

# MedisecTRUST

## An end to the NHS paperchase

**MEDISEC** SOFTWARE

**MedisecTRUST automates many of the most routine tasks for hospital-based medical secretaries, generating clinical correspondence (such as clinic attendance notes and discharge notification letters) in Microsoft Word.**

**Interfacing with the hospital PAS improves data quality, while workflow and case management tools enable hospitals to plan, organise, monitor and control the clinical correspondence process much more effectively.**

**With a proven track record and strong professional endorsement, MedisecTRUST minimises procurement risk and provides a rapid return on investment. A low-cost rental option also makes it simple to get started.**

### What are the benefits?

- Saves significant amounts of administration team time through:
  - faster production of letters and forms,
  - touch-of-a-button access to the latest patient information,
  - a powerful search facility to help answer enquiries quickly and efficiently
- Provides central storage and retrieval of documents to reduce risk and improve access
- Improves letter accuracy by automatically populating letters with data from the PAS
- Provides a platform for the hospital to move to paperless processing which speeds delivery, provides integrity of process, eliminates dual keying and improves accuracy
- Provides control over the content and presentation of hospital correspondence and ensures

consistency across all hospitals and departments within a Trust

- Helps hospitals to meet clinical governance targets by reducing the risk of errors and providing control over the process
- Intuitive bespoke design reduces training time and makes deployment easy
- Centralised update process minimises IT support requirements and running costs

### What are the main features?

- Fully integrated with hospital PAS
- Fully integrated with Microsoft Word
- Central storage and retrieval of documents
- Patient and GP search facilities
- Pre-determined templates with mandatory fields for different types of letter
- Full address book facility with cc feature
- Registered/Referring GP address control
- Electronic sign-off for letters
- Medical secretarial workflow and case management tools to control and monitor the letter production process
- Audit tools
- Clinic management tools

### Which correspondence does MedisecTRUST deal with?

MedisecTRUST automatically generates all the most commonly dictated hospital letters:

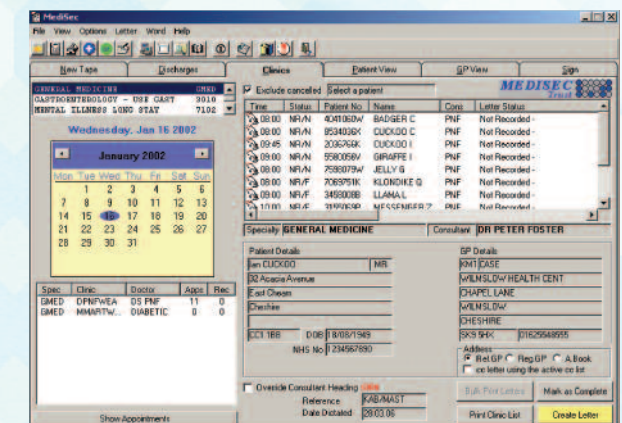
- Operation notes
- Discharge Notification Forms
- Discharge summary letters
- DNA cancellation letters
- Clinic attendance letters
- Miscellaneous patient letters
- Non-patient letters

Letter types generated in other systems (such as A&E letters, radiology reports or pathology results) can also be automatically imported into MedisecTRUST.

### How else could MedisecTRUST help?

MedisecTRUST opens up a wide range of further opportunities for hospitals to save money, increase efficiency and improve standards of patient care. MedisecTRUST is one component of an integrated product range designed to improve specific communications processes:

- MedisecNET (allowing the hospital to send electronic clinical correspondence directly to GP surgeries)
- MedisecEReferrals GP (allowing GPs to make electronic referrals to the hospital)
- MedisecEReferrals Social Services (allowing the hospital to make 24/7 electronic referrals to social services)
- Medisec eDischarge (allowing the hospital to share vital clinical patient information with GPs)



# What do our customers say about using MedisecTRUST?

## Medical secretaries



"Medisec has totally transformed the way we work - it saves us hours of time and effort every week."

Marion Zazzi, Cardiology Secretary, Countess of Chester Hospital NHS Foundation Trust

"If I changed jobs to a different hospital they would have to have Medisec. I can't praise it highly enough."

Janet Hallmark, Cardiology Secretary, Countess of Chester Hospital NHS Foundation Trust

"I prefer MedisecTRUST to our old system, it certainly saves time and is much easier for me to use"

Judith Hodson, Medical Secretary, East Cheshire

"MedisecTRUST is the best thing since sliced bread. It has improved the work of the medical secretaries enormously"

Lynne Crampton, Medical Secretary, West Cheshire

## Trust management

"An excellent system, well received at the Trust. The software is very reliable and robust."

Andrea Hamilton, IT Projects Manager, East Cheshire NHS Trust

"The technology is helping us to significantly improve the quality and turnaround times of our documents. It also saves time by reducing queries about admissions, discharges and clinic appointments. With Medisec, we can check how full our clinics are, access a complete history of admissions and appointments and view all future appointments for any patient."

Don Crombie, Clinical Systems Manager at Central Manchester and Manchester Children's University Hospitals NHS Trust



"As well as cutting our paper-handling costs significantly, the centralised storage and retrieval of information reduces risk and puts us in much more control over both content and presentation of hospital correspondence. It means that we can monitor the whole process much more efficiently."

Monique Duffy, Assistant Director IM&T, Planning & Development, Countess of Chester

## Hospital consultants

"Medisec has been hugely beneficial in improving patient care and also the day-to-day working lives of secretarial and medical staff in the Countess of Chester Hospital. The secretaries are completely sold on the system and wonder how they managed in the past. Medical staff, likewise, use it on an everyday basis and are able to instantly access letters without the need to obtain case notes. This has major benefits, eg while speaking on the phone to patients and GPs, to put results in context and to get the background on emergency admissions, pending arrival of the case notes. It has also revolutionised our communication with GPs."

Dr Richard Worth, Consultant Physician in diabetes/endocrinology, the Countess of Chester Hospital

## Who uses Medisec Trust?

Current MedisecTRUST customers include the Countess of Chester Hospital NHS Trust, Central Manchester and Manchester University Children's Hospitals, East Cheshire NHS Trust and Salford Royal Hospital.

At the Countess of Chester Hospital NHS Foundation Trust in Cheshire, Medisec has given the medical secretariat a major efficiency boost. The technology saves secretarial staff between 40% and 60% of their average working day, saving the Trust around 17,000 hours in recouped administration time - or £100k every year.