

BEYOND SOCIAL DISTANCING

How healthcare systems can reimagine workflow practices to reduce the spread of COVID-19

Social distancing is one of the best ways to avoid COVID-19 infection, and the practice has quickly become common. It limits disease spread by those who are asymptomatic and protects our higher risk population.

But it can be difficult to maintain social distancing, especially in a healthcare setting. Physicians require information to treat patients, and much of that information comes by way of paper forms, digital media or trips through the hospital for treatment.

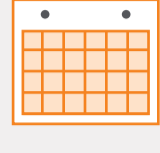
Patients are often required to fill out registration and consent forms or pre-exam questionnaires when they arrive at the doctor's office. This time spent in the waiting room, filling out paper forms and in close proximity to other people, potentially exposes both the patient and provider to various contagions, including COVID-19.

Technology can help. Digital workflow software solutions can reduce time spent in a waiting room, eliminate physical media and, in many cases, allow patients and providers to connect remotely.

Let's explore a few examples:

WAITING ROOMS

Waiting rooms present a handful of possible infection points, from filling out registration forms to fellow patients coming in and out of the room. Even the amount of time spent in the waiting room increases a person's chance of contracting an illness like COVID-19.



833.7 million

Number of ambulatory care visits per year (54 percent primary care physician visits)¹



18 minutes

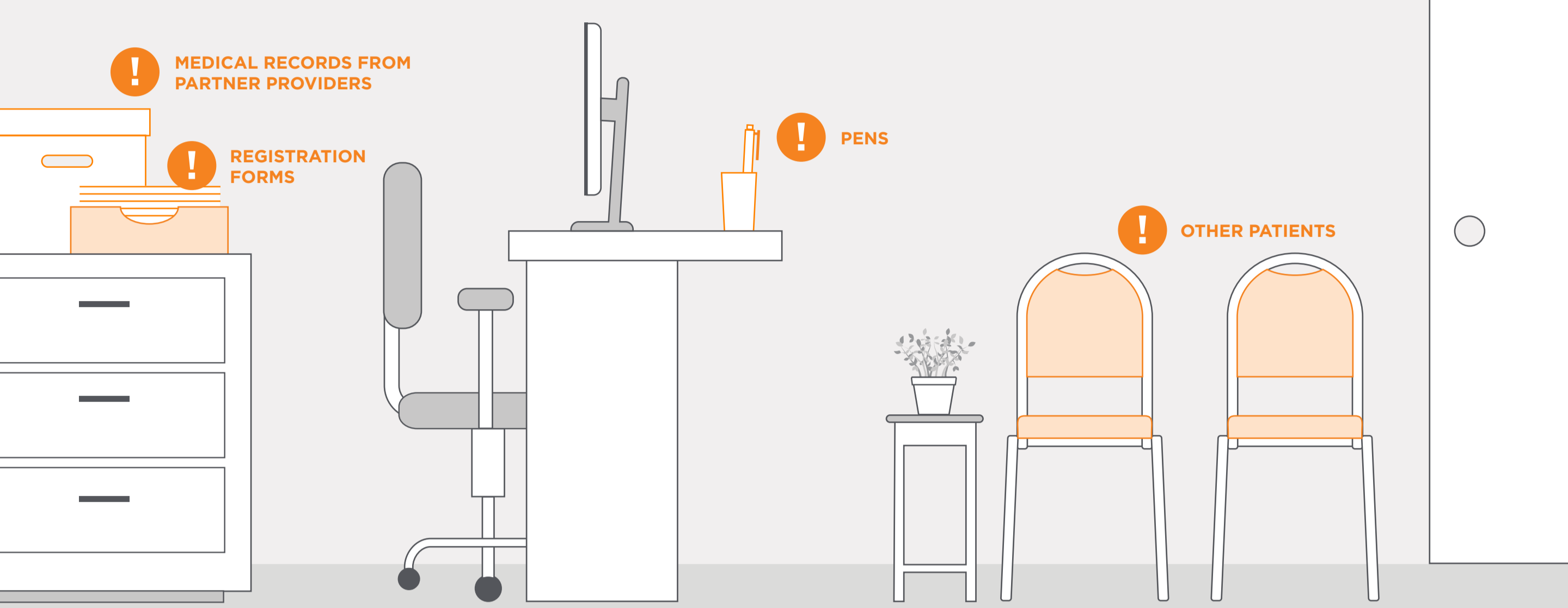
Average wait time before a patient sees a provider¹



5 days

Maximum length of time COVID-19 lives on paper and metal surfaces²

INFECTION POINTS:



By employing **telehealth capabilities and remote form completion and electronic signature solutions**, patients can sign and submit forms, including documents and images, digitally through their patient portal from the comfort of their home, eliminating the need for paper and reducing time spent in contact with other patients and staff.

