



Metrofile

Records & Information Management

HEALTHCARE SECTOR

As the leader in fully integrated **Records and Information Management** in South Africa, we have been successfully managing and protecting essential information and records at the of heart business, industry, private practice, government and various organisations for over **35 years**. This means we are fully conversant with the fundamental and specific needs and requirement of each sector. When it comes to the Healthcare sector, we have a deep understanding of the importance of patient confidentiality and secure access to patient records.

We will manage your risk of patient confidentiality protection and provide access to patient history information in a fast, safe and secure manner, allowing you to optimise efficiency, manage patient diagnosis with greater ease and reduce the risk of litigation.

WHY TRUST METROFILE WITH YOUR HEALTHCARE RECORDS & INFORMATION MANAGEMENT?

Metrofile hold many firsts in the Healthcare industry, as well as being 1st to introduce off-site record storage, 1st to introduce sophisticated random-based storage software systems, 1st to pioneer outsourced scanning bureaus and 1st to offer image and data hosting services. We also:

- Have world-class, round-the-clock security
- Are well entrenched in the Healthcare industry
- Have facilities that meet all international best-practice standards
- Adhere to the regulations and standards that govern the healthcare industry

BENEFITS OF METROFILE HEALTHCARE RECORD & INFORMATION MANAGEMENT

Metrofile will ensure that your:

- Service delivery will be enhanced and lost and misfiled information minimised
- Files will be efficiently organised, decreasing duplication
- Optimisation will be increased, reducing long queues and patient waiting time
- POPIA Legislation compliance will be ensured
- Efficiencies will be increased, allowing instant access to files and more time on important functions

METROFILE PRODUCTS & SERVICES

RECORDS STORAGE & MANAGEMENT

Store significant volumes of information that require specialised management and protection (via security monitoring and/or card entry systems) for fast and easy access for authorised users. With Policies & Procedures specially designed for Healthcare, continuity of care is ensured through sound dependable patient files, using a wide naming of documents to allow sustainable successful search results.

ARCHIVE SERVICES

These services enable you to securely store and manage physical records via box storage, as well as in Metrofile's data vaults, which provide additional levels of security and access control.

BENEFITS:

- Guaranteed confidentiality with secure confidential, certified shredding
- Accurate medical records classification, storage of inactive records and optimised space utilisation
- Reduced costs
- Prevention of litigation through compliance with regulations:
 - National Health Act 61 of 2003
 - Clinical Governance
 - PAIA
 - POPIA
 - MPS Guidelines
 - HPCSA Guidelines
 - Department of Health – SOP

ACTIVE SERVICES

This service is designed for physically filing and managing both on-site and off-site active or semi-active files, to provide consistent and up-to-date information and access to active patient history. This facilitates an improved patient experience through quick access to medical history and personal information.

BENEFITS:

- Controls the movement of medical records
- Promotes accurate medical records classification and purposeful storage, while strengthening their safety and security
- Prevention of litigation through:
 - Medical Record Room Management
 - Clinical Governance
 - PAIA
 - HPCSA Guidelines
 - Department of Health – SOP

HOSTED SERVICES

MetroNet is a portal that offers clients access to information about

the records under the company's protection at any time, and to request 'same day' or 'next day' delivery of specific records to their offices.

MetroHost is a multilayered online records management solution that caters for both internal and outsourced records management environments, with secure authorised user access. This service provides systematic records retention and live database access to up-to-date and relevant information, with confidentiality guaranteed.

BENEFITS:

- MetroHost is the only system in Africa that caters for the specific needs of both physical and electronic records in one system, accessible via the Internet
- No Capex outlays, no administration or DR server costs for the client
- Easy access to records for audit purposes
- Prevention of litigation via compliance with regulations:
 - Medical Record Room Management
 - Clinical Governance
 - PAIA
 - HPCSA Guidelines
 - Department of Health – SOP

STATIONERY SERVICES

MetroMedia offers a comprehensive range of products designed for the physical filing, indexing, storage and management needs of most businesses, ensuring visual categorisation and higher quality physical record-keeping.

BENEFITS:

- Standardisation of colour, size and quality of physical records, ensuring durability
- Scalable services with full national footprint
- Prevention of litigation via compliance with regulations:
 - HPCSA Guidelines
 - Department of Health – SOP

IMAGE PROCESSING

This service is the straightforward conversion of paper-based documents or records to digital or electronic data.

DIGITAL SERVICES

These services consist of:

Document Scanning – on-site or off-site bulk scanning or specialised scanning for projects of any size.

Archive Writing – the service of producing a microfilm version of

digital information for long-term preservation and safe storage.

Digitising – a service relating to the conversion of records stored as micro images into digital format.

These services are designed to improve problems associated with the loss or misplacement of physical paper records, as well as reduce the delays that occur when transferring paper medical records. Utilising these services means you have fast, easy access to live databases, which are constantly updated with relevant information, and can be shared more easily.

BENEFITS:

- Reduced costs of storage space
- Aggregation of data with online access
- Systematic record retention
- Prevention of litigation via compliance with regulations:
 - National Health Act 61 of 2003
 - Clinical Governance
 - PAIA
 - POPIA
 - HPCSA Guidelines
 - Department of Health – SOP

ANALOGUE RECORDS MANAGEMENT

This service provides for the management of records on microfilm, microfiche, and Aperture Cards.

