



With AuraPortal we can control all our research protocol information, with operational simplicity and information security, which are elements we have been able to assess since the implementation.

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## Case Study

### DEPARTMENT OF INFECTIOUS DISEASES

Chronic Respiratory Disease Hospital Vigilance Network



## Company

Department of Infectious Diseases  
The National Institute of Medical Sciences and Nutrition - Salvador Zubirán

## Location

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## Product and Services

Health - research, training and highly specialized medical attention

## Target Market

Mexico

## Extract

The Department of Infectious Diseases was established in June 1947 as a micro-biology and parasitology laboratory in the Illness and Nutrition Hospital. In 1978 its name changed to the Department of Infectious Diseases and the specialization officially began.

The Department develops a variety of research protocols for infectious diseases that have a nationwide impact. It involves the collaboration of over 200 people, including teaching staff, researchers, health care practitioners and administration workers.

The Department has alliances and agreements with universities, research centers and sponsors; with national and/or worldwide recognition.



The Department of Infectious Diseases acquired AuraPortal to strengthen the execution of their research protocol processes, from an operational aspect, to make optimal use of existing resources and to focus on research.

## THE CHALLENGE

In clinical investigations, information management is of vital importance to generate reliable and satisfactory results, therefore information must be centralized, expedited, organized and constantly updated. Furthermore, confidentiality is crucial, thus with AuraPortal we focused on:

- The integration of 10 highly specialized hospitals to enforce protocols and automate collaboration between all external sites.
- Simplifying the management and transfer of patient information.
- Standardizing the databases.
- Reducing the use of spreadsheets.
- Reducing notifications and using email for data sharing.
- Facilitating rapid, online data consultation.
- Centralizing results on one platform and integrating information from all external sources for complete patient records.



### INCMNSZ Medical Team

*"Currently, we are in a new stage of process automation for new research protocols, and the pursuit of integration with more of the Institutes' systems."*

*"Operational simplicity and information security are elements we have been able to assess since the implementation of **AuraPortal**."*

*"The **Process Modeling** was quick and easy because it didn't require any programming. We can also make immediate changes to improve the processes."*

### THE SOLUTION

The challenges facing our institution included our search for excellence, and the maintenance of a culture of innovation in teaching and training, research and medical care. **AuraPortal Business Process Management software** was implemented, in keeping with our objective of maintaining the highest technological development to benefit our patients and our research.

**With AuraPortal we decided to manage protocol workflows and processes in our Chronic Respiratory Disease Hospital Vigilance Network**, administrative processes to support the protocols such as the purchase of raw materials and the integration and management of our hematology laboratory, thus, all the involved personnel were included in the definition of the operational and logic process rules, resulting in:

- One portal to integrate all external collaborators.
- The implementation of the platform for a select number of internal users who will gradually expand in number and type.
- Centralized information from the instant it's captured, independently and for each institute, with secure rooms which control the access to information in accordance with user permissions.
- Patient record preparation protocol, from identification, protocol inclusion, follow-up and laboratory results right through to the end of the study.
- Preparation of all protocol repositories and their document management.
- Simple data extraction for analysis.
- Integration of the Laboratory application via web services, for online information retrieval, hereby avoiding recapture and errors.
- Distribution of alerts and messages to all participants.



## THE RESULTS

- Information security, as all the results reside in the department's server.
- Improved information control, putting an end to the duplication of patient records in isolated databases.
- Workflow automation with automatic generation of alerts via mail and SMS for all protocol participants.
- Automated document generation, putting an end to unnecessary manual tasks and eliminating the risk of error.
- Comprehensive patient records containing all information, ready for online consultation.
- Simplified activities and generation of online reports.

### INCMNSZ Medical Team

*"We are pleased with the benefits of AuraPortal; therefore, we are developing our knowledge of how to leverage our BPM to continue to execute more processes to suit our needs."*



Business Process Automation (BPMS) | Intelligent Analytics | Mobility | Cloud | Social

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