COMTRADE
SYSTEM INTEGRATION

General Hospital Zrenjanin streamlines operations, communication and patient care with DataMedic

By implementing a centralized system for collecting, storing and sharing patient data, General Hospital Zrenjanin was able to significantly improve internal processes and reduce patient wait times.

CHALLENGES >

The General Hospital "Djordje Joanovic" Zrenjanin lacked an advanced system for storing electronic medical records and the tools to centralize and manage hospital-related information. The hospital staff largely relied on paper documents, cabinet files and other traditional methods of collecting and archiving patient information. This made it difficult to quickly retrieve information as patient data was stored in multiple locations. It also made it difficult to monitor patients and the services provided to them as they move through the hospital's system.

Without a centralized information system, the hospital was prone to errors in documentation, data duplication and misplaced files, all leading to decreased efficiency. Daily hospital activities, such as identifying patients, accessing patient information from previous hospital visits, tracking drug dispensing and costs of patient care needed to be performed with greater accuracy and efficiency. Furthermore, the ever present economic crisis was putting an additional pressure on the hospital to introduce new ways to control the growing costs of health care.

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"Delivering excellent patient services is our priority. DataMedic helps us do that by enabling hospital staff to capture, share and access patient information quickly and easily. Now, all patient data is stored in one central location, which minimizes the possibility of errors and the time it takes to retrieve data. It's a huge improvement to the outdated paper system. Most importantly, the solution is highly customizable and was perfectly adapted to the needs of our hospital."

Dusan Velisavljev   Prim. mr sci med dr

FIGURE 1

DataMedic

National Insurance Funds

Other Insurance Funds

Institute of Public Health

Health Insurance Funds

PHARMACY

Pharmacy

Secondary/ Tertiary Healthcare Centres

Diagnostic

Legend | Types of data shared   **Referral Requests**   **Insurance & Billing**   **Reports**

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OUR
SOLUTION

Comtrade System Integration delivered DataMedic, a health information solution that helped General Hospital Zrenjanin reduce clinical and administrative costs and optimize workflow, while enhancing the level of service to patients. DataMedic provided the hospital with a set of tools that are designed to improve hospital management, patient administration, clinical tasks and the overall delivery of health care. To make the transition to the new system as smooth as possible, Comtrade SI provided extensive training for the hospital's 1,400 users.

The following key modules offered through DataMedic:

- Patient records
- Outpatient exams
- Diagnostics
- Outpatient hospital

- Emergency
- Ambulance
- Inpatient treatment
- Operations

AT A GLANCE

> **Client**
> General Hospital "Djordje Joanovic" Zrenjanin

> **Industry**
> Health care

> **Challenges**
> - Absence of electronic medical records
> - Patient data dispersed across multiple locations
> - Lack of patient-centered approach to care
> - Manual processes that are labor intensive and costly
> - Inability to effectively track and monitor costs of patient care

> **Business benefits**
> - Reduction of patient wait times
> - Reduction of clinical and administrative costs
> - Optimization of workflow
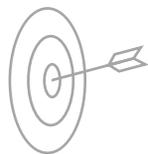> - Efficient tracking of hospital expenditures

> **Technology**
> - Full WEB application
> - Microsoft technology
>   - ASP .NET
>   - Microsoft SQL Server 2008 R2

The solution offers the following capabilities:

- Accurate, up-to-date and complete information across the patient's healthcare journey

- All patient information and other medical data stored in a single, centralized location

- Secure and efficient sharing of electronic information between hospital's departments

- Elimination of errors and inconsistencies in medical documentation

- Storing, tracking and analyzing data collected during patient visits

- Tracking and monitoring costs of patient care and overall hospital management

- Enhanced security of patient data

- Automation of work processes

The architecture of DataMedic is highly modular, which enabled Comtrade SI to tailor the solution according to the needs of the hospital.

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RESULTS DELIVERED

Since implementing DataMedic in 2008, General Hospital Zrenjanin was able to streamline processes and communication and improve patient experience. A centralized information system enabled the hospital to move towards a more patient-centered care where patients' information can be tracked from the time they are admitted to the hospital until they are discharged. For example, all permanent information about a patient's health, such as allergies and family history of disease, is stored in one place. This saves time as patients don't have to fill out the same forms multiple times and the same information doesn't have to be entered into the system more than once. This greatly reduces the possibility of errors and data duplication. By automating data processing and streamlining work, the hospital was able to reduce the average patient wait times by 50 per cent and hospital management costs by 20 per cent.

Additionally, the hospital is now able to efficiently track expenditures. The system allows management to efficiently track the provisioning of services, medication, medical supplies and other expenses, as well as have access to timely and reliable information about medical inventories. Finally, as a result of improved processes and faster services, there is more trust in the hospital and higher employee and patient satisfaction rate.

ABOUT GENERAL HOSPITAL ZRENJANIN

The General Hospital "Djordje Joanovic" Zrenjanin is a health facility for inpatient treatment and provisioning of specialized medical services to the citizens of Central Banat. The hospital covers an area of 2,329 km^2 and serves a population of over 200,000 people. It conducts scientific research and provides professional training to students of the Medical Faculty of the University of Novi Sad. It also provides education and training to students of Medical High School in Zrenjanin.

FIGURE 2

DataMedic Facts

84,100 registered patients

2,000,000 services per year

394,600 visits since 2014

ABOUT COMTRADE

Comtrade is a leading IT organization in South East Europe specializing in the fields of IT solutions, system integration and hardware distribution. With more than 900 satisfied customers and offices across Europe and the USA, Comtrade has become a recognized name on the global stage. Founded in 1990, Comtrade now employs over 1,500 business and IT experts, including 1,000+ software engineers. With a proven track record of delivering IT solutions and services that help reduce business complexities and costs, we are a trusted technology partner to medium and enterprise businesses.

ABOUT COMTRADE SYSTEM INTEGRATION

Comtrade System Integration is focused on helping businesses enhance performance and efficiency through our innovative system integration services. The company was founded in 2001 and employs more than 200 IT professionals with top industry certifications. Through our partnerships with global technology leaders, including Microsoft, Oracle, IBM and EMC we offer premium IT products, professional services and expertise in design, development and integration of systems and applications. Over the years, our portfolio has grown to include networking, virtualization, data migration, infrastructure software solutions and other services.