

# Case Study: Transforming Ophthalmology Clinics with mediSIGHT's Clinic List Module



*"...any significant digital transformation requires preparation and communication. If you give people notice and let them ask questions, they are more likely to accept the change."*

Mr Karnesh Patel,  
Ophthalmology Consultant  
and Digital Lead

In early 2023, Calderdale and Huddersfield NHS Foundation Trust implemented the mediSIGHT Clinic List module to streamline patient flow and enhance clinical efficiency. Led by Mr Karnesh Patel, Ophthalmology Consultant and Digital Lead, the adoption of this module aimed to eliminate remaining paper processes and improve patient tracking within the department. The impact has been significant, with notable improvements in workflow, efficiency, and patient tracking.

## Challenges Before Implementation

Before implementing the Clinic List module, the ophthalmology department faced a few key operational challenges:

- **Paper-Based Tracking:** Despite previous digital transformations, a crucial portion of the patient journey still relied on paper documentation.
- **Lack of Real-Time Tracking:** Clinicians had limited visibility on patient progress through the clinic, often waiting for paper forms to track their journey.
- **Manual Coordination:** Staff had to physically check with healthcare assistants regarding the status of diagnostic tests and investigations, causing inefficiencies and delays.

## Why Medisoft's Clinic List Module?

According to Mr Patel, the choice to implement Medisoft's Clinic List module was clear:

*"Essentially, the other solutions would have required purchasing an external system and integrating it. Medisoft already had the functionality built in, and we already had integration from a PAS perspective."*

*"So, it was the most seamless option."*

The module provided an intuitive interface for tracking patient steps throughout the clinic visit while maintaining full integration with their hospital system, Cerner Millennium.

## Implementation and Adoption

The transition to the Clinic List module was smooth and well-managed. Calderdale's Clinical System Specialist played a key role in onboarding staff and Mr Patel described this support below:

*"He walks the clinics regularly and speaks to the staff. So, they were very receptive to it. They saw the benefits straight away."*

Within six weeks, the entire department had transitioned to the new system. Mr Patel emphasised the importance of engaging staff early and ensuring they understood how the system could benefit them:

## Key Benefits Realised

Since adopting the Clinic List module, the department has seen major improvements in several areas:

### 1. Improved Efficiency and Reduced Paperwork

*"We've improved efficiency because staff are no longer having to wander around the clinic to check on diagnostics or request additional tests. They can simply add a step in the system, and it appears on the appropriate team's list."*

### 2. Enhanced Patient Tracking

The integration with Cerner Millennium ensures real-time updates on patient status:

*"Previously, we had no way of knowing where the patient was until a piece of paper arrived. Now, we can see in real time when a patient has completed each part of their clinical visit, which helps us better manage our time."*

### 3. More Effective Use of Data

The Clinic List module provides insights into



clinic flow, diagnostic bottlenecks, and resource allocation:

*"We can now measure how long each step in clinic takes, track individual clinician workloads, and optimise patient pathways accordingly."*

#### 4. Positive Staff Feedback

Staff quickly saw the advantages:

*"If you asked staff six months later whether they wanted to go back to the old system, they'd say, 'No, no, no, don't take this away from us!'"*

#### Measurable Outcomes

Although direct quantitative benefits are not yet published, but qualitative improvements are undeniable:

- Reduced patient wait times due to better clinic organisation.
- Greater staff satisfaction by eliminating inefficient manual coordination.
- Improved compliance and documentation accuracy, reducing errors.

#### Conclusion

The successful implementation of Medisoft's Clinic List module at Calderdale and Huddersfield

NHS Trust demonstrates the power of digital transformation in ophthalmology. The seamless integration, improved workflow and enhanced tracking have transformed patient management.

As Mr Patel summarises:

*"Yes, I would definitely recommend it. It makes things more streamlined and straightforward. The key is ensuring proper planning, engagement, and implementation."*

By embracing digital solutions like the Clinic List module, Calderdale's ophthalmology team has set a new standard for efficiency and patient care.

#### Future Enhancements and Recommendations

Upcoming investigation ordering features within mediSIGHT are expected to further automate workflows:

*"Right now, follow-up diagnostic requests don't automatically feed into the clinic list, which means they can sometimes be missed. The planned feature update will fix this."*

Medisoft's latest release of mediSIGHT supports this feature and has been deployed to Calderdale and Huddersfield NHS Foundation Trust.

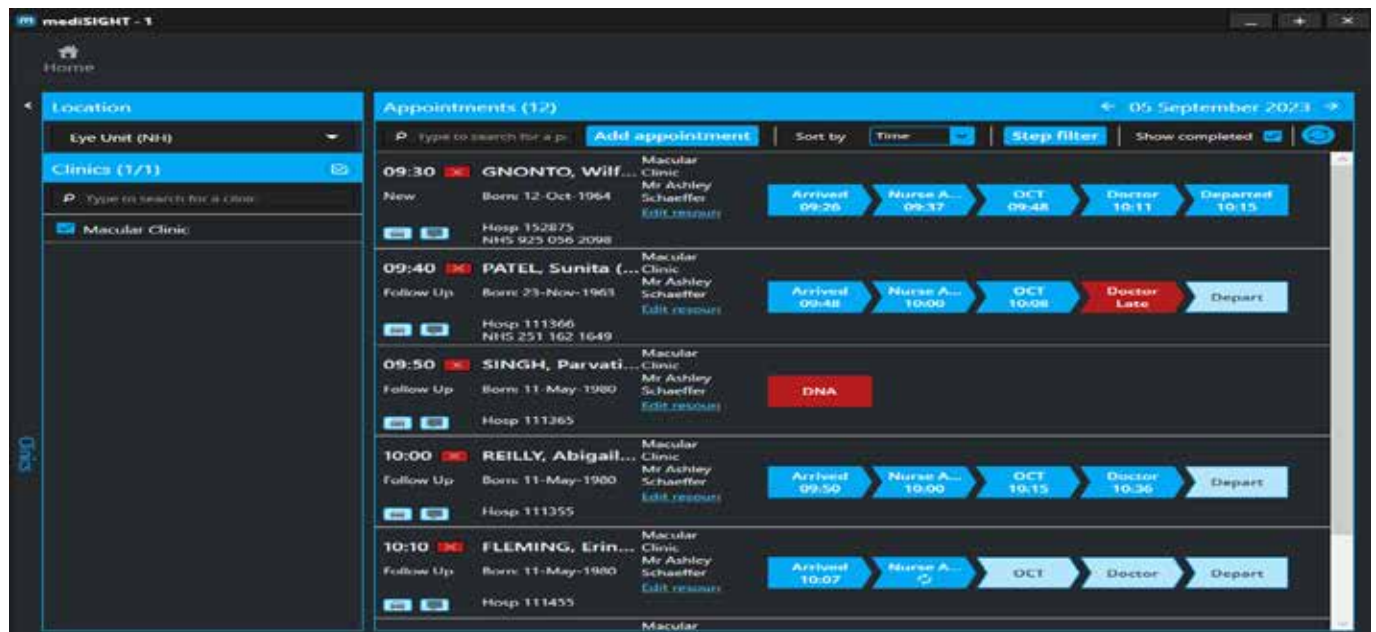


Image Caption: mediSIGHT Clinic List Module



Visit us online.

The mediSIGHT Clinic List Module integrates with your hospital EPR to provide a graphical overview of the day's clinical activity. This helps track a patient's progress along their care pathway. Tailor the clinic steps to mirror the standard operating procedures employed by your hospital. Streamline workflow by linking to other systems and devices to auto complete steps.

