

SUCCESS STORY INFORMED CONSENTS

BLOCKCHAIN DATA FORMS W/ ACCESS CONTROL



POWERED BY



Mango Soft

TAKEAWAY

Hospital Clínica San Rafael experienced a significant change when incorporating and implementing the informed consent solution. The results obtained demonstrate the positive and significant impact of this implementation on the hospital's operation. Improvements were achieved, generating tangible and quantifiable benefits. Among the most notable achievements are:



**14.311 USD WAS THE ESTIMATED
TOTAL REDUCTION**

THANKS TO THE TIME SAVED WITH OUR SOLUTION

22,500 MINUTES PER MONTH

THE TEAM'S WORKING TIME WAS REDUCED



**THE ERROR RATE WAS
REDUCED TO 5%**

PROMOTES GREATER ACCURACY IN PROCESSES

01

ABOUT THE
PARTNER



Hospital Universitario Clínica San Rafael

UN HOSPITAL DE LA FAMILIA STEWARD



Founded in

1.929

In the Old Farm of Santa Ana in Bogota, Colombia

It has

2.000

employees



Properly equipped with

467 BEDS



to ensure adequate care for the public across various hospitalization and emergency services

CURRENTLY, THE HOSPITAL SERVES APPROXIMATELY

23,000 PATIENTS EACH MONTH



TOTALING APPROXIMATELY

276,000 PATIENTS ANNUALLY

ACROSS VARIOUS SERVICES AND SPECIALTIES.

SOME OF ITS SERVICES AND SPECIALTIES



PEDIATRIC SPECIALTIES



OUTPATIENT SERVICES



THERAPEUTIC SUPPORT



SURGERY



DIAGNOSTIC AIDS



EMERGENCY SERVICES

Award for Outstanding Achievement in Reducing Environmental Footprint in Energy and Sustainable Procurement Implementation



STUDIES CONDUCTED ON ITS SERVICE AVERAGE

15.437 PER MONTH



Awarded the "LESS FOOTPRINT, MORE HEALTH" prize in 2020 by the Global Green and Healthy Hospitals Network.

002

THE
CHALLENGE

THE CHALLENGE

It is important that hospitals and medical centers ensure that patients sign informed consents because these are a fundamental part of the shared decision-making process between patients and medical staff. By signing an informed consent, the patient is giving their permission for a specific medical treatment and understands the associated risks and benefits

In addition, the signing of informed consents is also important because it helps to ensure that the patient has a clear and realistic understanding of the results that can be expected from the medical treatment. By having an accurate knowledge of the risks and benefits, the patient can make an informed decision and feel more confident about their medical treatment



LEGAL AND ETHICAL ISSUES

May arise since the patient is not informed about the treatment and its risks.



INCOMPLETE PROCESSES

Missing signatures either by the patient or medical staff.



REPUDIATION

Patient rejection when a complication arises



AVAILABILITY

After a medical procedure, it can be tedious to search for the legal documents related to the case years later. Additionally, there is concern that they may have suffered some type of physical harm during this period.

