



The first digital medical records in Uruguay

ANDA is a health-care center considered a model in all of Latin America that has resorted to GeneXus Consulting to implement its Digital Medical Records.

The objective: to have technology at the service of users to improve the quality of medical care. This is one of the systems with a higher degree of customization worldwide.

THE CUSTOMER

ANDA is a Uruguayan non-profit civil association that provides members with a variety of services including: health care coverage, guarantees for home rentals, social tourism programmes, loans and savings plans. At present, this organization has over 200,000 members, and it continues to grow, not only in the number of members but also in the services offered and the cutting-edge technology it applies.

With the purpose of keeping up-to-date with technology and staying in line with the world trend relative to computerized health services, ANDA has selected GeneXus Consulting to create Uruguay's first comprehensive electronic medical records system, attaining the level of the main health organizations worldwide.

THE SOLUTION

The ANDA medical and systems team, along with professionals from GeneXus Consulting, built a solution that is focused on the patient's medical records as the main element, and connects medical data with all services and costs associated with that patient. The system implemented is K2B Health, which enables the electronic records of all services provided to members, without the need for paper documents. The advantages of K2B Health include the possibility not only for digital medical records but also the computer systematization of other satellite areas like Pharmacy, Nurse Services and Medical Appointments Schedule. *"Upon arriving at any ANDA center, users run an self-management process from touch screens with just their ID card number, avoiding delays, the submittal of documents or any other procedures,"* explained ANDA's Vicepresident Julio López Navarro.

Users have the possibility of instantaneous access to the time, specialist, and office, and once the appointment is accepted, the patient's name appears on the physician's patient list. Additionally, when one user has appointments with different doctors on a single day (or even at different centers), the medical records will always



Customer chart

Customer:	ANDA
Sector:	Health care
Country:	Uruguay
Site:	www.anda.com.uy

Summary

The customer

ANDA is a Uruguayan non-profit civil association offering a wide variety of services to members such as health care coverage, guarantees for home rentals, social tourism programmes, loans and savings plans.

The objective

To build a solution centered on the patient's medical records, connecting medical and financial information. Additionally, the electronic management of all services provided to members, without the need for paper documents.

The solution

Digital medical records and the systematization of other satellite areas like Pharmacy, Nurse Services and Medical Appointments Schedule.

Achievement

Creation of Uruguay's first Digital Medical Records system, acknowledged as one of the most customized worldwide.

be updated in real time, with a record of each event and procedure, ensuring maximum data security and confidentiality.

The Digital Medical Records also allow for the possibility of entering the patient's different medical exams, including imagenology, and connecting to the specific pharmacy current account, as well as enabling medicine-stock estimates and schedule alerts, among other things. *"For instance, in the case of contradictory medications, the records will remind the physician that something prescribed might be harmful for that patient. It is also possible to program the Medical Records so that a notification will be made when vaccination periods are expired, or when it is time for a new mammography, a Pap test, or others. There is also the possibility to set up any other alert to warn doctors or patients,"* said Daniel Bulla who is Director of Medical Services at ANDA.

The solution designed by GeneXus Consulting abides by confidentiality, accessibility and accuracy principles for all users, thus fulfilling the requirements established by the Ministry of Public Health. In addition to covering all service areas, the K2B Health Digital Medical Records is a useful tool for defining and managing medical policies, since it provides statistical data in real time in relation to groups of the population, with the possibility of creating epidemiology reports and specific analyses.

This innovative technological medical solution was created with a state-of-the-art medical care model in mind that combines prevention and health promotion. ANDA chose GeneXus Consulting and the K2B Health solution because it is *"modern software based on GeneXus technology known for being flexible and for allowing the integration with other systems and processes,"* Bulla added.

THE FUTURE

ANDA is already thinking of the future, with plans for adding the Dental medical records. *"This service includes numerous centers throughout Uruguay, so K2B Health will enable us to include dental medical records in the patient's general records so as to continue focused on the patient, with centralized information,"* said López Navarro. Additionally, there are also plans for Mobile Medical Records that will enable area physicians to access the patient's records from their own office, from the street, or from any location where medical assistance might be needed.

ANDA's users appreciate the institution's commitment to technology and its pursuit of the latest advances available. *"Patients consider innovation something valuable for it facilitates life and covers different needs. This has been the reason for a daily increase in the number of ANDA members,"* said López Navarro. This process implemented by ANDA towards fully digitalized processes with no paper documents has been experienced in different developed countries, and the other medical services in Uruguay are expected to move along that path as well. *"The Digital Medical Records system developed with K2BHealth is very well positioned worldwide. These systems are in place in developed*

Benefits

- *Up-to-date medical data in real time, with record of every event and action, ensuring maximum security and confidentiality.*
- *The possibility of including different medical exams and imagenology in the digital medical records, in addition to text data.*
- *Connection between medical records and the patient's pharmacy current account.*
- *Possibility to obtain real time statistical data to define medical policies, issue epidemiological records and specific analyses.*

countries, but considering its customization level, I believe that this solution is unique not only in Uruguay but also in the world," López stressed.

THE WORK TEAM

The solution is subject to constant progress thanks to the excellent combined work team that comprises professionals from ANDA and from GeneXus Consulting. *"It was a great experience to work with the GeneXus Consulting professionals, with whom we have established a very good relationship. Contributions were made by all, and everyone has worked to strengthen the product's potential towards growing results. We are very satisfied with the final solution achieves,"* said López Navarro. The activity started with the digitalization of the medical schedule first, with access allowed to some physicians, followed by the systematization of other satellite areas such as Pharmacy, Nurse Services, and Physiotherapy, and concluding with access to records by all members in the medical team.

The inclusion of Electronic Medical Records was a process that implied a full transformation of the format of records and also changes in the working philosophy. It became necessary to train doctors in entering data in closed fields, instead of using the open fields that they were used to prior to the digitalization process.

"Fortunately, all physicians showed their willingness to be part of this, for they immediately understood the improvements that it implied for their daily activity as professionals, as well as for their patients," added Bulla.

THE WORD OF CUSTOMERS

"The Digital Medical Records system developed in combination with GeneXus Consulting is very well positioned worldwide. These systems are in place in developed countries, but considering its customization level, I believe that this solution is unique not only in Uruguay but also in the world."

Julio López Navarro – Director of Medical Services at ANDA.



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About GeneXus Consulting
We turn technology into results

A consulting firm that generates solutions using GeneXus technology for organizations around the world, on the basis of its businesses knowledge. GeneXus Consulting is the company that provides services through specialists from Artech, the company responsible for developing GeneXus and headquartered in Montevideo, Uruguay.