

## GEBZE FATİH PUBLIC HOSPITAL PROJECT

### Overview

**Country:** Türkiye

**City:** Kocaeli

**Type of Institution:** Health  
Ministry Hospital

**Number of Beds:** 200

**Operating table:** 6

#### Customer Profile

Being located in an industrial zone, for many years the institution has been primarily serving SSK (Social Security) patients. The hospital was transferred to the Health Ministry in 2005.

#### Requirements

The hospital needed an automation system which would facilitate their transition from SSK to The Health Ministry, adapt to new processes and organization, and help manage its operations in the future. In this respect, the institution was seeking to work with a truly competent and experienced software provider.

#### Solution

The institution which was looking for a viable long-term solution, has decided to install Bilmedical HBYS system in 2005 after its search in the market and evaluation of our reference Bilmedical HBYS projects.

#### Advantages

- Expandable system structure, and compliance with public hospital procedures
  - Full integration
  - Detailed reporting
- Continuous support and updating services
- Infrastructure enabling online connection to remote polyclinics
  - Work flow management approach in purchasing
- Appointment through multiple channels

The Gebze Fatih Public Hospital's transition from SSK (Social Security Fund) to the Health Ministry was achieved speedily and without any problems thanks to the solutions provided with Bilmedical HBYS.

The institution which is located in the industrial zone of Gebze with a daytime population exceeding 1 million is currently handling more than 3000 polyclinics and 700 emergency calls daily. Gebze Fatih Public Hospital was first opened in 1975 as a dispensary, and immediately after the earthquake of August the 17th has continued its services as a full-fledged hospital.

Aiming to complete its transformation from SSK status to the Health Ministry Hospital status without any problem, the Institution decided to work with Bilmed and implemented Bilmedical HBYS at the hospital after its detailed search for a suitable software product. Thanks to the work flow processes of Bilmedical HBYS which is compliant with the Ministry requirements, the Institution is now able to conduct all its activities with a fully automated system. Any data that comes in is being recorded and processed by the online system of HBYS.





Implementation process of Gebze Fatih Government Hospital from SSK to Government Department of health are established seamlessly with Bilmedical HIS

### Requirements

The institution which started out its operation in 1975 as a SSK Dispensary with just 7 practicing doctors, has decided to expand its range of services since 1995 to meet the growing demand brought about by the fast industrialization in the region. With its 200-bed capacity and polyclinics, it has become the largest hospital in Gebze today.

The institution which also runs a Physiotherapy and Rehabilitation Center is certified with the TSE-ISO-9001 quality certificate.

The institution needed an HBYS system which would provide the infrastructure to support the transition processes required during the transfer of SSK hospitals to the Health Ministry in 2005, and meet the expected increases in patient traffic. Experience in public hospital projects, and ability to provide live references of HBYS implementations were also among the conditions of the contract.

### Solution

After detailed evaluations the institution finally decided to implement the Bilmedical HBYS.

Bilmed has uploaded the main hospital data, completed pre-analyses and projected activities of the implementation, delivered necessary user trainings, identified the processes to be improved, and included these into its customized solution. Bilmed has complete available resources.

With The use of integrated and barcode-supported "Patient IC Cards" duplicate recording has been prevented. Through the extensive barcode applications, activities have gained speed and the chances of making errors have been eliminated. Dilovasi community polyclinics has been included into the system and fully integrated with the central data base of the hospital. All medical services rendered to patients at these points, including the tests required, consultations, and their medical histories, are now centrally tracked on the system.

Our ILS module which is fully integrated with the system and which allows import/export of data between the requesting unit and the instruments has been installed. With this feature test requests can now be directly routed to the instrument platforms and the results sent back to the requesting unit after the approval of the Laboratory Manager. Online recording of patient's medical history, prognosis, diagnosis, the tests requested, and reported results (Lab Results, Radiology and Pathology Reports) provide valuable data for both the treatments and the researches. Epicrisis reports are generated automatically in desired or predefined formats, and patients are billed with speed and accuracy

### Benefits

#### Full Integration

Integration of all system modules with each other in fact amounts to the sharing of data between these modules. Based on a core patient record and a reference number, all services rendered to patients are tracked, billed and reported in detail. For example;

Emergencies	Neurology	Chest	Internal
Child Health	Psychiatry	ENT (Ear,Nose,Throat)	Physiotherapy
Dental	Brain Surgery	Orthopedics	Eye
General Surgery	Children Surgery	Biochemistry	Gynecology
Cardiology	Infection Diseases	Dermatology	Urology

Gebze Fatih Devlet Hastanesi branches

Since the patient's data is integrated with all the related modules diet lists are prepared automatically. Since the staff module is integrated with medical modules, employee performance ratings can be automatically reflected on their salaries. And since the appointment system is fully integrated, a doctor who might be absent for some reason or an instrument which might be defective would automatically be removed from the resource pool, preventing any unnecessary inconvenience to the patient.

#### **Detailed Reporting**

One of the benefits of recording detailed data in the system is to be able to produce the reports which would help the management in making their decisions.

However reporting function in itself should never lead to any slowing down of the system that would affect the services being provided to the patients. Because of its optimized data structure and unique algorithms Bilmedical can extract its monthly and yearly reports in a matter of seconds instead of hours which would otherwise take under normal circumstances.

#### **Continuous Support and Updating**

Like any living organism, an HBYS system would hardly survive unless it is continuously supported and developed. For this reason, Bilmed's business philosophy relies on continuous development of the software through close collaboration with its customers and fast responses to their requests and problems. Its software architecture allows fast coding and reporting, and the needs are proactively met well before they emerge in the system

#### **Expandable System Structure to Support High Number of Users**

Bilmedical HBYS runs smoothly in hospitals of various sizes and capacities from 1000+ education and research hospitals to 50-bed private hospitals. With its easily expandable structure Bilmedical HBYS has been

the "Software of Choice" for many growing institutions.

