

Case study

Square Clinic

»I would not have thought of digitizing medical records if the iX500 was not highly efficient.«

Ryusuke Honma, Vice Director and General Manger, Square Clinic



The customer

Square Clinic is a medical facility that treats patients suffering from extreme tiredness due to adrenal fatigue. Dr. Ryusuke Honma and Dr. Ryoko Honma study under Dr. Wilson, who is an advocate of adrenal fatigue. They offer medical treatment for anti-aging not covered by insurance such as detoxification and diet management in addition to adrenal fatigue. Square Clinic treats a variety of patients with and without insurance. They offer internal medicines such as for colds and hypertension as well as dermatological issues. However, two afternoons a week, the clinic opens its doors to those who visit the clinic for treatment not covered by insurance and in particular, patients suffering from adrenal fatigue. They aim to provide professional and effective medical treatment for these patients whose disease cannot be explained with conventional medical treatment. It is a routine treatment in other parts of the world, but it is not covered by insurance and can cost thousands of dollars in Japan. However various patients, including adults and children, who suffer from the sickness still decide to visit Square Clinic.

The customer

Customer: Square Clinic
Country: Japan
Industry: Healthcare

The challenge

For adrenal fatigue medical treatment, patients must fill out 20 pages of medical questionnaires and several test papers. In addition to that, test result papers for stress hormones and food allergies, and interview papers between patients and doctors are all combined to make up a medical record. These papers result in making one thick file book per patient and 10 new boxes are generated every year. They face problems such as storage space and convenience finding papers they need.

The solution

They adopted the iX500 which can scan 25 pages per minute. It enables them to digitize medical records which contain critical information such as handwriting, handwriting pressure, and written marks.

Clinics require handwritten documents

“In the Japanese healthcare practice, there are only two medications to manage stress; antidepressant and sleep-inducing drugs. Though they are effective, some patients require alternative options. Therefore, we give a lot of advice to the patients after examining their lifestyle from a holistic viewpoint, mainly looking at food choices and sleep habits. We are not magical healers, but we can help patients improve their overall lifestyle by working together.”

The core of the treatment is to help patients recover their adrenal glands by developing good habits and balancing their body chemistry. In order to do this successfully, the doctors must have close relationships with their patients for deeper understanding.

The benefits

- Detailed information such as handwriting and handwriting pressure can be digitized
- Improved quality of treatment with quick access to digitized medical records

They ask their new patients to fill out interview sheets and perform various tests to obtain information such as their history of disease, tiredness, and meal records. This takes the patient almost two hours to complete and generates over 20 papers each, but this gives the doctors the first clue.

“For example, their handwriting or handwriting pressure can show the degree of the patients’ tiredness. When we ask them to draw their daily life, the pictures also show detailed nuances. We add memos to the papers after asking questions because 20 to 30 pages are not enough to describe someone’s whole life. These kinds of papers can graphically remind me of a specific atmosphere of the patient when I look back at the papers. This plays a role as a note between the doctor and patient. Even though this processing is very important, digitization of the medical records is making this disappear. Digitized medical records have some strengths, but paper medical records are necessary for our treatment.”

Furthermore, there are various additional examination results such as for stress hormones and food allergies conducted by a specialized company, and these results are also printed out.

“We talk with the patient checking these results.”

These papers make up one medical record creating one file for each patient. This medical record is necessary for our treatment, but the problem is storing these papers. They usually have 200 to 300 patients who suffer from extreme tiredness. Medical records from current patients and patients who have recovered can fill over 10 boxes every year. It is extremely hard to maintain storage space and find papers that are needed quickly. However, the iX500 solves this problem.

Digitizing medical records using the iX500

“The iX500 scans very fast and no paper jams occur. I would not have thought of digitizing medical records if the iX500 was not highly efficient.”

Products and services

- ScanSnap iX500

The iX500 can digitize a large number of papers, and the most important factor is that critical information such as handwriting, handwriting pressure, and written marks can remain as they are even as digitized data.

“If scanned data is saved and managed in the private cloud designed for medical institutions, the data can be easily accessed with a computer and iPad. This enables us to share medical records with other clinics that we support, and give an immediate answer to the patients even during a business trip.”

Although they attend many academic meetings and lectures, they can make sure to meet patients’ expectations thanks to the iX500 which allows them to check the data quickly and helps them improve the quality of medical treatments.

Digitizing papers for medical treatments covered by insurance is also effective

Dr. Honma aims to scan a large quantity of papers for medical treatments covered by insurance as well. Even though medical records for treatments with insurance are done electronically, a lot of papers are still generated. For instance, flu diagnoses generate 600 to 700 papers in just one season. If private clinics can solve the paper storage problem, they can improve the quality of the treatment by utilizing more time and space.

“To be honest, it is hard to offer medical treatment covered by insurance and treatment not covered by insurance at the same time. However, the treatment for adrenal fatigue is worthwhile. It is such an honor to see patients getting better.”

In fact, Dr. Honma was one of those patients with extreme tiredness due to a heavy load of studying and medical work. But they went to the US to get treatment after his wife found a book about adrenal fatigue and he began to major in that area. They are pioneers in the field of adrenal fatigue in Japan and the iX500 supports them to a great extent.

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