CASE STUDY

Brock University

Student health services saves time, dramatically improves patient flow with Ocean

Brock Student Health Services supports a diverse population of over 18,000 students, providing primary health care, prevention programs, and wellness education. The clinic implemented Ocean in an effort to improve efficiencies, decrease paper, and reduce their storage needs. That's exactly what happened – and a lot more.

The Challenge

Serving a very large, transient patient base at a leading university inevitably means a lot of time and effort is spent on patient intake. For the staff at Brock Student Health Services, this meant a constant flow of handwritten forms needed to be typed into the Electronic Health Records (EHR) software.

In addition, all the original paper forms needed to be stored somewhere, and the clinic was quickly running out of space. By scanning the paperwork and storing it electronically, they could stay on top of the storage issue, but the scanning process added another time-consuming administrative task for their already-busy staff.

"It felt redundant to have our students fill in all this paperwork, and then immediately hand it over to an administrator to type into the EHR, and then scan or file the original," said Laurie Williams, Office Manager at Brock Student Health Services. "On top of that, all of these manual processes were taking a huge amount of time. We knew there had to be a better way to do things."

The Solution: Ocean Tablet

The Ocean tablet offered an immediate solution to two of the team's concerns – improving the efficiency of their intake process and reducing the need to store or manually scan paperwork. Beyond the administrative benefits, the tablet could also help the clinic's nurses and physicians assess health issues, particularly around mental health, drug and alcohol use, through more effective screening.

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> **Laurie Williams,**
> **Office Manager**

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Ocean Outcomes

Within weeks of implementing the tablets in the clinic, both the staff and patients were struck by the positive changes.

"When we started using Ocean, we saw immediate improvements to our patient flow and productivity," said Williams. "Not only did we eliminate the need to type and then file or scan intake forms; we also didn't have to deal with the frustration of trying to transcribe handwritten forms. Things moved faster, our staff was happier, and our patients actually enjoyed the process."

Today, the clinic is using the tablet to administer forms for demographic data and medical history, as well as department and confidentiality policies and fee forms. They have also started using it for mental health screens including PHQ-9 and GAD-7.

With the success of the tablet, the team at Brock Student Health Services is now considering additional ways to implement Ocean at the clinic, including adding web questionnaires.

"We've been extremely impressed with Ocean and the impact it's had on our clinic. It's an incredibly user-friendly, powerful tool with significant implications for patient care."

Goal

The student health services clinic wanted to reduce the time-consuming manual processes around patient intake, and find a way to

dsdeal with physical storage limitations for patient files.

Solution

Ocean Tablet

How It's Used

Patients complete all intake forms on the tablet, including demographic information, medical history, and forms for confidentiality, department policies and fees.

Mental health screening tools such as the PHQ-9 and the GAD 7 are frequently completed using Ocean, with the results automatically added to the EHR.

Results

Eliminated scanning, transcribing, and filing of intake paperwork, resulting in a huge time saving for staff.

Increased patient data accuracy with real-time patient data entry and syncing with EHR.

Saved time for patients and staff by eliminating handwriting and speeding up the intake process.

Saved paper and space by eliminating the need to store paper forms.

Simplified and improved mental health screening.

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