

Ref. No: 586
From: NHS
Date: 13/04/23
Subject: Clinical Coding Department

REQUEST & RESPONSE

1. Do you use an Electronic Patient Record (EPR)?

Yes.

2. If you do use an EPR which one do you use?

Careflow EPR.

3. When did you go live with your EPR?

01.04.2018

4. How long did it take to bed in within your Clinical Coding Department / Trust?

We do not hold / record this information.

5. How user friendly is your EPR for your Clinical Coders?

Clinical coders are reliant on scanned documentation into EPR, this can create a back log for clinical coders.

6. What systems were you using before?

Hearts PAS system.

7. How helpful was the EPR training provided to Clinical Coders before go-live?

We do not hold / record this information.

8. Is any paperwork still generated on wards that is required for Clinical Coding?

Yes.

9. How did implementation go for Clinical Coding?

We do not hold / record this information.

10. What was done well?

We do not hold / record this information.

11. What could have been done better?

We do not hold / record this information.

12. What were your biggest challenges as a Clinical Coding Department relating to your EPR?

Clinical coders are reliant on scanned documentation into EPR, this can create a back log for clinical coders / poor documentation.

13. What are still your biggest challenges as a Clinical Coding Department relating to your EPR?

Clinical coders are reliant on scanned documentation into EPR, this can create a back log for clinical coders / poor documentation.

14. Has EPR impacted your Clinical Coding Departments KPI's – quality, backlog, engagement?

Yes.

15. What are the positives of your EPR system for your Clinical Coding Department?

It saves time through Clinical Coders not having to visit the Wards to extract the information from paper notes.

16. Are there any negative impacts from your EPR for your Clinical Coding department?

Clinical coders are reliant on scanned documentation into EPR, this can create a back log for clinical coders.

17. How are you tackling these?

Make scanning aware of any outstanding scanned documentation.

18. Did you have any Clinical Coding clerical support before EPR go live and do you have clerical support now?

Yes, clerical support was in place before go-live and is currently in place.

19. Has the change been positive or negative for your Clinical Coding Department?

Positive.

20. Do you have any advice for a Clinical Coding Department planning on purchasing the same EPR as you?

Purchase a fully typed EPR system that is typed in real time, that way you are not reliant on scanned documentation and eradicates the issue of poor handwriting from Clinicians.

21. Would you recommend other Trusts select your EPR solution?

We do not hold / record this information.