Prior to the introduction of Therefore, all of the residents’ documents were managed in paper form. In the care sector, different types of documents have to be processed. These include: contracts, checklists, personal data, correspondence with health insurance companies, documentation, invoices, proof of care provided by health practitioners, and communication/approval of relatives. In the context of a day-to-day work, the same documents had to be accessed and processed over and over again. Receipts had to be filed multiple times so that they were available for different workflows processes.

The Company

Since July 1990, the “Neckargemder Hof” has been run as a private nursing home in Neckargemünd in Germany. It was expanded to 100 rooms (32 single rooms and 34 double rooms) in 2005 and 2006 after extensive new and remodelling measures. More than 100 employees from the areas of care, care, housekeeping, technology and administration ensure the well-being of the residents with a wide variety of care needs.

The Solution

By using Canon’s document management solution called Therefore in conjunction with Canon document scanners, the following solution was implemented:

All documents were digitized by the document scanner in-house, indexed and stored in Therefore for easy retrieval then assigned to the residents. All digital documents regardless of types, including PDF documents, images, Word or Excel files are stored in Therefore.

Therefore’s document history capability allows visibility of every change and touchpoints to the document and also it’s possible to recall earlier versions. After installing
With Therefore, we have managed to securely store and retrieve all important documents of our residents and employees in a structured way, and are able to find them again very quickly. With the support of EWS, we were able to implement our vision with more efficient processes and are saving valuable time and effort“

Michael Neibert, Manager at elder care facility, Neckargemünder Hof

the solution in the home management program, the resident master data was automatically available in Therefore.

Other features (receipt types, participants, on-boarding date) are automatically assigned to residents and departments when scanning or storing documents. New documents can be viewed directly by the home administration and home management teams, commented on and forwarded to the relevant department.

The manual search process (formerly folder-file-separation sheet) has also been replaced. Therefore became a central repository and offers a more structured and advanced search function. Full text search is now available for everything saved in Therefore saving significant time spent for locating documents. After the successful implementation of the digital resident repository, Therefore is now also managing the files and documents of employees, such as HR documents, leave application sheets, and personal documents.

The Benefits
• Fast and direct availability of resident records
• Attaching communication to tasks
• Secure document sharing with external authorities