

Austin Health

Industries: Healthcare

Improving patient care through better document and form management.



SharePoint Solution Types

Document Management / Enterprise Search / Form Management / Installation & Training

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“nSynergy helped us gain a much better understanding of the hurdles we face to improve our information management and demonstrated how SharePoint addresses many of the issues that make this a complex undertaking in a major teaching hospital. We look forward to SharePoint enabling us to make some real improvements in efficiency and patient safety across all clinical, administrative and technical areas.”

Paul Oppy

*Chief Information Officer
Austin Health*

Company Overview

Austin Health is one of Melbourne’s largest health care institutions, providing medical services to almost 236,000 patients annually. As per many healthcare providers, Austin relied on paper based forms for many of their practices.

Challenge

Before contacting nSynergy, Austin Health encountered difficulties with their ability to quickly retrieve administrative and technical information from its electronic storage systems. Although most of the hospital’s documents were stored in one large Shared Drive and the hospital’s intranet, staff were taking a considerable amount of time to find the documents they needed to perform their tasks. Adding to the problem, multiple versions of the same documents were being stored on the servers in various locations owing to lack of standards and tools for version tracking and document collaboration.

Solution

nSynergy delivered a pilot implementation of Microsoft’s Office SharePoint Server 2007 to demonstrate how a major public hospital could benefit from Enterprise Search, Document Collaboration, Records Management and rapid form development for capturing structured information and applying automated workflows.

The services nSynergy provided to Austin Health included SharePoint application design, implementation and configuration, training across the various roles and implementing the document and forms management strategy. In addition, nSynergy enabled and configured the indexing rules and search scopes for SharePoint Enterprise Search module.

nSynergy worked in Austin’s Intensive Care Unit, in the IT Department and in various corporate service areas including the Board Secretariat, Clinical Governance and Risk Management units. In each of these areas, nSynergy was able to use SharePoint tools to show staff how they could improve information and knowledge management and create more effective workflows.

Austin Health will continue to build on the facilities introduced by nSynergy, enabling staff to quickly and easily locate documents, reduce duplication and the use of paper based forms.

nSynergy supplies collaborative software solutions for a great variety of clients globally. We are deploying SharePoint solutions to companies in a myriad of industries, adding our own customisations and enhancements. We have SharePoint specialists and developers in a number of locations, and can provide a broad range of SharePoint-related services and solutions.

For further information, please contact:

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