

Health Care Network Valais & Canon

Operating Successfully

RSV
GNW



Le Réseau Santé Valais
Gesundheitsnetz Wallis



“Therefore makes our
daily work easier and is
widely accepted.”

Dr. Alexandre Gnaegi
Department head for medical and
administrative IT

Canon

come

and

see

The Healthcare network Valais is the Hospital Valais

In 2004, all the hospitals and technical medical institutes in the Canton of Valais came together to form the healthcare network Wallis (HNW). With about 4,200 employees, it is the largest employer within the Canton. Its head office is located in Sitten, and further locations are found in Brig, Visp, Siders, Montana, Martigny, St-Maurice and Monthey. This fusion of hospitals in Valais created a unique healthcare network which offers a wide spectrum of high quality medical services. The HNW is an independent, legal entity which oversees the rest of the counsels in the canton and is responsible for the hospital planning in the rest of the region.

The central institute of the hospitals of Valais, ZIWS (Zentralinstitut der Walliser Spitäer) was formed in 1976 and is a shared use endowment and services the hospitals and doctors of the canton. It has a pharmacy, a diagnostic laboratory, a department for pathology, and centers for infectious diseases and epidemiology, genetics, the Valais Health Observatory, as well IT services for the hospitals.

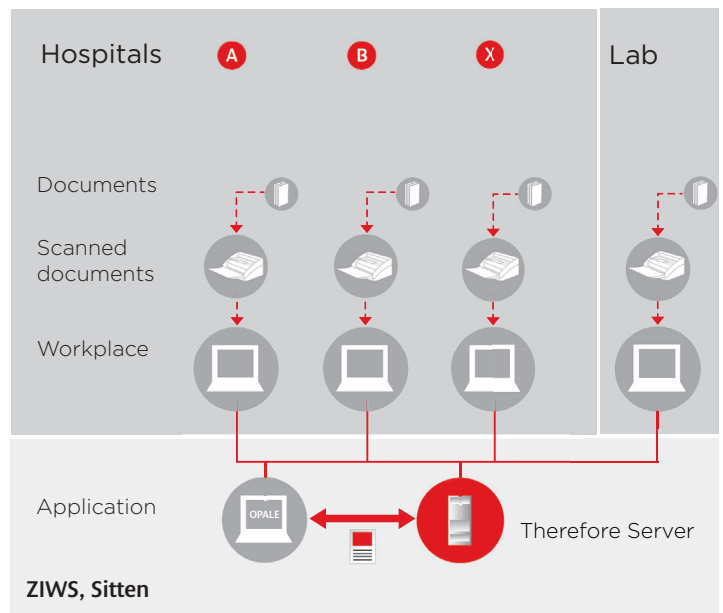
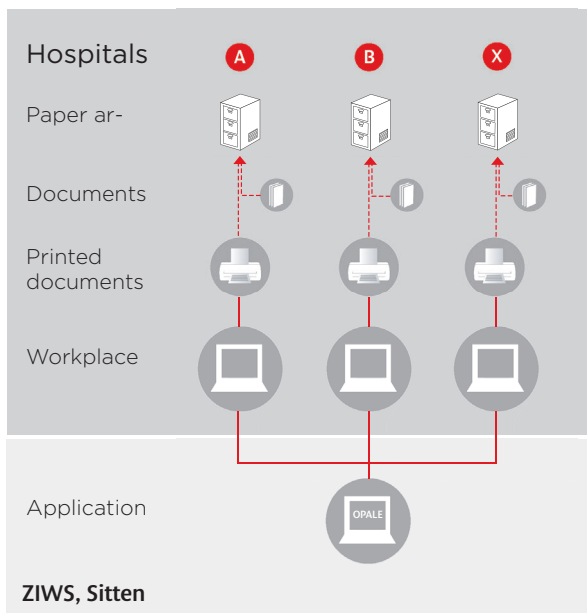
Inconvenient handling of paper documents

ZIWIS is located in Sitten, and is in charge of a central IT services for the healthcare system in Valais . They have 40 employees and use Opale by Ordi-Conseil as their line of business software. One of the long-term demands was to improve the processes for handling paper documents, especially for incoming invoices and patient administration as these processes were problematic. For example, a proof of delivery note had to be sent from the central bookkeeping to the responsible hospital to be verified and then back to the bookkeeping department to be paid. Due to this process, a lot of time was unnecessarily wasted, and on occasion invoices would go missing. In addition, finding the correct document was very difficult, especially when the archive was located externally.