90%

Percentage of surveyed physicians using some form of telehealth in April 2020³

63%

Percentage of hospitals and health systems that have adopted telehealth⁴

20%

Percentage of hospitals and health systems prior to the coronavirus pandemic using telehealth⁴



ER/EXAM ROOM

Because CT-scans are recommended for moderate to severe COVID-19 patients⁵, radiology — and the journey to radiology from a patient's exam room — can put both the non-infected patient who requires an imaging exam and their care givers in a position where they might encounter the disease.



20%

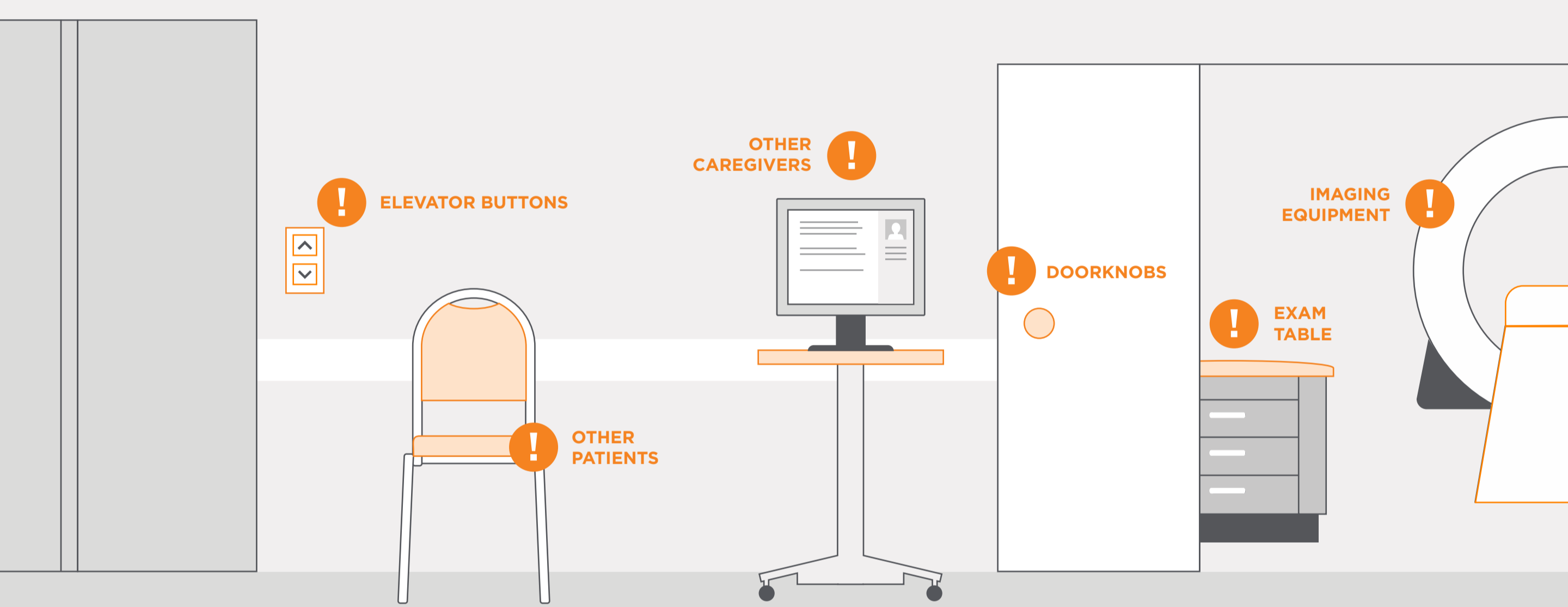
Percentage of U.K. COVID-19 patients who contracted the virus at the hospital while being treated for other medical issues⁶



