

Dublin Surgery Center

Dublin Surgery Center is a multi-specialty facility performing more than 3,000 procedures a year. To ensure patients are provided the highest quality care at the lowest possible cost, the facility uses the latest advances in technology.

The facility switched from traditional phone and paper to web-based pre-admission assessments, and quickly realized the benefits of going online. Staff no longer chase down patients and spend time going through a checklist of questions over the phone. Instead, patients simply go online at a time and place that is convenient for them to complete the pre-admission assessment.

After learning about One Medical Passport from the facility's management company, Dublin Surgery Center contacted Medical Web Technologies to learn more. Staff members were immediately impressed by the solution's ease of use and pricing. The One Medical Passport solution replaced the center's existing web-based system, which lacked what was needed most—a user-friendly interface and the ability for patients to access the system from all major browsers.

Implementing a System That's Easy for Patients and Staff to Use

Since deploying One Medical Passport a year ago, Dublin Surgery Center's Clinical Coordinator, Rena Carney, and other staff couldn't be happier. According to Carney, "It is a really easy solution for everyone to use. Feedback from patients and nursing staff has been very positive. Because of the thoroughness of the questions and a patient's inability to advance to the next page until all questions are answered, the information collected through One Medical Passport is much more complete. Our nursing staff and anesthesiologist appreciate the detail and how easy it is to read. Patients welcome the simplicity of the questions and how easy it is to complete their histories."

With patients using One Medical Passport to complete their pre-admission assessments online, nurses are no longer pulled off the floor to assist with pre-admission calls. The facility now only needs one nurse dedicated to managing these calls. Previously, staff would spend anywhere from 30 minutes to an hour on each call, depending on the procedure; today, pre-admission calls take no more than 10 minutes per patient. Because patient information is much more complete, the facility's pre-admission nurse simply phones patients to review information and answer any questions they may have.

Receiving, Tracking and Storing Documents More Efficiently

An unexpected bonus for facility staff is the Perioperative Document Manager (PDM) feature. PDM is a powerful image archive solution that can receive, track, and store documents such as H&P forms, consent forms, and labs that are sent from a doctor's office to a facility. PDM makes submitting documents from a computer, scanner, or fax easier and foolproof because each document is associated with a patient's Medical Passport. "It was a huge surprise discovering this feature and something we really appreciate having," said Carney. "PDM has enabled us to improve our H&P process and has helped us meet our accreditation with The Joint Commission survey."

Even with an anticipated increase in case volumes, Carney expects the facility to continue managing pre-admission screenings with ease using One Medical Passport.

Key Benefits

- Is easy to use
- Creates a more efficient pre-admission process
- Saves significant nursing hours
- Improves H&P process
- Helps to earn The Joint Commission accreditation

"One Medical Passport is very user friendly. Patients and staff continually comment on how simple it is to use in comparison to the competitive solution we were previously using. It is equally as easy to work with the folks at Medical Web Technologies. They have been extremely accommodating and the level of service is wonderful. We couldn't be happier with our decision to make the switch to One Medical Passport."

*Rena Carney, Clinical Coordinator
Dublin Surgery Center, Dublin, OH*