

Healthcare Case Study

# Hammersmith Hospital

Hammersmith Hospitals   
NHS Trust

THE DOCUMENT COMPANY  
**XEROX**  
*DocuShare Business Unit*



## The Challenge:

- An efficient, space-saving, electronic method of storing hi resolution graphical records and notes.

## The Solution:

- Xerox Document Centre with Xerox DocuShare and Adobe Acrobat software.

## The Results:

- A simple solution that allows personnel to enter a patient number, scan documents, and save them as small yet high quality electronic files. These files are fully searchable and can be retrieved by patient number, any field, or cross-referenced results.



Xerox  
Business  
Partner

## Communications Case Study

### Customer Profile

Hammersmith Hospital, Du Cane Road, London, W12 0HS, United Kingdom

Hammersmith Hospital is internationally renowned for clinical research. Its clinical reputation was built on the treatment of medical conditions notably of the heart and kidney, and now includes a cancer centre and a new leukaemia wing. Specialist surgery is available for liver cancer, kidney transplantation, gynaecological cancer and cardiothoracic procedures.

The hospital's imaging department has the full range of scanning and x ray equipment, and Hammersmith was Europe's first filmless hospital. An extensive range of pathology services are based here providing core laboratory services for the West London Pathology Consortium.

Adjoining the hospital is Queen Charlotte's & Chelsea Hospital, which houses the country's largest specialist obstetric centre and the south east's largest neonatal intensive care unit

### The Challenge

Hammersmith Hospital was looking to implement a system that would reduce the paper-handling burden associated with non-invasive tests carried out by its cardiology department. These include routine tests such as ECG (electrocardiogram) recordings, exercise stress tests, ambulatory monitoring and so on. Crucially, all of these investigations produce graphical hard-copy results, as contrasted to numerical data that can be more readily converted to digital electronic form. Together with clinical notes, this information can rapidly mount up and, in paper form, take up huge amounts of space, which is always at a premium in NHS hospitals. That not only leads to problems in terms of storage, but retrieval too, which takes considerable time and effort with the real possibility that vital pieces of information could be misfiled or lost altogether.

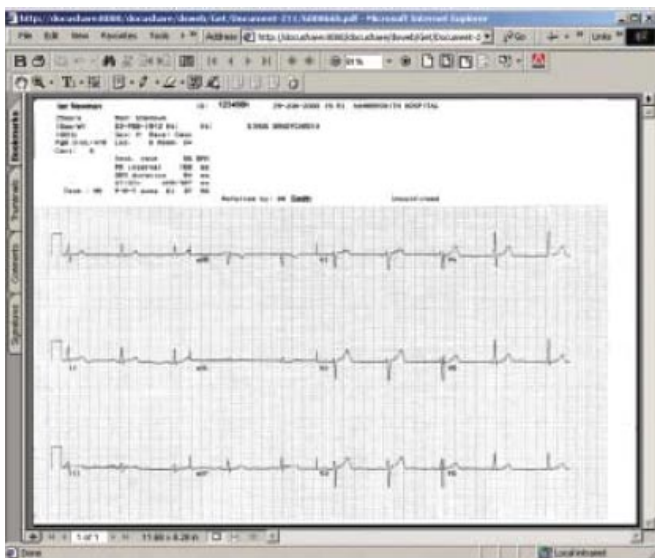
With that in mind, clinicians at Hammersmith Hospital wanted to adopt a more efficient, electronic, method of storing these records. They considered several approaches. Most, though,

were based on standard desktop hardware, which, in a hospital environment, proved both slow and difficult to use, and lacking in robustness. Moreover, in order to maintain the clinical quality of the records, most of the associated software solutions resulted in very large sized electronic files. These would have required huge and expensive amounts of online storage to make them available on demand, and even then, graphical records would be slow to transmit and download due to the file sizes.

### The Solution

The Xerox solution combines straightforward, yet extremely robust, scanning/printing hardware with back-end software optimised to suit the specific requirements of the project.

Xerox Document Centre, a multi-function network laser printer/copier provides scanning facilities and, where required, hard copy print-outs of stored records. The back-end system to which the Document Centre scanners are attached is based on DocuShare, the Xerox Web-based document management, workflow and collaboration application. It is this software that stores the scanned records using simple workflow rules. DocuShare integrates with Adobe Acrobat software, which, among other things, converts any printed text into machine-readable format for use in document indexing.



*Working together...  
getting results.*

*Together we can.*

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