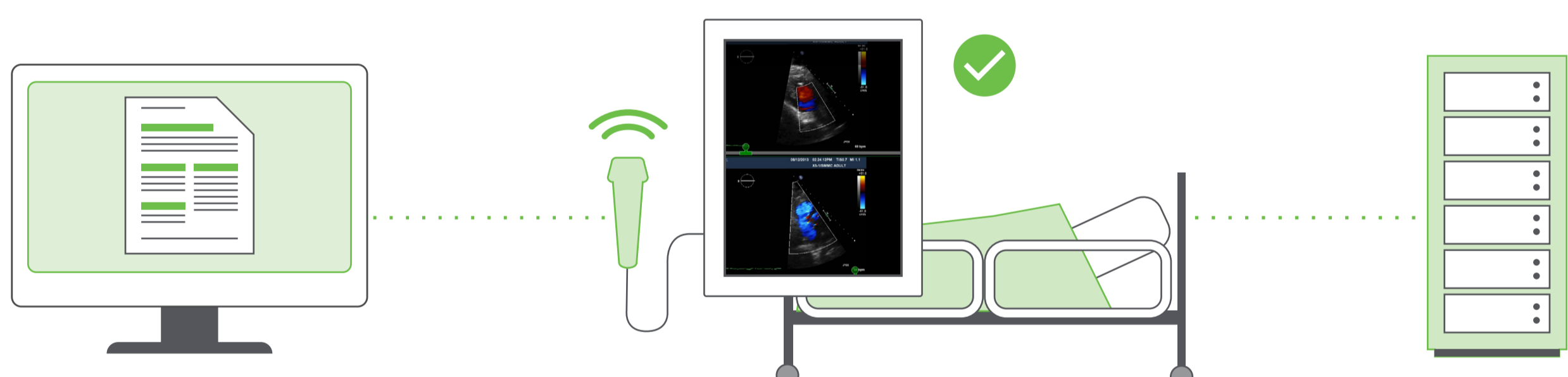
Isolation

Most healthcare systems have a COVID-19 ICU on an isolated floor or wing of the hospital

INFECTION POINTS:



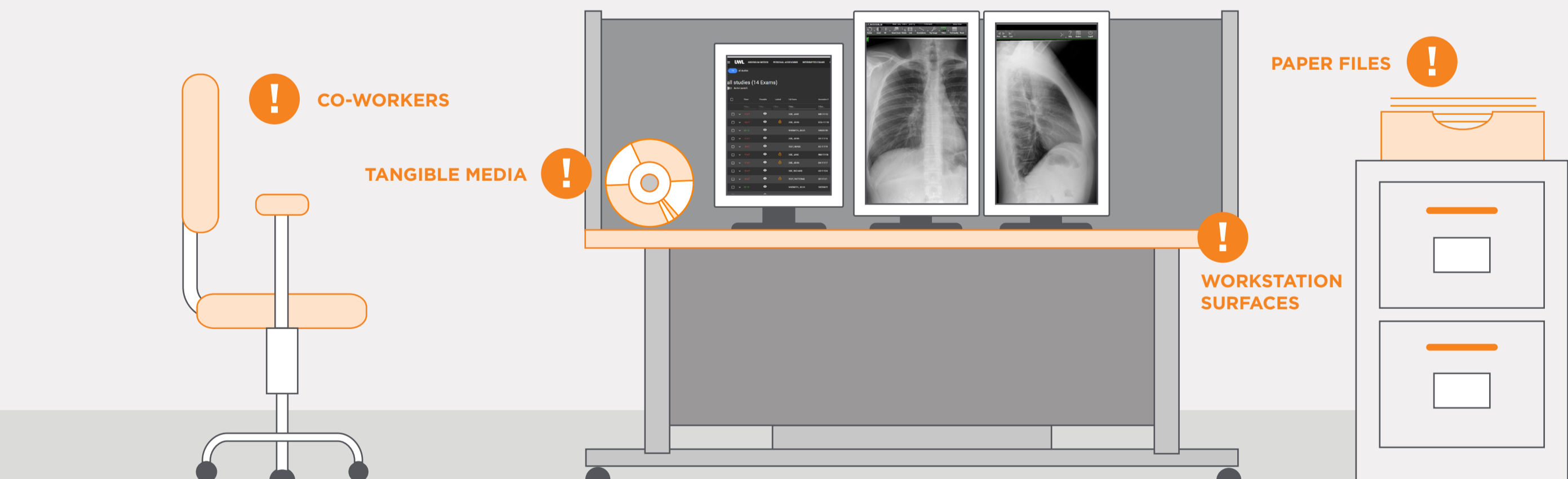
Many healthcare organizations are increasing the use of **point-of-care ultrasound** to help reduce the spread of the disease by bringing imaging to the patient as opposed to bringing the patient to radiology for an X-ray or CT scan. The right workflow solution can automate formal radiology order creation for the encounter-based images captured by point-of-care ultrasound devices and streamline the secure routing of these studies to the organization's PACS or VNA.



