



Alder Hey Children's Hospital Ophthalmology department transition to Electronic Medical Records solution

A Case Study by Alder Hey Children's Hospital
Ophthalmology department, Liverpool, United Kingdom

Paediatric ophthalmology department embraces the future of healthcare IT with leap from paper to the digital domain.

One of Europe's busiest Children's Hospitals has been brimming with activity since it [re-opened its doors with a fantastic new facility](#) in 2015 and now cares for over 330,000 paediatric patients every year. Liverpool's Alder Hey Children's Hospital, an NHS Foundation Trust, treats a full range of conditions, from common childhood ailments to complex conditions requiring specialist care, to delivering cutting-edge treatments in oncology and the management of infectious, inflammatory, and neurological conditions.

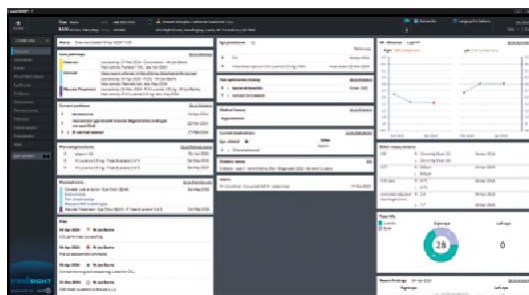
In line with [the Trust's achievement of EMRAM Stage 7](#) from the Healthcare Information and Management Systems Society (HIMSS), combined with the vision of a healthier future for children and young people, the hospital's ophthalmology department went live with the use of Medisoft's mediSIGHT in 2022.

“Once mediSIGHT went live, clinic personnel found it to be efficient, intuitive, and easy to use.” explained Lizzie Easter, Head of Implementation at Medisoft.

The transition from paper records to a next-generation Electronic Medical Records System (EMR) was completed in six months, beginning with detailed workflow analysis, documentation of requirements, and infrastructure preparation.

A key technical challenge was integrating existing diagnostic devices and hospital systems with mediSIGHT – essential for fully visualising and analysing patient progression over time. While the analysis, adaptation, and workflow optimisation were exacting, the result was well worth the effort.

“Project timelines vary with the size and complexity of the project. This project was complex due to the number of interfaces, and the subspecialty focus of the hospital. A major success factor was early



Electronic Medical Records (EMR) platform: **mediSIGHT**

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involvement of the clinical team, including the lead nurse, head orthoptist and doctors. They helped define the system configuration and reduced clinic throughput during the first week to allow staff to become comfortable with the new processes. This strong engagement during the pre-installation phase enabled a rapid one-week rollout of mediSIGHT, minimising disruption and driving high user acceptance”, continued Lizzie Easter.

The department implemented mediSIGHT alongside specialist paediatrics, strabismus and orthoptic modules, as well as the integrated ‘Clinic List’ scheduling interface, which increases efficiency with automated patient tracking throughout the clinic journey.

“We are pleased the Medisoft team was able to get a full understanding of our processes and quickly installed a system that supports us in the delivery of patient care,” said Mr Damien Yeo, Consultant Paediatric Ophthalmologist.

“It was quite a smooth transition. The teams are extremely pleased with the digitisation of patient data as well as the new diagnostic capabilities and wish they had had the system much sooner.”

The successful implementation of mediSIGHT at Alder Hey Children’s Hospital marks a significant step forward in the Trust’s digital transformation journey. By embracing a collaborative, clinically led approach and integrating advanced EMR technology tailored to paediatric ophthalmology, the hospital has not only enhanced clinical efficiency but also laid the foundation for improved patient outcomes and future research. This project exemplifies how thoughtful planning, teamwork, and the right technology can come together to modernise care in a meaningful and lasting way.



mediSIGHT

mediSIGHT offers the features and benefits that have helped to transform ophthalmic practice for over 5,000 users of our software worldwide. It had been

designed from the ground up to be fast, flexible, and easy to use.

➤ Read more: www.medisoft.co.uk



This case study was kindly provided to us and reflects the personal opinion of:

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