# **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.



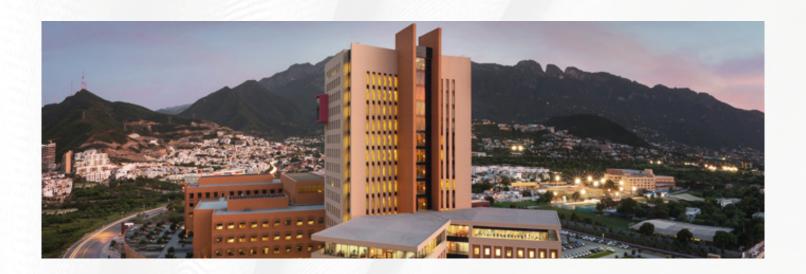
#### **Improvement in Medical Care**

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.



### **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