 Opale

Ordi-Conseil SA / Gestion hospitalière



The hospital centers of Chablais, CHC, Middle Valais CHCV and Upper Valais and the Central Institute of the Valisian hospitals ICHV-ZIWIS use Therefore™ within their network.

Every hospital nowadays has the goals of saving on costs, improving efficiency and the quality of services. In order to help accomplish these goals, the Healthcare network Valais (Gesundheitsnetz Wallis or GNW) was formed. The heart of GNW's success is good organization and clear work processes. The cornerstone is Therefore™ which helps simplify processes and organize all the work and data within the network.

Seamless integration to Opale

In 2006, a project was started to integrate the handling and storage of invoices and patient records with their records management system Opale. Canon's solution, Therefore™ was well suited since it could easily communicate with Opale. Dr. Alexandre Gnaegi, ZIWIS IT Manager says, "We wanted to create a universal system that would rationally organize our work processes. Ordi-Conseil recommended Therefore™ since it works optimally with Opale." After a short installation period of 3 months, the new system went live at the beginning of 2007. Alexandre Gaegi comments about the process: "We are very happy with Canon's customer service. We found them to be very prompt and competent."

Fast, Safe and Space Saving

Therefore™ fulfills all of the customer's demands and saves time, space while providing secure storage and easy access. Necessary information can easily be recalled from every Opale workstation, in accordance with the user's permissions. In addition, all legal storage requirements are respected, since every document is archived together with a digital signature which guarantees its authenticity. The scanned documents can be tied into a workflow or be part of the general document processing. In addition, Therefore™ is used for pathology exam records as a stand-alone application, independent from Opale.

User Friendly Interface

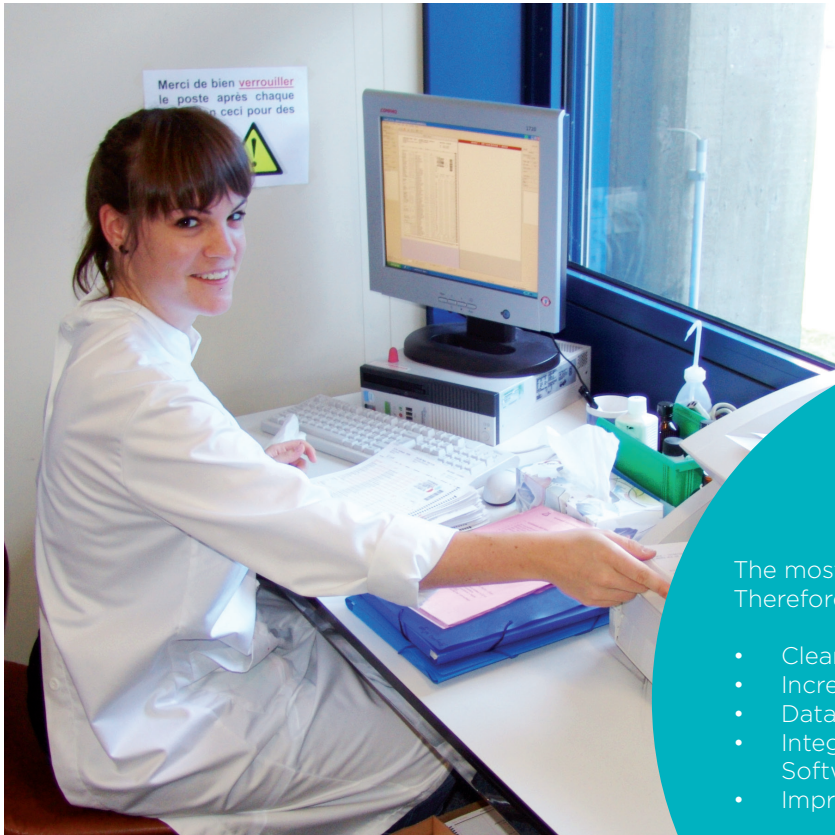
Switching to working with Therefore™ meant no additional hassle, since the user experience has remained the same. Dominique Fontannay, who responsible for the IT administration says, "The solution is very easy to use, and we quickly became accustomed to it. This was essential to working productively."

The most important advantages of Therefore™ are:

- Clear work processes
- Increased space in hospitals
- Access to data within the network
- Integration into Line of Business Software Opale
- Improved access to data

Virtual Archive

Each hospital within the Healthcare Network Wallis has at least one scanner. From the beginning of 2007 until 2008, 8,000 supplier invoices and 260,000 patient files were scanned and archived with Therefore™. All of these documents are now digitally available to any user with the appropriate permissions.



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