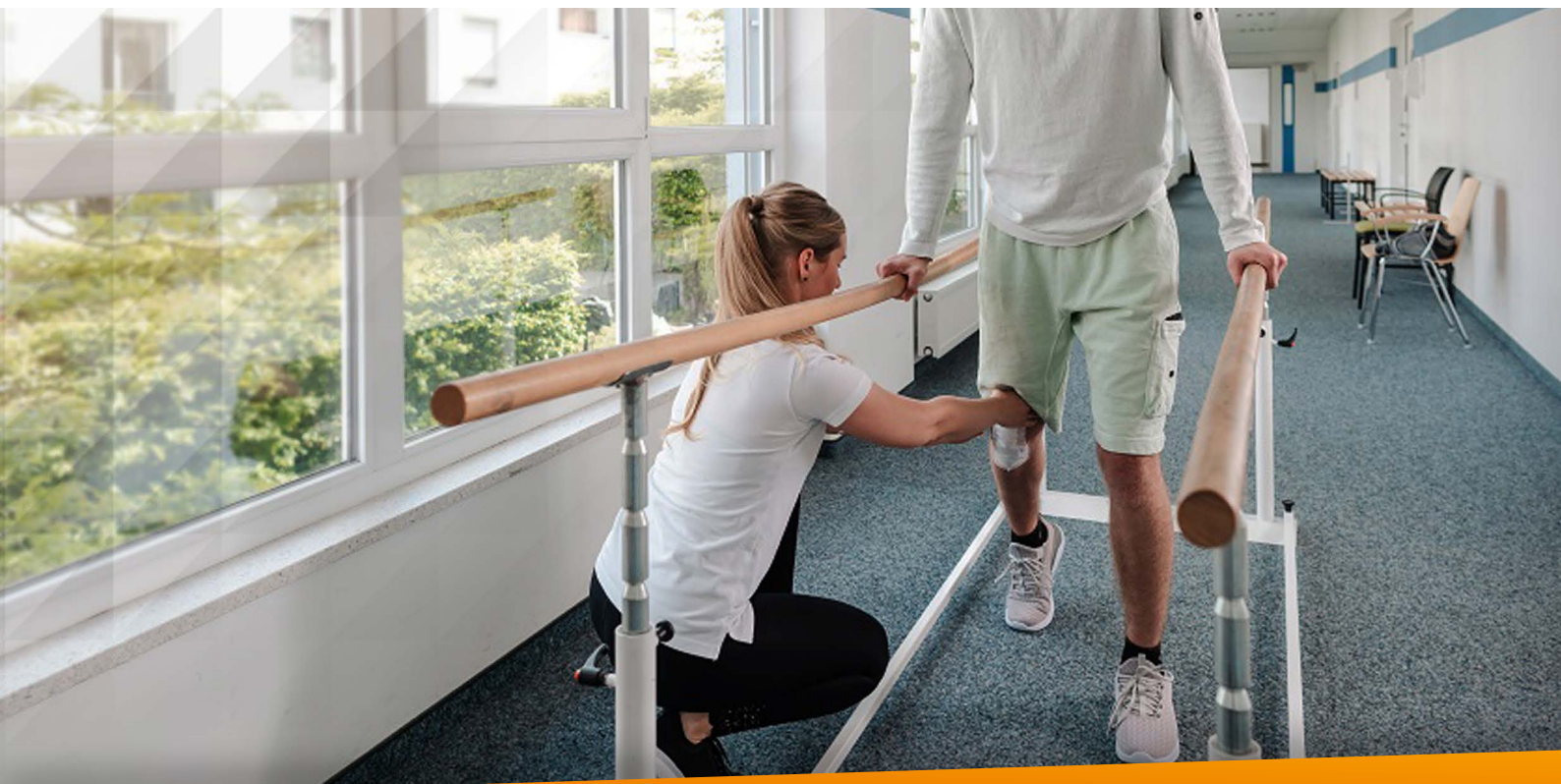


ELO customer reference

Centro Terapia Riabilitativa (C.T.R.) Srl



Digital solutions for targeted, effective therapy

Centro Terapia Riabilitativa (C.T.R.), a private polyclinic, wanted to completely overhaul its workflows and processes for managing its countless paper documents. The clinic was looking for an innovative software solution that meets the latest requirements while ensuring future-proof technical development.

Private polyclinic C.T.R. was formed in November 1996 after a merger of two small physical therapy practices active in the Emilia-Romagna region for over 20 years. Thanks to his in-depth expertise, founder and Chief Medical Officer Dr. Roberto Citarella has managed to establish the rehabilitation center as one of the most recognized service providers in the healthcare sector. Their offering is aimed at patients with bone and muscle trauma, acute and chronic conditions of the musculoskeletal system, as well as other conditions requiring appropriate diagnostics and treatment. With ELO, the clinic has automated numerous processes that were previously completed manually, taking a great deal of time and effort.

"We liked ELO right from the start because it offers a user-friendly interface and is easy to use. But at the same time, because it's extremely flexible, allowing us to establish efficient workflows for all areas of our clinic and integrate seamlessly with numerous third-party systems."

Dr. Roberto Citarella,
Chief Medical Officer, C.T.R.



Successful digitalization

AT THE  OF YOUR BUSINESS



At a glance

Country: Italy
Industry: Healthcare

Company

Formed in November 1996 after a merger of two small physical therapy practices, the private polyclinic C.T.R. is one of the most renowned healthcare facilities in the Emilia-Romagna region today.

The challenge

C.T.R. wanted to completely overhaul its workflows and processes for managing its countless paper documents.

