

Al Salama Hospital – “Becoming a paperless organization”



Al Salama Hospital, one of the leading hospitals of **Abu Dhabi**, located in the centre of the city, is a modern multi specialty medical center. Al Salama was established in 1979 and since then they have managed to facilitate their customers with advanced keyhole surgical facilities.

In a general visit to a hospital, from getting an initial appointment to the final billing, a person comes across a number of papers. Some are signed by the respective person and some are autographed by doctors in the form of prescription. Imagine how miserable would the life of the admin staff, which is responsible for managing and keeping a record of all such papers. They have piles and piles of paper to be managed and recorded.

Before December 2013, Al Salama Hospital was facing a similar problem. Being a leading hospital, they had thousands of registered patients and a number of weekly visits, resulting in huge piles of papers to be recorded and managed. The job for the back end staff was becoming more hassled.

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The management was quite concerned about the issue, as it was ultimately having an impact on their customer service and customer experience because the operational tasks were more time consuming. After discussing a number of available options, they decided to opt for a digital signature device. The aim was to replace a multilayered, complex process of data management with a more efficient and a single layered process.

They checked a number of digital signature device providers, but the problem they were having was, these devices could not have been integrated with their existing system. This means, the idea to have a single layered model was still not possible.

In November 2013, they come to know about **Wacom's DTU-1031** device. **Wipaq Techonology LLC**, sole distributor of Wacom in UAE, was offering it. So the management approached Wipaq

Technology LLC and discussed their requirements with them. **Wipaq Technology** suggested them DTU-1031 electronic device for signing and for completing consent forms. Also, along with the device SDK was offered, with the help of which, Al Salama Hospital's management was able to integrate their existing system with the device.

This solution started to roll off by December 2013. As a result, Al Salama's management experienced following benefits:

We are glad; we have ultimately achieved the goal to become a "Hospital without Paper"

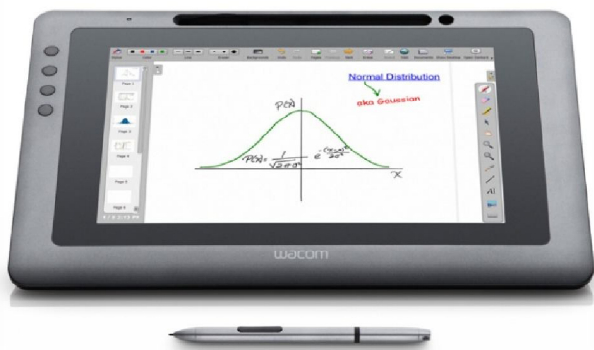
*Dr. Sameh Boshra Yanni,
CEO Al Salama Hospital*

- An increase in patient satisfaction.
- Lowering of waiting time because of digitization and a single layered system.
- Lowering of cost related to processing and archiving paper.
- All signed documents are digitally archived and available immediately.
- Growing piles of papers, stored for record keeping, eliminated.
- Doctors can now be consulted remotely to offer their expert advice by viewing the digital records.
- Medical professionals can draw and write directly on charts and even x-rays.
- With advanced medical record charts, handwritten input is possible to enhance patient communication and chart management.
- The records can be sent directly to pharmacies for quick filling of prescriptions.
- Employees can find, read and check the documents much quicker, having an instant access to the information, from both the reception and the examination room.

Dr. Sameh Boshra Yanni, CEO Al Salama Hospital, phrased their success as:

We implemented a digital workflow across the hospitals in U.A.E region. Today, we proudly claim, our patient satisfaction has been improved by dramatically lowering their waiting time and cost related to processing and archiving papers.

We are glad; we have ultimately achieved the goal to become a "Hospital without Paper"



With the support and guidance of **Wipaq Technology LLC**, Al Salama Hospital opted for a revolutionary solution. Al Salama Hospital now continues to contribute to its vision, i.e. "To achieve the highest standard in the health care community through practice in collaboration with other disciplines while maintaining our caring commitment to our customers".