

**VINMEC
International
Hospital
streamlines
processes
between sites,
improving
the quality of
healthcare
services across
its nationwide
network**

Orion Health Case Study:
VINMEC International
Hospital

Vietnam

www.vinmec.com



Customer Name

VINMEC International Hospital

Location

Hanoi, Vietnam

Website

www.vinmec.com

Organisation Type

Private Hospital Network

Number of Beds

600+

Products Implemented

Orion Health Enterprise

Key Benefits

- A single instance and multi-organisational platform across all sites for information sharing
- Streamlined administrative processes resulting in lower costs
- Built-in reporting capabilities to assist with JCI accreditation
- End-to-end management of all hospital departments
- Comprehensive access control to meet the needs for patient privacy and confidentiality

The Customer

The VINMEC Hospital Network came into existence in 2012 after the leading multi-industry business group in Vietnam, Vingroup, commissioned the development of a network of 10 hospitals across the country, and the creation of the VINMEC University of Medicine. With its leading faculty of doctors and experts from Vietnam and overseas, VINMEC International Hospital aspires to be the leading hospital in Vietnam for patient safety and quality management.

With over 600 inpatient beds, VINMEC International Hospital has comprehensive and

professional healthcare services and state-of-the-art medical equipment for diagnosis and treatment.

In April 2015, VINMEC Hospital Network's first operational hospital, VINMEC Hanoi, became the first general hospital in Vietnam to achieve Joint Commission International (JCI) accreditation, which comes from the world's most prestigious accrediting body for international healthcare organisations.

The Challenge

VINMEC's goal was to establish a single platform where clinical and administrative information could be accessed seamlessly across its current and future sites as it continues to expand its presence in Vietnam. The shared platform would increase the efficiency of clinical care and administrative tasks across the VINMEC network, ensuring that hospitals operating under its umbrella could coordinate and communicate effectively for the patient's benefit.

Another challenge was the ability for appropriate personnel to access patient records while protecting patient privacy. Comprehensive access control and auditing capabilities would be required to meet the needs for privacy and confidentiality of patient information. With many overseas staff working within the VINMEC network, the system requires multi-language, in Vietnamese and English.

VINMEC was also seeking a system which could surface accurate and timely information for reporting purposes, quality monitoring and audit management, to assist with Joint Commission International (JCI) accreditation.

The Solution

In June 2015, VINMEC International Hospital selected Orion Health to implement its Hospital Information System Enterprise, a functionally rich, fully integrated hospital information system. A single instance, fully integrated, multi-site solution was implemented, providing a common solution and standardised workflow across four key VINMEC sites. The Enterprise solution allowed end-to-end management of the hospitals, ranging from administrative

and clinical management through to ancillary departments and financial management. The implementation was also aimed at increasing the efficiency of clinical care and administrative tasks across the multiple sites, enabling the hospital network to continuously improve the quality of its healthcare services, as well as help increase efficiency of clinical and administrative staff within the group. VINMEC and Orion Health committed to adopt the rapid implementation approach, aiming to have the solution implemented up and running within six months for the first phase of the project.

The Results

Phase 1 of the implementation began in June 2015 with the aim to go-live in less than six months - by mid November 2015. In September 2015, several modules of the Phase 2 implementation were revised and included in Phase 1. These modules included: LIS (Laboratory Information System), RIS (Radiology Information System) and integration with laboratory analysers. This revision only pushed back the projected go-live by 3 weeks. The first VINMEC site, Tan Cang (Central Park), went live in December 2015 followed by a further three key sites and two outpatient clinics in 2016, resulting in a systematic and highly effective operation management system that allows clinicians to make accurate and timely diagnosis, and grants patients the flexibility to visit any site within the VINMEC Hospital Network knowing their information will be on hand.

Following the successful implementation and go-live of Orion Health's Enterprise solution, VINMEC will enable further collaboration between outpatient clinics and hospitals in Vietnam by implementing Enterprise in a further ten hospitals and outpatient clinics over the next five years.



VINMEC receives a large number of patients annually who are medical tourists drawn by the premium healthcare and world-class services we provide. The quality of the care that they receive is our measure of success, and our partnership with Orion Health will enable us to offer an integrated system for storing and retrieving the medical records of our patients

Nguyen Thanh Liem,
CEO,
VINMEC International Hospital

Orion Health

At Orion Health, we provide solutions which enable healthcare organisations to serve more than 100 million patients globally. Built on an open platform that seamlessly integrates local, regional, and national data, making it more readily available to doctors, nurses, specialists and patients themselves. The global company is committed to continual innovation, investing substantially in research and development to cement its position at the forefront of precision medicine.

Find out more at: orionhealth.com

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