Bilmedical HBYS can easily support the increases in user numbers and any additional requirements mandated by laws and regulations without impacting the overall performance of the system. The engineering design of its database is also another major strength of Bilmedical HBYS and offers exceptional infrastructure and optimization. It paves the way for easy expansion of institutions.

#### **Remote Polyclinics/Clinics Support**

Since Bilmedical HBYS is integrated with Terminal services, the institution's need for physical expansion and additional remote polyclinics at any given point in time can be easily accommodated through integration with the central system. Currently whatever is done centrally can also be done from these distant locations.

#### **Work Flow Management in Purchasing Activities**

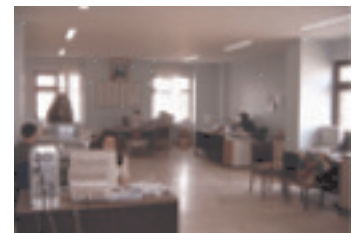
The system ensures efficiency in all purchase processes by taking into account such factors as productivity, speed, and previous procurement data in its evaluations. Workflow management starts with the purchase requisitions being submitted from the departments of the hospital. After an automatic analysis of stocks, if the system determines the need for such a purchase, it evaluates the supplier proposals received and then recommends the best proposal automatically. The transaction completed is then stored in the system in reportable formats to be used as reference for future purchases.

#### **Multi-Channel Appointment System**

Appointments can be made via telephone/internet/SMS or by directly applying to the hospital. This capability has increased patient satisfaction and contributed positively to the distribution of patient traffic. The appointments can also be cancelled in the same manner saving considerable time and resources.



The reception hall and the cashier counters organized according to full automation concept have shortened waiting times and contributed to the satisfaction of patients.



The Billing Commission established as part of HBYS has increased revenues beyond expectations.

## About Bilmedical

The software as a whole has been developed by a team of Turkish experts and in accordance with the current laws and regulations of our country.

The projects we delivered for the Public and Private sectors allow full traceability of the medical and financial activities of external polyclinics/clinics around the core patient transaction. They also allow telephone/internet/SMS

appointments to be made with the hospitals or hospital chains operating through the same call centers.

Out pilot applications include service features such as Web-based GSS – Medula 2 integration processes, SSK (Social Security Fund) Bağ-Kur (Vocational Pension Fund), Emekli Sandığı (State Pension Fund) “Online Provision” inquiries and MERNIS (Citizens ID Net) inquiry and validations.

HBYS not only supports international code systems like ICD-9-10 etc., but can also integrate and use the independent code systems developed in some educational and resaeach institutions with national and/or international systems. ATC (Anatomic, Therapeutic, Chemical Classification System) and EAN barcode systems are among other systems supported by our software.

Bilmedical application projects support integrated solutions responding to the critical Picture Archiving and Communication System (PACS), Radiology Information System (RIS) needs of radiology departments. Besides our readily-available solutions, we are also able, through our partner-based teleradiology solutions, to extend the operation of the system to remote locations where no radiologist/expert exists, or design specific solutions for the use of hospital chains wishing

to collect and track all its specialized physicians under a single system.

## About Bilmed

Founded in İstanbul in 1989 with the purpose of developing leading edge integrated Automation solutions for all individuals and institutions using and providing healthcare services in the industry, Bilmed has been successfully supplying its clients with all the required application projects based on its flagship product “Bilmedical Hospital Information Management System”.

Our company which is certified under ISO-9001-2000 Quality Management System is conducting its operations in a positive, hardworking, and shared manner, with absolute respect to labour, know-how, and the rights of all the individuals, service sharers, and partners involved, and in strict compliance with environmental regulations and applicable confidentiality requirements.

Bilmed, through the projeects it has been implementing at many well-known institutions, and through its outstanding technology, is playing an important role in setting the standards of the industry.

## Reference Projects

### Public Hospitals:

*Haydarpaşa Numune Hastanesi  
İSTANBUL*

*Bursa Devlet Hastanesi - BURSA*

*Bakırköy Prof. Dr. Mashar Osman Ruh Sağlığı Sınır Hastalıkları Eğitim ve Araştırma Hastanesi - İSTANBUL*

*Metin Sabancı Baltalimanı Kemik Hastalıkları Eğitim ve Araştırma Hastanesi - İSTANBUL*

*Beyoğlu Göz Eğitim ve Araştırma Hastanesi - İSTANBUL*

*İstinye Devlet Hastanesi  
İSTANBUL*

### Private Hospitals:

*Memorial Sağlık Grubu  
İSTANBUL*

*Şafak Hastanesi - Beşyüzevler  
İSTANBUL*

*Şafak Hastanesi - Göztepe  
İSTANBUL*

*Şafak Hastanesi  
Gaziosmanpaşa - İSTANBUL*

*Medicana Hastanesi - Çamlıca  
İSTANBUL*

*Medicana Hastanesi  
Bahçelievler - İSTANBUL*

*Medicana Hastanesi - Avcılar  
İSTANBUL*

*Hospitalium Çamlıca Hastanesi  
İSTANBUL*

*Hospitalium Haznedar Hastanesi  
Bahçelievler - İSTANBUL*

*Hospitalium Şişli Hastanesi  
İSTANBUL*

*JFK Hastanesi - Bakırköy  
İSTANBUL*

*Akademi Hastanesi - İZMİT*

*Dünya Hastanesi - Sultanbeyli  
İSTANBUL*

*Dünya Hastanesi - Maltepe  
İSTANBUL*

*Merkez Hastanesi - Gebze  
KOCAELİ*

*Özel Yalova Hastanesi  
YALOVA*

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