BACKUP STORAGE & MANAGEMENT

Backup storage is essential to your peace-of-mind with regard to the safety and security of your vital information and records. With 14 000 hard drives crashing every year, and interrupted power supply increasing the risk of this happening, backup storage is the only viable solution. Metrofile's range of backup storage services include:

VAULT SERVICES

Maintain a high standard of data integrity and access through these secure, access-controlled services, which ensure totally business continuity:

DataSure – a scheduled drop-off and collection service for the secure collection and storage of backup tapes.

Containers – a secure delivery and collection service offering greater protection of backup tapes.

Open Rack – a secure and scheduled service for large tape libraries.

BENEFITS:

- Management of redundancy
- Prevention of litigation via compliance with regulations:
 - National Health Act 61 of 2003

- Clinical Governance
 - PAIA
 - POPIA
 - HPCSA Guidelines
 - Department of Health – SOP

MANAGED SERVICES

Metrofile Managed Backup – an online service providing fully outsourced and managed backup.

Unified e-Mail Management – a service specifically designed to manage the backup of company emails.

HOSTED SERVICES

MetroVault – an online portal that provides clients with user-defined details of their accounts.

Both Managed Services and Hosted Services are critical for day-to-day operations, allowing quicker uptime and multiple retrieval points, with restricted access to encrypted data. Automation ensures your records are secure from theft and fire, and managed in terms of redundancy.

BENEFITS:

- Ensures mitigation in the case of a disaster
- Enhances your business reputation
- Prevents litigation through compliance with regulations:
 - National Health Act 61 of 2003
 - Clinical Governance
 - PAIA
 - POPI
 - HPCSA Guidelines
 - Department of Health – SOP

RECORDS MANAGEMENT SOFTWARE

With a 35-year pedigree in records and information management, Metrofile powerfully endorses the belief that the only reliable and dependable form of records management is through a systems-based approach. Their range of records management software offers 3 comprehensive solutions:

DataStor – this is an enterprise solution that cost-effectively allows large enterprises to manage electronic records through the process of capture, storage, retrieval and distribution.

This solution increases the security and confidentiality of vital information by ensuring easier control and audit access to records in a centralised data store, while reducing redundant form filling. Email with remote access ensures more transparent doctor-patient relationships by enabling patients to access their pathology and medical records, thus facilitating more efficient and effective consultation.

BENEFITS:

- Standardisation of content
- Track & trace physical barcoding
- Ease of collection/retrieval of specific information
- Improvement of data quality
- Compliant with national initiatives

RECORDS MANAGEMENT CONSULTANCY

Decades of experience dictate that the only reliable and effective records management solution is achieved by a formal management policy, without which your enterprise is at risk of losing your key asset – the vital records and information at its core. Metrofile’s specialised consultants will help you plan and implement the optimal policy for you.

Records Management – is a set of defined rules encompassing all aspects of record management and storage, designed to identify risk, maximize business efficiency, ensure patient confidence, business continuity and effectiveness of administration.

BENEFITS:

- Enhances your business reputation
- Mitigates disaster
- Prevents litigation through compliance with regulations:
 - National Health Act 61 of 2003
 - Clinical Governance
 - PAIA
 - POPIA
 - HPCSA Guidelines
 - Department of Health – SOP
 - Audit Outcome

RECORDS CLASSIFICATION SYSTEM

This system ensures that record types and file taxonomies are built correctly, and together with Retention Guides, facilitate the maintenance of data integrity, effect a standardised and methodical approach, while enhancing patient confidence through compliance with Patient Record Management.

Retention Guides - are designed to ensure that records are kept for precisely the correct length of time in accordance with legislation and registration requirements. Together these services promote business continuity, enhance reputational risk and potentially assist future medical research.

BENEFITS:

- Enhances your business reputation
- Mitigates disaster
- Prevents litigation through compliance with regulations:
 - National Health Act 61 of 2003
 - Clinical Governance
 - PAIA
 - POPIA
 - HPCSA Guidelines
 - Department of Health – SOP
 - Audit Outcome

INTEGRATION PROCEDURES

These procedures ensure that records management is integrated into all applicable line-of-business systems to eliminate duplication, guarantee a single-source systematic approach and facilitate efficient access, including front office accessibility. The net outcome is an enhanced business reputation and informed confident patients. These procedures are underpinned by the business SOP, preventing litigation.

CONFIDENTIAL RECORDS DESTRUCTION



Clients are provided with secure storage bins placed at strategic points in their offices.



Custom built shredding and collection vehicles regularly visit each client to empty and shred the contents of these storage bins, either at their premises or at our warehouses.



The destruction protocol is in accordance with the strictest international standards and is ISO 90001 and NAID AAA certified which is the highest certification available in the shredding industry.



These exceed the most stringent US and European standards and comply with the POPI Act security principles



Destruction by way of managed paper-recycling is also offered.



Call: +27 (0) 11 677 3000 | www.metrofile.com

Your POPIA compliance partner
35 YEARS OF UNIQUE UNDERSTANDING OF SOUTH AFRICAN BUSINESSES