

Case Study



Client Profile

Organization

Medical rehabilitation service provider

Size

Almost 150 staff and around 1,800 patients

Industry

Healthcare

The client is a registered charity that has been providing medical rehabilitation services in and around Vancouver, Canada, for over 50 years.

CASE FILE MANAGEMENT

Business Needs

The client was using case file management software developed by the Ministry of Health. It was decided that this system should be replaced with a custom-made application, for three key reasons:

1. The system could not be accessed remotely but many of the client's employees were regularly working in the field
2. The system had severely limited reporting functionality
3. The system was no longer actively supported by the Ministry

Solution

Knowledgetech built a completely new application, using Microsoft technologies like .NET, SharePoint and SQL Server. This replaced all the functionality and integrated all the data from the previous system. It also included additional functionality, allowing users to:

- Access the system remotely, from any computer, in any location
- Integrate complementary data (previously held in Excel spreadsheets) into the system
- Create custom reports, based on comprehensive data

Benefits

- Saved time in the reporting process by allowing employees in the field to enter new case file data directly, from any location
- Created a central, standardized, complete and up-to-date repository of all case file data
- Increased organizational efficiency, without the need to hire extra staff (which the client's budget did not allow for)
- Facilitated collaboration across the organization



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604-484-8099