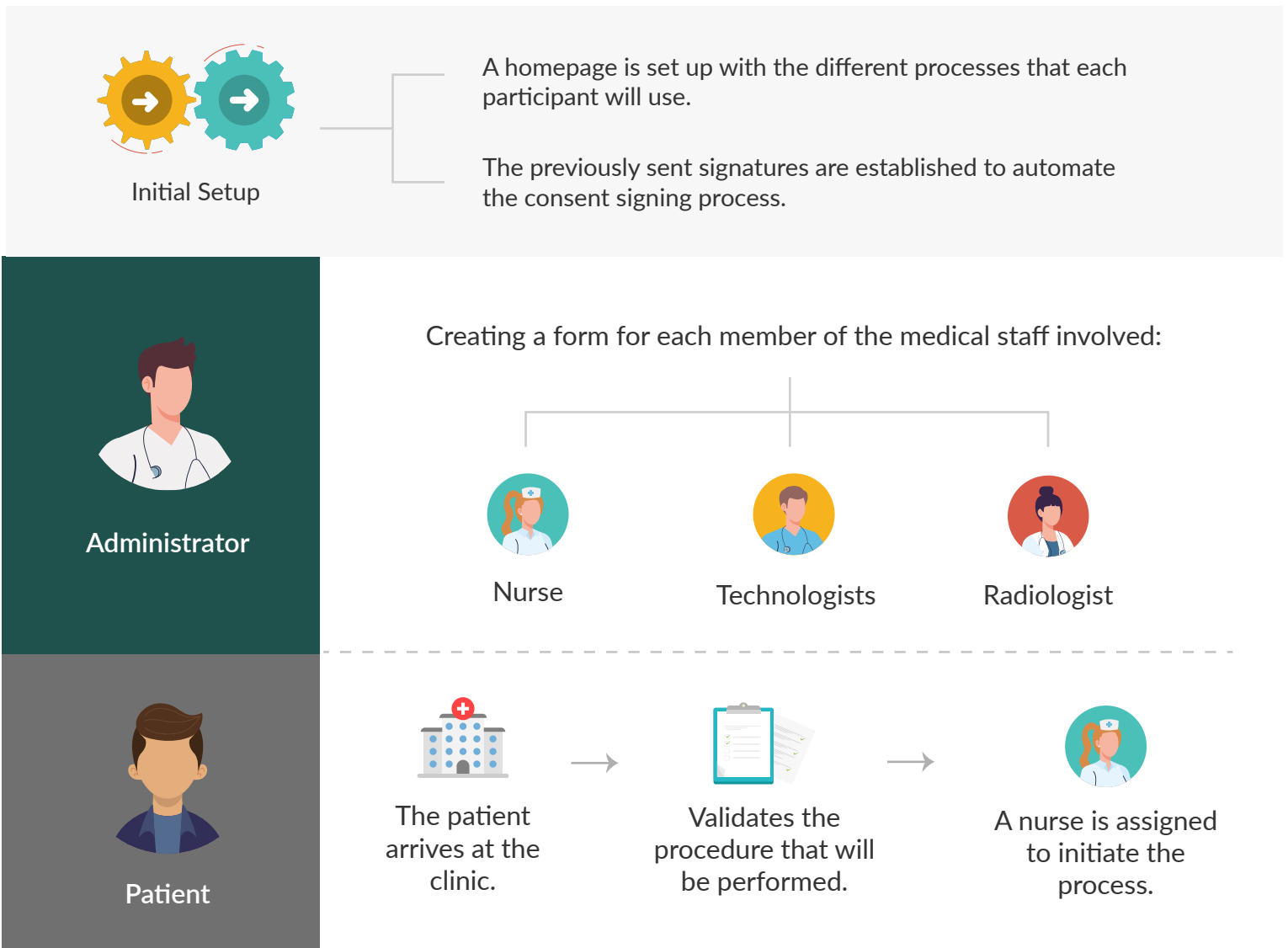
03

THE
SOLUTION

THE SOLUTION

The implementation of a platform that facilitates the signing of informed consents for different medical procedures and treatments is an initiative that seeks to improve the efficiency and quality of healthcare. The platform in question was conceived as a technological solution that could help patients and medical staff sign consents more easily and quickly.

A workflow was implemented for the process of signing informed consents, in which the nurse had to select the type of consent that corresponded to the patient's procedure, who has to read the risks and benefits before proceeding with the signature. After this, the patient had the option to proceed with the treatment or reject it, according to their decision.





Nurse



Accesses the platform



Selects the procedure



Fills in the data



The patient considers the options.



