



Testimonial - Docman RMS

Swindon CCG

We spoke to staff at Swindon CCG to find out why they've made the move to Docman RMS

Last year Swindon Clinical Commissioning Group (CCG) purchased our Referral Management System, **Docman RMS**, to help them manage their inbound referrals more efficiently. Previously they manually recorded referrals on a spreadsheet, which meant that only one person could access the system at a time. It took longer to input the required information, and there was a potential risk of human error. They also found it difficult to workflow documents within their triage centre as using a spreadsheet often led to miscommunication and confusion amongst staff.

Since implementing Docman RMS, staff at Swindon CCG have found the referral process to be quicker and easier, with correspondence seamlessly workflowed across the CCG. Docman RMS makes certain there is minimal risk of mistakes and provides full auditability to ensure documents aren't lost along the way.

Swindon is one of the many NHS organisations moving away from paper based referrals. Receiving documents by post and fax is a costly process, which carries the risk of the referral being lost, unread or sent to the wrong person. Going paper free will soon become a mandatory requirement for the NHS, with new legislation on the horizon and a complete phase out of fax machines by March 2020.

Our solution provides Swindon with an effective solution, which ensures the sender knows when the referral has been sent, received and workflowed by the recipient.

It's a Cloud-based service, which removes the need for dedicated onsite hardware, and allows staff to securely access clinical documents and structured data anywhere, anytime, through any device.

Dr Alex Yeates, Clinical Safety Officer at Advanced, commented *"Not only does Docman RMS provide Swindon CCG with significant improvements in the efficiency of their process, but it improves accuracy and reduces delays - which can only be better for patient care."*

More information

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