Customer Success Story | Healthcare

Hospital Samaritano

One of Brazil's most digital hospitals improves information access, elevates patient care

The Customer

Located in São Paulo, Brazil, Hospital Samaritano began as the Evangelical Hospital Society. The country's British, North American and German immigrants established the institution in 1890 to welcome patients of all creeds, races and nationalities equally. In 2015, Hospital Samaritano celebrated 121 years of fulfilling its mission.

The Challenge

With the goal of becoming a truly digital hospital with an advanced management model, Hospital Samaritano needed to eliminate paper and improve its business processes. But, the systems that Hospital Samaritano already had in place could not meet all of its requirements. None could quickly, easily and immediately offer in-context information to clinicians and patients.

The hospital found the single-platform solution it needed to transform its processes and improve information access in OnBase by Hyland.

The Solution

Hospital Samaritano staff worked with Hyland to implement OnBase in just three months. The project also included migrating nine years' worth of files – in various formats – to the new enterprise content management solution.

Now OnBase provides a secure, centralized data repository from which clinicians and staff easily locate and electronically access patient information. With minimal training, authorized users now access

CUSTOMER
Hospital Samaritano

LOCATION
São Paulo, Brazil

SIZE
319 beds, with intensive care and a 14-room surgical center

ONBASE INTEGRATIONS
Tasy, the hospital information system

DEPARTMENTS USING ONBASE
Medical Records
Surgery
Finance
HR

One platform **Unlimited potential**

OnBase®
by Hyland

> **OnBase provides a secure, centralized data repository from which clinicians and staff easily locate and electronically access patient information.**

the content they need – everything from images, prescriptions, hospital admission forms, medical requests and patient histories to health insurance guidelines – without leaving the hospital's electronic chart system.

"The OnBase solution has greatly contributed to Hospital Samaritano becoming a completely digital hospital, with an environment that offers quality, security and reliability as differentiators."

– Lilian Correia, technology information manager, Hospital Samaritano

"OnBase has proven to be a mature solution, both in terms of implementation and use, which is an important differentiator in the complex hospital management system. Its flexible technology adjusts to our needs and brings advancements, convenience and comfort to our users," said Lilian Correia, technology information manager at Hospital Samaritano.

The Difference

Elevates patient care – OnBase provides authorized users access to entire patient histories. Access to more complete records improves the quality of care while reducing the length of a patient's hospital stay.

Improves data management – By storing its information in OnBase, Hospital Samaritano has greater control over its information for improved processes, productivity and security.

Speeds surgery approvals and scheduling – Utilizing native business process automation, OnBase alerts staff to procedure forms missing information required for insurance approvals to expedite scheduling surgical procedures and increase occupancy rates.

Learn more at **OnBase.com/Healthcare ››**

OnBase®
by Hyland