Shares the associated risks



Validates the information



Patient



Reading the consent form



Approval



Patient's signature



The process continues



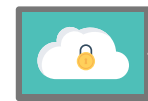
Denial



Patient's signature



Digital notarization



It is stored in the cloud



The case is closed



Technologists



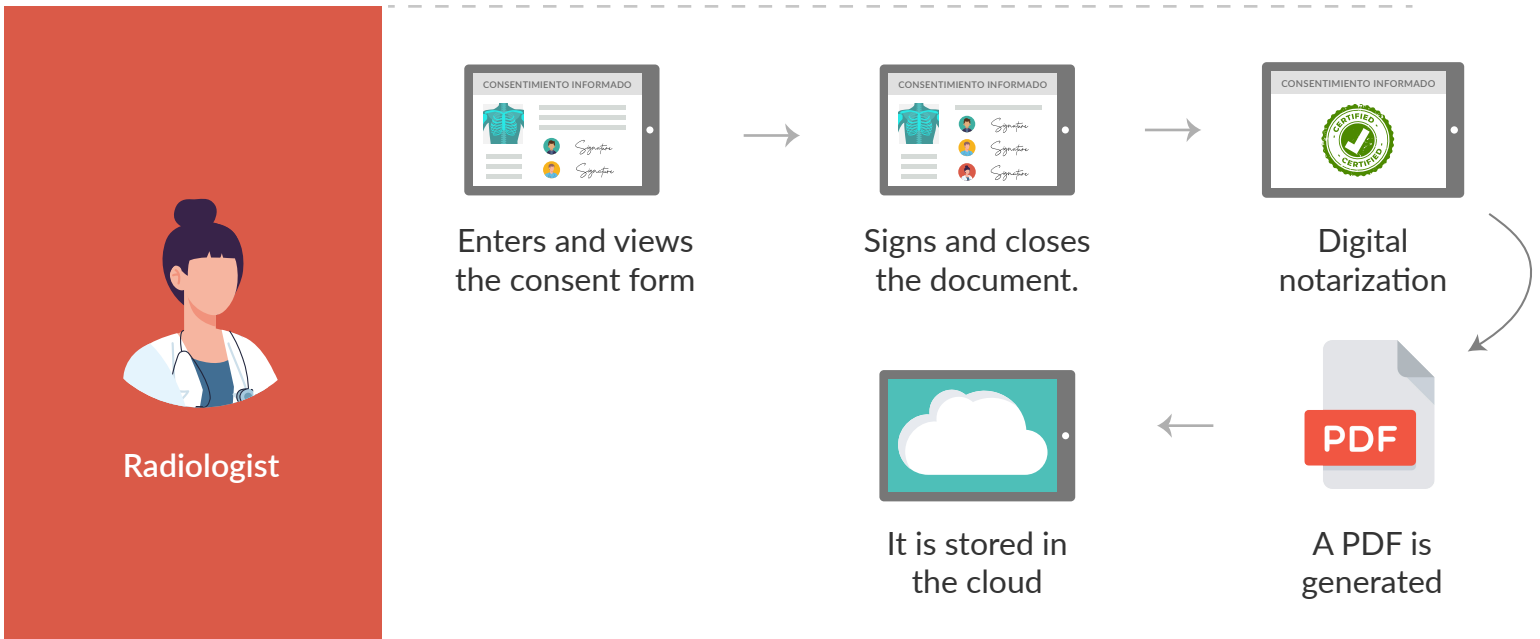
Takes the consent form



Validates the information



Signs



With the aim of ensuring the accuracy and validity of documents, several steps have been implemented for the process of signing informed consents, regardless of the patient's decision.



Approval process:

Once the patient has approved the procedure by signing the consent and presenting an official identification, the signatures of the medical staff involved are collected. However, at times there has been a lack of participation from the medical staff, which has caused problems during audits.



To address this issue, a digital signature system was implemented that allows doctors to verify their identity and provide their signature remotely.

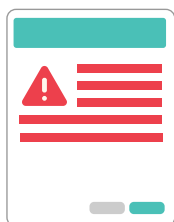


The digital signatures are stored in the cloud, which allows for quick and easy access to the documents for future reference and audits.



Doctors can identify themselves online using a digital credential, which provides an additional level of security to ensure the validity and authenticity of the signatures.

Denial process:



When a patient decides not to give their consent for a medical procedure, they are accepting the risks associated with not performing it, which could lead to possible medical malpractice claims against the hospital. For this reason, it is necessary for the patient or their authorized representative to sign the corresponding denial form, accepting the consequences of not receiving medical treatment.

The implementation of a platform for the signing of informed consents can have a significant impact on healthcare, as it can improve accessibility, efficiency, and safety in the document management process and ultimately, on the quality of medical care provided to patients.

04

THE
RESULTS

THE RESULTS

By using a digital signature system, the significant problem of lack of participation by medical staff has been completely resolved, which has improved efficiency in managing informed consents.



LEGAL COMPLIANCE

Digital platforms can help ensure that consents are signed and archived in accordance with legal and regulatory requirements



GREATER EFFICIENCY

By using a digital platform, the processes of informed consent signature can be automated, saving time and reducing errors.



GREATER ACCESSIBILITY

A digital platform allows patients and medical staff to sign consents from anywhere and at any time, which can be particularly useful for those who cannot travel to the clinic or for those who need to sign the documents urgently.



COST SAVINGS

By reducing the need to print and store paper documents, costs associated with document management can be saved.



SAFETY FIRST

Blockchain tech provides an opportunity to enhance doc security by storing them in a decentralized way, preventing unauthorized changes or deletions. Storing docs on blockchain encrypts them, ensuring confidentiality and privacy. Using a trusted third party ensures notarized docs are legally valid. This way, we can trust blockchain-based digital signatures for secure, reliable, legal docs

THE NUMBERS DON'T LIE

On average

75

PATIENTS PER DAY
use informed consents,
for a total of

2.250

CONSENTS PER
MONTH

WITH OUR INFORMED CONSENT SOLUTION, WE
ACHIEVE SAVINGS OF UP TO

10 MINUTES

IN EACH
PROCESS

FOR A TOTAL OF

750

PER DAY

22,500

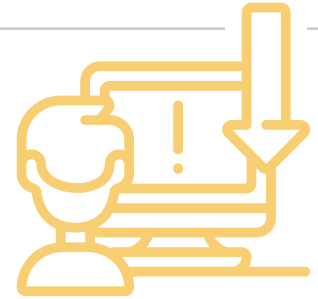
PER MONTH

WE HAVE REDUCED THE HUMAN ERROR RATE FROM:

35%

TO

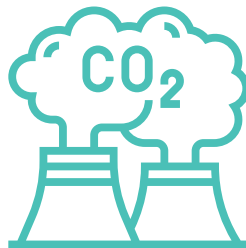
5%



On average

54.750 SHEETS

are spent on printing
per year.



Equivalent to

488 KG

OF CO² PER YEAR

14.311 USD

WAS THE ESTIMATED
TOTAL COST
REDUCTION

thanks to the time saved
with our solution.





“HUMAN TIME IS OUR PRIORITY”

PARTNERS IN DIGITAL TRANSFORMATION



Mango Soft

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