

NECKARGEMÜNDER HOF

SOLUTION MADE BY EWS

Location:	Germany
Industry:	Healthcare
Website:	https://neckargemuender-hof.de



Therefore™ Case Study

Customer

Aged care facility
Neckargemünder Hof

Branch

Aged care

Founded

1990

Location

Neckargemünd, Germany

Services

Assisted living and care
for people in care levels
1 to 5

Website

neckargemuender-hof.de

The Company

Since July 1990, the “Neckargemünder Hof” has been a private aged care facility in Neckargemünd in Germany. It was expanded to 100 rooms (32 single rooms and 34 double rooms) in 2005 and 2006 after extensive renovations. More than 100 employees from the areas of care, housekeeping, technology and administration ensure the well-being of the residents with a wide variety of care needs.

Prior to the introduction of Therefore™, all of the residents’ documents were managed in paper form. In the care sector, different types of documents have to be processed. These include: contracts, checklists, personal data, correspondence with health insurance companies, documentation, invoices, proof of care provided by health practitioners, and communication/approval of relatives. The same documents were being accessed and processed over and over again on a daily basis. Receipts had to be filed multiple times so that they were available for different workflow processes.

"With Therefore™, we have managed to securely store and retrieve all important documents of our residents and employees in a structured way, and are able to find them again very quickly. With the support of EWS, we were able to implement our vision with more efficient processes and are saving valuable time and effort."

Michael Neibert, Manager at Neckargemünder Hof

The Solution

By using Canon's document management solution Therefore™ in conjunction with Canon document scanners, the following solution was implemented:

All documents were digitized in-house with the document scanner, then indexed and stored in Therefore™ and assigned to the residents for easy retrieval. All types of digital documents, including PDF documents, images, Word or Excel files are stored in Therefore™.

Therefore's document history function allows visibility of all changes and touchpoints to the document, and also allows staff to recall earlier document versions. After installing the solution in the home management program, the resident master data was automatically available in Therefore™.

Other attributes (receipt types, participants, on-boarding date) are automatically assigned to residents and departments when scanning or storing documents. New documents can be viewed directly by the home administration and home management teams, commented on, and forwarded to the relevant department.

Manual searching is no longer necessary. Therefore™ has become a central repository and offers a more structured and advanced search function. Full-text searching is now available for everything saved in Therefore™, allowing staff to find documents much faster. After the successful implementation of the digital resident repository, Therefore™ is now also used to manage employee files like HR documents, leave requests, and personal documents.

The Benefits

- Fast, direct availability of resident records
- Unified communication of tasks
- Secure external document sharing

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Therefore[™]
PEOPLE PROCESS INFORMATION ● ●

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