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DOCUMENT MANAGEMENT AND PROCESS AUTOMATION IN A PAPERLESS HEALTH INSTITUTION

Maria Jose Amaral Salomi^a and **Rafael Fabio Maciel^a**^aFederal University of Sao Paulo (UNIFESP), Brazil

Health care management is essential to the financial balance of institutions and to the improvements in patient and organization documental processes. In order to achieve those aims, an important step is to observe the indicators that start to point out positive evidences when using document management and process automation in a health care institution, through Information and Communication Technologies in the e-Health system. The main purpose of this study was to gather data and indices about the issue under study, through a literature review. Analysis of American, European, and Brazilian articles in academic or non-academic health care organizations indicates share and use of patient's data, that can improve applied systems performance; analysis of processes; indicators of quality of provided service and patient's quality of care and safety; diagnosis and prescription of medications and decrease of data information errors, thus achieving level 7 in the Healthcare Informatics Management and Systems Society (HIMSS).

Biography

Maria Salomi has experience in research and training of programs and health applications. The main purpose of this study was to gather data and indicators about health process, through a literature review. She has demonstrated that achieving these goals is important to observe the indicators that begin to point out the positive evidence in the use of document management and process automation in a healthcare institution, through the Information and Communication Technologies in the e-Health system.

mariaeid@terra.com.br

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