



# eceptionist™

## Case Study - Medway NHS Trust – Gillingham, England

### Overview

*This UK based hospital complex is using Eceptionist as the operating system for its tele-dermatology operation. The web-based system provides functionality ranging from appointment scheduling to the creation of a clinic record complete with diagnostic quality dermatology images. Medway NHS Trust also uses Eceptionist to manage all of the administrative functions (reminder letters, automatic reminders, follow-up letters, etc.) associated with the tele-dermatology process. The Medway NHS Trust has been a customer since July 2004.*

The **problem** was clear. Can one system **integrate** scheduling and electronic patient records that are **accessible in real-time** across the **UK**?

### Problem

Like many hospitals in the UK, Medway NHS Trust has a shortage of qualified dermatologists. As a result, patients must endure lengthy waits before they can be examined and diagnosed by a consultant. In addition, these lengthy waits were outside of the national NHS targets for access to services, to which all NHS providers have to comply.

Medway NHS Trust knew what the problem was, but it needed to find a solution that could be implemented quickly and would provide all of the features and functionalities required to securely handle sensitive patient data whilst fulfilling the requirements of the access targets and clinical standards.

### Solution

Enter Eceptionist. Medway NHS Trust turned to Eceptionist and its Telehealth Manager. Eceptionist was able to deliver a solution in a matter of days. Medway NHS Trust Chief Executive, Andrew Horne, emphasized the speed with which the solution was delivered: "It was less than a week from the day we first contacted Eceptionist to the day they completed the installation of

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820 Gessner, Suite 230 Houston, TX 77024 USA

Tel: 713.520.6688 Fax 713.520.6785

UK +44 (0) 207.903.5332



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the system and the training of our staff. It was a remarkably smooth process at an affordable price.”

Through the use of Telehealth Manager, Medway NHS Trust can schedule satellite dermatology clinics that are run by nurses. Patients are scheduled, via the scheduling engine embedded in Telehealth Manager, to attend the dermatology clinics.

During the examination, the nurse follows a protocol that has been defined by the Trust’s Consultant Dermatologists. In addition to completing the protocol, the nurse will capture images of the problem area and embed these images to the patient’s appointment record in Telehealth Manager.

Once the appointment is completed, the consultants can log onto the system, review the records along with the images and determine a treatment plan. The record is stored on servers, which can be accessed by the Consultant Dermatologists from any where and at any time.

The letter wizard included in Telehealth Manager allows the consultants (or their assistants) to generate a treatment plan for the patient, as well as a follow-up letter to the patient’s GP.

## Benefits

Since the inception of Eceptionist’s Telehealth Manager, everyone has benefited.

Medway NHS Trust has been able to greatly reduce its dermatology waiting list. This has helped to improve its image in the community and meet the high demand for the service. In addition, as more patients are treated at the Trust, this increases the likelihood that higher margin follow-up procedures are performed at the Trust.

**Eceptionist** provides **real-time electronic image** and **data transfer** between the Nurses and Consultant Dermatologists in the **Medway NHS Network.**

The target for the Trust during the first nine months of the Eceptionist service was to see 1800 patients between July 2004 and April 2005. During this period, the Trust was able to see 1,920 patients using the Eceptionist service. The targets for the first year were exceeded by 120 patients. Of the patients who have been seen in the tele-dermatology clinics, approximately

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60% returned to their general practitioner with a course of treatment, 20% went directly onto a minor surgery waiting list, and 20% were invited to a consultant consultation.

Since April of 2005, the Trust has increased the number of patients seen using the Eceptionist service on a monthly basis by an average of 17% when compared to the previous periods.

The benefits to the patients are obvious: less waiting time and faster treatment. Problems that could pose serious health threats if left undiagnosed are caught earlier.

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