FUJITSU

Case Study
Sakura Shinmachi Urban Clinic

»We can provide a mobile, 24 hours on-call private healthcare practice thanks to our ScanSnap and cloud system.«

Junichiro Toya, Director, Sakurashinmachi Urban Clinic

The customer

Customer: Junichiro Toya, Sakurashinmachi Urban Clinic
Country: Japan
Industry: Healthcare

The challenge

A mobile clinic providing in-home healthcare needs to share patient information with relevant personnel in order to deal with requests from patients for 24 hours a day. This sharing of information is impossible with paper files even if the patients' basic information and examination results must be shared. Stronger cooperation with health care managers is also required.

The solution

Adopting the mobile iX100 scanner allows healthcare providers to scan and send critical documents directly from a patient's house. Scanned material is saved in a private cloud and the medical staff can access data from anywhere at any time. Business cards from health care managers are also scanned and saved in the cloud for business card management.

The customer

Dr. Junichiro Toya is the founder and president of Sakura Shinmachi Urban Clinic that is a healthcare practice providing in-home care. Dr. Toya is a leading provider in the home healthcare field and introduced effective systems using digital devices. Sakura Shinmachi Urban Clinic offers an outpatient clinic as well as 24-hour in-home care. Dr. Toya and three other doctors each paired with a nurse and a driver make house calls to see 12 to 13 patients a day, or over 300 patients combined.

"Ordinary house calls are from morning to evening, but of course there are various emergency situations that can occur at any time, day or night. Therefore, we rotate on-call doctors and nurses to take care of these emergency calls."

Maintaining a 24-hour system by sharing critical information with doctors and medical staff

For many patients, staying home is more comfortable than being hospitalized, but because the doctors and nurses cannot stay with patients fulltime, the clinic must always be prepared for an emergency. To solve this, Dr. Toya introduced the iX100 to use in combination with each staff member's iPhone or iPad which are connected to a private cloud for every house call they made.

"On the initial visit, the healthcare provider scans the patient's insurance card, nursing insurance, and referral documents. With the mobile iX100, they are able to bring the information back to the office as data."

The patient's data can be uploaded to a specialized folder for that patient in the private cloud and accessed by medical staff on their iPads or iPhones anywhere at any time. Referral documents are especially important to check basic information and examination results, which can be over 10 pages. Sharing these documents as paper files is difficult.

The benefits

- Offering appropriate medical care through information sharing
- Strengthened cooperation between medical staff and nursing staff

Products and services

- ScanSnap iX100
- ScanSnap iX500

However, with this system, any healthcare provider can access patient records saved in the cloud to provide appropriate medical treatment when needed.

"We can provide a mobile, 24 hours on-call private healthcare practice thanks to our ScanSnap and cloud system."

Incorporates smoothly with nursing through digitization of business cards

"Of course as with all in-house healthcare, the most important thing is the life of the patient. Since we can only manage the medical side, we need the support of an organization such as lawyers and health care managers who can develop follow-up plans for nursing visits."

Business cards that are exchanged at meetings held by health care managers are saved in the business card management cloud after being scanned with the iX100 so they can be accessed with an iPhone. This method enables doctors to smoothly obtain a nursing plan from health care managers and enables the medical staff to provide necessary medical information. This connectivity improves the quality of the patient care.

Voice recording during transit optimizes clinical record creation

For mobile healthcare, transit times can be seen as time wasted. However, Dr. Toya utilizes this time to optimize his records.

"I do voice recordings to give details on my exam findings during transit and upload my notes to the cloud when I get back to the office. These memos are transcribed to textual records by the nurses and attached with the electronic medical records."

The records are shared with the whole staff. This rational system could also be applied to other clinics.

Digitizing and sharing large quantities of medical records

In the office, the iX500 is also very useful for digitizing and sharing large quantities of documents such as medical business records. This is also a part of optimization.

"Home healthcare is a very pressing issue in Japan since Japan faces the most rapidly aging society in the world. Moreover, home healthcare patients are much healthier than hospitalized patients. I want to make home healthcare become more popular through work optimization with ScanSnap."