



# Intuitive, Intelligent Workflow

iWorkflow is the next generation in  
electronic document workflow for  
healthcare professionals

[www.pcti.co.uk](http://www.pcti.co.uk)

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fordocman

## What is 'electronic document workflow'

Electronic document workflow is a concept which describes the flow of documents around an organisation and the actions applied to them, perhaps in response to another action or comment.

In a practice environment, this enables letters / documents to be scanned and filed, and then routed to specific recipients around the network. Recipients are able to annotate, comment, forward and re-workflow.

When a workflowed document is subsequently viewed, the user is able to see the full history of the document from scanning to any comments and actions being applied.

Documents may be passed around the practice to individuals or groups. The users can then highlight, stamp and comment on the document, enabling group discussion or simple 'actioning'.

## Introducing iWorkflow

iWorkflow is the very latest in next-generation electronic document workflow. It incorporates intelligent routing based on assigned actions that streamline the creation and processing of workflows. iWorkflow provides practices with huge measurable efficiencies and frees-up valuable time for healthcare professionals and administrative staff.

Working closely with GP practices, iWorkflow has been designed specifically to improve processes within the practice. The core of iWorkflow is based upon 'Action Based Workflow':

- Action Based Workflow enables the actual flow of documents to be determined automatically based upon the type of action required. This saves a significant amount of time, particularly for common processes.
- Quick Steps allow the user to group a collection of actions together, creating one-click actions. This allows frequent operations such as add comment, mark as seen, add action and summarise to be carried out via a single click. A quick step can be created for use by an individual or published for all users to benefit from.

iWorkflow has a new easy-to-use graphical interface designed specifically for GP's and practice staff, to enable users to get up to speed with minimal training.

### The iWorkflow process



iWorkflow collects the patient's GP instantly



One click to assign action and re-route to practice staff



Practice can view and action any comments quickly

## Benefits

- Reduces the number of clicks required for each workflow
- Automatically collects information, saving time and ensuring data accuracy
- Easily re-route and workflow documents as required
- More time available to spend with patients
- Easy to use interface requiring minimal user intervention

## Testimonial

Dr Neil Paul from Ashfield's Primary Care Centre, comments, "The interface for iWorkflow is excellent, having a clean feel and being much easier to use. It's obvious a lot of attention has gone into the development of the module to improve processes and create some fantastic productivity gains. Users can simply assign actions and re-route with far fewer mouse clicks for each workflow than ever before. We can save hours finding the patient's GP and quickly assign relevant actions from one click. iWorkflow enables us to redeploy resources elsewhere, helping us take another step in improving our patient care. After initially using the software and its interface, I have highly recommended it to colleagues."

"It's not just Doctors who benefit. My Scanning team and my Coding team will all see productivity benefits from iWorkflow collecting information. This removes the need to search for a patient's Doctor, and allows us to put time towards patient care, not admin."

## Implementation and Training

The Docman Help Centre contains a rich set of videos and online training resources to enable users to very quickly familiarise themselves with iWorkflow. Alternatively there is a comprehensive one day onsite consultancy package that has been designed to provide one to one familiarisation and a hands on approach to streamlining processes and workflows within the practice:

- Installation and Document Creation
- Processing Workflows and Quick Steps
- Management and Maintenance of iWorkflow

## For further information

To discuss how iWorkflow will benefit your practice please call our sales team on 01977 664496 or email [sales@pcti.co.uk](mailto:sales@pcti.co.uk)

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