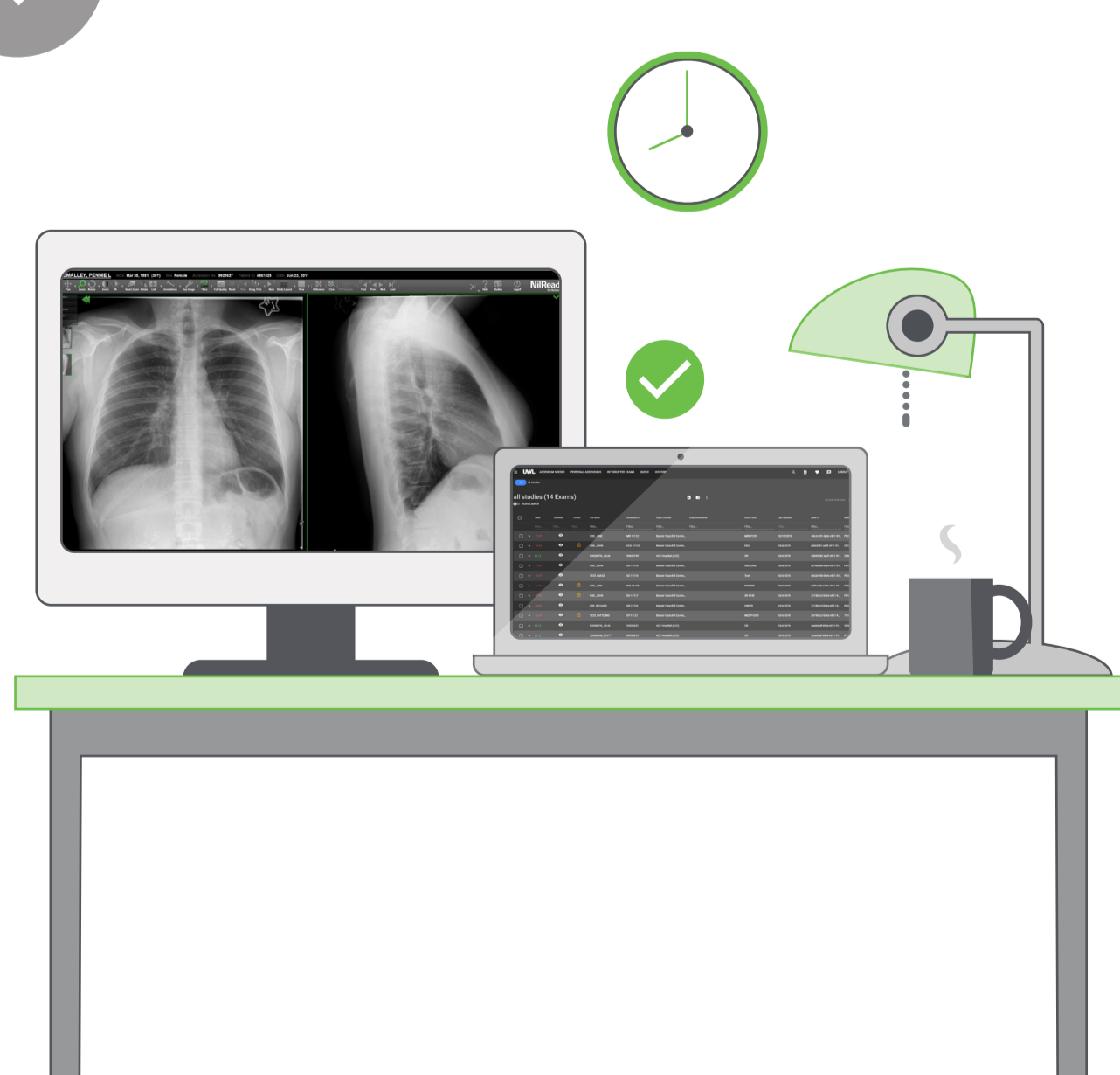
RADIOLOGY WORKSTATIONS

Medical imaging plays an enormous role in diagnosing and treating COVID-19, but PACS workstations in hospitals can increase the possibility of virus transmission.

INFECTION POINTS:



Radiologists are finding enterprise and diagnostic viewers that allow them to untether from the dedicated PACS workstations at the hospital, giving them the freedom and flexibility to **access diagnostic images remotely**. They can now read images at home, practice safe social distancing and reduce their risk of exposure. Radiologists are no longer confined to a set work schedule. Readings can take place 24/7, at the radiologist's convenience or during spikes in patient need.



Want to learn more about how you can create a safer environment for patients and staff?

Visit [HylandHealthcare.com](https://www.hylandhealthcare.com).

¹ [Task for keeping your practice safe and mitigating the spread of COVID-19](#). (March 2020). Rubinowitz, Betty MD.

² [How long does coronavirus live on surfaces?](#) (June 2020) WebMD.com

³ [Telemedicine capabilities in the pandemic era](#) (April 2020) Service Now

⁴ [Industry stakeholders say telehealth is key to COVID-19 response](#) (June 2020) Health Intelligence

⁵ [Imaging recommendations issued for COVID-19 patients](#) (April 2020) Zoller, Michael L.

⁶ [Up to 20 percent of hospital patients with COVID-19 caught it at hospital](#) (May 2020) Harding, Luke and Campbell, Denis

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