The solution

With the **ELO ECM Suite**, the clinic standardized the document types for its different users. In this way, documents and integration flows from and to external systems can be created automatically and all required documents can be accessed with just a few clicks.

The benefits

The new system has also resulted in a significant reduction in time required to schedule appointments and consult findings, test results, and diagnostic reports.

Furthermore, ELO was used to create an electronic patient data system. This helps medical staff quickly and easily get an overview of the health status of their patients during examinations.

An Italian success story characterized by professional excellence

Ever since it was established, C.T.R. has been recognized by the Italian National Health Service. In 2000, it was also certified to quality management standard DIN EN ISO 9001:2000. To ensure a high level of quality on a permanent basis, the facility is regularly audited by independent certification bodies. For professional medical care, C.T.R. offers a wide range of diagnostic services, with highly qualified medical staff working with state-of-the-art technologies. Right next door to C.T.R. is polyclinic Centro Medico, whose doctors work closely with the staff at C.T.R., complementing each other in many areas such as nutritional therapy, physical therapy, for treatments following traffic accidents, dentistry, pain therapy, and much more.

As a medical partner, C.T.R. also supports numerous professional and amateur sports clubs in soccer, volleyball, rugby, and track and field. The clinic also works with several colleges, including the University of Modena and Reggio Emilia as well as the University of Pesaro and Urbino.

A battle with chronic inefficiency

The greatest challenge of the project was optimizing workflows. The clinic managed to establish processes that seamlessly connect the different departments of the company. This possibility of ongoing communication has also increased employee motivation. As a result, their work has become more efficient and the amount of documentation in paper format, which was previously required, has been reduced significantly. Medical examinations, scheduling, invoices, and settling accounts – all of this required additional administration, taking up valuable time. For this reason, workflows had to be optimized to improve the service quality of the entire company.

C.T.R. also aims to establish itself as an innovative facility with first-class service and its team of competent professionals.



ELO ECM Suite – the perfect choice

After evaluating a wide range of solutions, C.T.R. opted for the **ELO ECM Suite**. The software solution combines solid functionality with maximum flexibility, enabling the product to be tailored effortlessly to the customer's requirements. In cooperation with C.T.R., ELO Digital Office implemented a management system for the entire treatment cycle, starting with scheduling, to examination, to creating findings documents, all the way to invoicing and transferring data to the accounting systems as well as the regional public health department. Without a doubt, digitalizing the documents and patient files has played a huge role in speeding up and streamlining internal workflows. In the past, these processes were completed with an old system based on Microsoft Access that did not allow the clinic to take full advantage of its archived data, light-years behind the potential offered by the **ELO ECM Suite**.

Automation made easy

ELO Digital Office tailored the **ELO ECM Suite** to meet C.T.R.'s custom requirements without any restrictions. In particular, the rehabilitation center needed a planner for scheduling appointments with the numerous doctors employed by the clinic. This was realized with a new web app that provides a practical scheduling assistant with year, month, week, and day views. For each person to be treated, ELO creates an electronic patient file (if one doesn't already exist) as well as a specific file for the respective treatment. Documents provided by the patient (prescriptions from the attending doctor, data privacy information, etc.) are added to this file, along with documents issued by the facility (findings, invoices, follow-up appointments, etc.).

In administration, invoice data is entered directly in ELO and the relevant documentation is generated automatically: invoice copies for the patient, data sets for transfer to the accounting system and transfer to the responsible public health authority. Administration can start a notification workflow with a single click. The attending medical staff

is informed and can view the scheduled appointment, patient data, and the type of examination requested. After the examination, doctors can enter their findings right in ELO. A document with the digital signature of the attending doctor is then issued and handed over to the patient. At the end of each workday, all the new findings are transferred to the system, which transfers them to the regional electronic medical record.

Innovative processes thanks to ELO ECM Suite

With ELO, the clinic standardized the document types for its different users. In this way, documents and integration flows from and to external systems can be created automatically and all required documents can be accessed with just a few clicks. In realizing the project, the IT experts implemented systems for the latest generation of digital and biometric signatures to replace the old process of printing out, signing, and scanning documents (e.g. privacy policies, consent forms, etc.). Responsible staff has access to the necessary information at all times.

Technical revolution with mobile access

Using the ELO app, clinic employees can access the documents and appointments saved in ELO using smartphones and tablets and add new ones. All information is available right away from one central location, including on the go, boosting efficiency even more.

Common virtual work environment

The offering for C.T.R. is rounded off by **ELO Teamroom**. With this new ELO module, virtual workspaces can be set up where users can approve documents such as findings or appointments relevant to them. This function has been welcomed especially by the numerous sports clubs that work with C.T.R., as they can access the files of their athletes via **ELO Teamroom**.

ELO customer reference

Centro Terapia Riabilitativa (C.T.R.) Srl



Harness the power of future-proof solutions today

"With ELO, we have created health records for our patients for a comprehensive overview of their health status in line with the GDPR."

Maurizio Melli,
Member of the Board R&D, C.T.R.

With the **ELO ECM Suite**, rehabilitation center C.T.R. has taken an important step in completely repositioning its management system and setting itself apart from its competition in the healthcare sector. This gives companies a crucial competitive edge. The solution is ideal for fostering growth and seizing new opportunities. And it enables companies to structure their work in a way that helps employees achieve the best possible results.

With the value added by ELO, C.T.R. is taking an important step towards the digital future. By digitalizing documents and integrating them in the management system, the company was able to streamline its internal processes. C.T.R.'s goal is to become a poster child for the healthcare sector in the Emilia-Romagna region.

ELO Digital Office GmbH, Tübinger Str. 43, 70178 Stuttgart, Germany, info@elo.com; www.elo.com

For more ELO office locations, visit: www.elo.com

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