

# FileVision Health Overview

## Health, Community and Social Care Services

### Overall FileVision Health System Objectives

FileVision Health provides one complete system to effectively maintain service information on their clients, documents and other resources. To ensure that client records are standardised and easily accessible to all staff and clients/funders for example where appropriate. FileVision Health help's providers intelligently link and match information and documents to important data objects such as people, companies, processes and assets. This ensures ease of reporting and increases operational productivity at a reduced cost.

Some of the many Client Relationship Management (CRM) functions, where FileVision Health has been proven to enhance the continuity of care, health outcomes and provide better and more convenient access to clinical and operational services include:

### Clients

Client information is often kept in various databases or as hard copy. Using FileVision Health providers can view and report easily on all its clients in one

centralised area. Reporting is more accurate, quicker and information sharing is easier within and between provider locations.

### Counselling

Staff conduct and counselling support, for both clients and family/careers of clients. Notes from these sessions are typically written up and kept as hard copy documents. Counselling notes can now be stored electronically and are not seen by anyone other than the person who has written the notes, providing a more secure way of storing confidential documents.

### Services

Service information, such as clinical notes, is often kept in a paper folder. Obtaining this information is reliant on the folder being where it should be and if contact details changed this would need to be recorded manually often in several locations.. Providers now have all this information available in real time, regardless of location in a secure and easily accessible manner (for example through the internet portal available within FileVision Health).



## Resources

Providers often have resources that they wish to make available to clients, such as books, audio CDs and other resources located in different locations across the organisation. By centralising all the resources into the one database, staff can search for an appropriate resource and find out instantly if it is available or enter a request on the resource.

## Contacts (Address Book)

Traditionally address books are stored locally on individual drives and Outlook in these mediums. Providers hold all relevant people, organisation and business information that offer goods and services to the provider's clients and patients. This list is now held within FileVision Health and is searchable by multiple criteria such as service provided location etc.

## Programmes and Groups

Providers can run different programmes and groups during the year. Providers hold lists of people wishing to attend the programmes, some who are not necessarily active clients. These people are now held within the CRM and details such as email address and postal address along with which types of groups and programmes they wish to be a part of is now captured. Now providers who organise these programmes can quickly create lists of people who need contacting by email or a mail merge letter. FileVision Health manages the complete process.

## Summary of Benefits

- One centralised client database
- Simple and effective linkages between data captured and documentation filed
- Ease of reporting
- Easy sharing of information between all offices and service locations. For example, providers with multiple locations can now see information about their clients when the clients are receiving specialist treatments, including follow-up with relatives and family
- All documentation including funding forms, invoices regarding grants etc can be saved and accessed instantly
- Instant on-line access of all resources
- Automatic actions and workflows
- Follow-up on overdue resources
- Contact details can be changed by anyone authorised in the one central database
- Less returned mail
- Less time involved in creating mail-outs
- Operates on a Microsoft SQL platform, ensuring "openness" for connectivity

For further details on FileVision Health and a profile of many of the non government and not for profit health providers utilising FileVision Health today, visit: [www.fraame.com](http://www.fraame.com)

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