



## CASE STUDY

# North Eastern Community Hospital

Improving business practices  
through adapting an online  
admission process with Patient Portal

## The Project

“North Eastern Community Hospital identified an opportunity to improve a process for our patients as well as improving our historic business practices through adopting an online admission process. Global Health MasterCare PAS has been in place at North Eastern for several years with the relationship with Global Health seen much more as a partnership by both parties.

The new online admission process allows patients to complete their admission details online in advance of their admission to the Hospital. Mandated fields ensure we receive correct information ahead of the admission inevitably reducing errors and unnecessary delays at the time of admission. The online process also included an automated BMI calculation function to ensure all patients have a recorded BMI prior to admission, this is a great value add in terms of patient safety in determining those high risk patients requiring a pre-anaesthetic assessment. Most importantly the admission process for our patients is faster on the day of admission. In addition once a patient has completed an online admission form, all data is saved meaning and return visit to the Hospital would only require the patient to review and update information as opposed to completing a whole new complete form which is required with a paper based admission form.

As part of change management, we have introduced a phased approach, running both the existing paper system and the new online process. This process will be concluded once the pilot has been finalised with a view to removing paper based completely and for those patients groups where it is required offer a call centre service to assist in their admission. The impact internally of online versus paper based is roughly 50% less in terms of administration time. This in turn at a patient level constitutes roughly a 15-minute reduction per patient minimum. After 6 weeks going live, we are tracking above 20 Patient Portal Admissions per week; that’s roughly 5 hours saving per week

Any technology solution that has a dual benefit should always be seriously considered and as technology continues to advance, the healthcare system must learn to adapt in most instances to these changes”

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Patient Portal  
reduced  
administration  
time by 50%\*

\*Estimated

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Scott Williams MBA, GAICD  
Chief Executive Officer  
North Eastern Community Hospital



## The benefits of Patient Portal

The Patient Portal directs the information you require from your patients straight into your Patient Administration System (PAS).

Patients can login anywhere anytime and fill in information including: personal information, medical history, pre-admission forms or mental health assessments.

### Patient Portal features and benefits

- Patient admission forms, which capture patient information required for the clinical history (personal information, medical history and lifestyle data)
- Interacts with LifeCard
- Engage directly with the customer with targeted information about your business using this platform as a marketing channel
- Automatically updates **MasterCare PAS** with new patient information.
- Fully secure with HTTPS protocol and the latest security certificates to protect your patient data