre.

Improving internal communications - key information can be stored centrally and accessed at any time.

Improved patient satisfaction- better access to accurate and consistent information by your staff leads to enhanced levels of patient service.

Reduction in paperwork and costs - electronic forms can be accessed and completed on the desktop, and then forwarded as appropriate with the benefit of an audit trail without having to be printed out.

Support GP Commissioning and CQC activity – easy file and structure documents and information using categories and tags.

For further information

To discuss how BackOffice can benefit your practice or to arrange a free, no obligation demonstration please call our sales team on 01977 664496 or email sales@pcti.co.uk

Call us on 01977 664496

© 2011 PCTI Solutions Ltd. All rights reserved.

 **back office**
fordocman