

SUCCESS STORY

Digital transformation for **more efficient medical record management** at TecSalud



About TecSalud

TecSalud is the healthcare system of Tecnológico de Monterrey. Its main focus is on high-quality medical care, research, and academic training in health sciences. TecSalud operates through its network of hospitals, clinics, and specialized centers, offering advanced medical services supported by cutting-edge technology.



Initial Situation

Improvement in the Traditional Management of Records

A platform was required to centralize the clinical records, allowing for faster file searches and optimizing access for all clinical users.

Results Achieved

What used to take **20 to 30 minutes** is now **immediate** when searching for records.



Information Centralization

Laserfiche® was implemented to organize and centralize patients' clinical records, facilitating more efficient management.



Digitization and Quick Access

Digitization streamlined access to clinical records, reducing search times and improving the availability of clinical data.



Improvement in Medical Care

The availability of digitized information allows doctors to quickly access patient histories, improving the quality and safety of care.



Protection of Sensitive Data

The security of records has been strengthened, reducing the risk of alterations and ensuring confidentiality and regulatory compliance.



Objective | Digitize to Increase Efficiency

For the digital transformation of the project, **the following objectives were established:**

- **Centralize information in a content management system:** Consolidate the electronic medical record of each patient, including their medical history and a paper backup for added security.
- **Initiate the digital transformation process:** Optimize administrative and clinical processes to improve operational efficiency.
- **Reduce record search times:** Facilitate faster access to medical information.
- **Comply with security standards and regulations:** Ensure compliance with the Clinical Record Standard 004, the Personal Data Protection Law, and ISO 27000 certification.

Make it possible with Laserfiche®

An integration was implemented between the Laserfiche® repository and the core system used to view the records. In this way, clinical users can access the documents stored in Laserfiche® through a unified platform, improving the visualization and management of medical records. This integration optimizes the workflow and facilitates quick access to the patient's historical information.

Laserfiche®

Benefits Achieved

The implementation of Laserfiche® provided TecSalud with numerous benefits:

436,619

**Digitized
Folders**

20 Years

**Of Digitized
History**

522,781

**Recorded
Events**

30,157,120

**Recorded
Images**

**Time
savings**

**Improvement in
security**

"Searching for a record used to take 20-30 minutes; now it's immediate, using the patient's name or episode. The digitized documents are accessible via a secure link with Laserfiche, and the information is protected, eliminating the risk of alterations."

- Dr. Layla Vélez