BUSINESS SUPPORT SOLUTION
for & by hospitals

R HOSPITALAX
erp solution for & by hospitals

CHALLENGES FACED BY HOSPITALS

The goal of hospitals is to guarantee an optimum level of care and related services. They can achieve this largely through the use of several **important business support processes** that have an impact not only on the satisfaction of the patients and care providers but also on the efficiency and therefore the financial health of the organization.

These support processes are also used by the **Financial Management, Facility Management, Purchasing, and Logistics departments** – departments which are often confronted by a great many shortcomings in existing systems. For example, they have a specific need for:
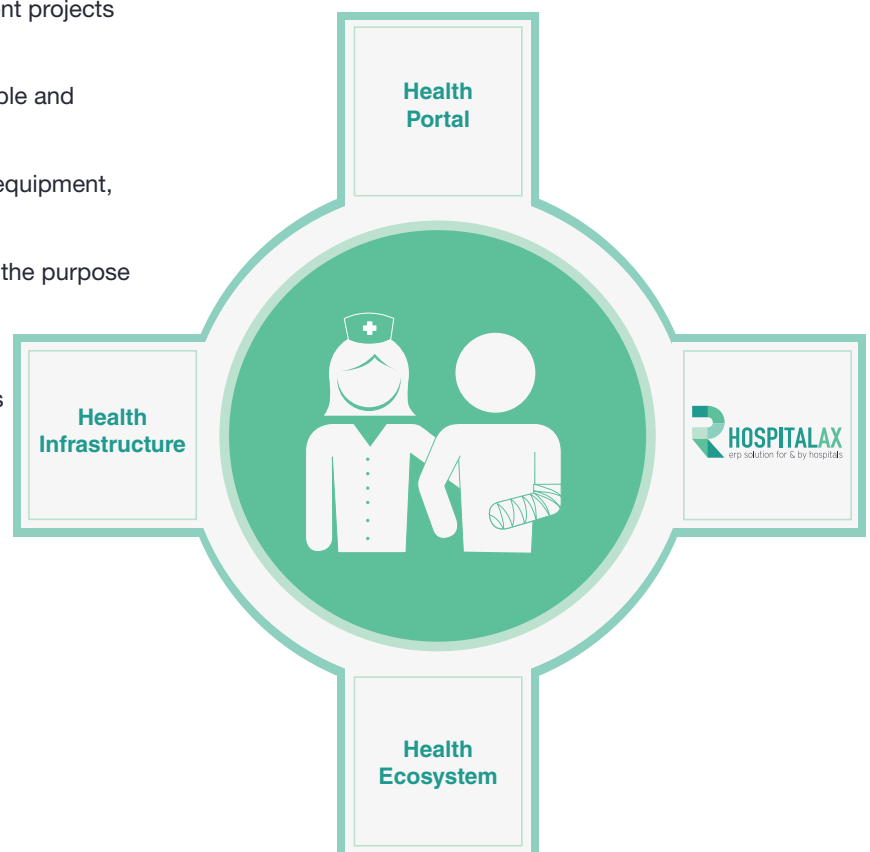
- a good integration between their own operational processes and those of other service departments, with an efficient flow of up-to-date information

- an efficient and transparent purchasing policy, in which centralization, standardization, computerization, and monitoring are essential elements

- efficient management of logistics processes, inventories, and consignment stocks

- detailed and up-to-date monitoring of investment projects and their sources of funding

- management and monitoring of accounts payable and receivable

- streamlined management and maintenance of equipment, materials, and locations

- insight into operational processes and KPIs for the purpose of optimizing their own work processes

- monitoring and following up on the legally required and sector-specific reporting documents

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ERP FOR AND BY HOSPITALS

Working together with hospitals and external experts, Realdolmen established the **Healthcare Consortium** with the goal of developing solutions that would provide support for the future evolution of the healthcare sector. Thanks to this ongoing and close cooperation, we are continuing to work on further **developing the RealDolmen Healthcare Solution Suite each and every day.**

HospitalAX is the ERP component of this suite and provides a software solution based on Microsoft Dynamics AX. The Microsoft software was extended further by Realdolmen to include modules tailored to the specific needs of hospitals.

As such, it can **easily be expanded to include other components of the Healthcare Solution Suite** such as the latest communication and collaboration tools (SharePoint and Skype for Business), intranet, service department-specific and project-specific sites etc. This guarantees a maximum level of user-friendliness and user familiarity with the system.

WHAT IS HOSPITALAX?

HospitalAX was built on the basis of Dynamics AX, Microsoft's ERP flagship, which was completely customized to the specific needs of the health sector with typical hospital functionalities for finance, purchasing, logistics, and facility management. In addition, it's possible to add modules developed in-house as well as to integrate third-party software packages. Each main module of HospitalAX includes functions that are fully aimed at supporting specific employees and providing them with added value in executing their everyday tasks. Even though the solution is split up in different modules, they are nevertheless strongly integrated with each other. It is, however, possible to initially not implement all modules, but add extra modules later on, if necessary.

HospitalAX enables the purchasing department to effectively take on its role as the central provider of goods and services in the healthcare organization. The entire purchasing process is supported and monitored, from the initial request up to and including the final invoice. Goods and services, contracts, pricing agreements, and suppliers are managed strategically as well as operationally in order to provide the best possible service.
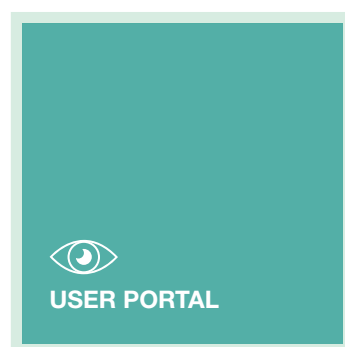
HospitalAX provides an answer to the specific needs of logistics departments. In addition to a fully integrated warehouse management system (WMS) tailored to the specific needs of the hospital, the logistics management module also includes integration options with specific pharmacy and laboratory solutions.

PURCHASING MANAGEMENT

LOGISTICS MANAGEMENT

FACILITY MANAGEMENT

FINANCIAL MANAGEMENT

The module for facility management in HospitalAX contains several logical entities such as the technical department, the project construction department, and the pure facility services such as catering, reservations, and space management. Considering the impact of the activities linked to this module throughout the entire hospital organization, a seamless integration is included here with the purchasing and inventory management activities as well as with the financial management activities. This module is supported via a workstation application, a web application, and a mobile application with customized program screens for timesheet registration and activity overviews.

The HospitalAX financial management module provides the functionalities needed to implement transparent financial management throughout the hospital. The focus here is also on user-friendliness, for example by enabling the user to deal with all client-related processes from a single screen.

USER PORTAL

Care providers are not usually logged into HospitalAX. However, they sometimes need

access to support processes, for example in order to enter expenses, place orders, reserve materials or locations, forward confirmations of receipt, or report incidents. Accordingly, HospitalAX provides a user portal for that purpose that contains only the information and functionalities that are relevant for the specific user concerned.

ADVANTAGES HOSPITALAX

- Support for specific financial, purchasing, logistics, and facility management business processes in hospitals
- System tailored to the needs of hospital staff
- Quicker user acceptance due to familiar look and feel of the application
- Can be fully integrated with other building blocks of the Realdolmen Healthcare Solution Suite
- Guarantee of continuous sector compliance
- All the advantages of a fully integrated solution

WHY REALDOLMEN

- Solution developed in cooperation with hospitals
- Based on best practices in the sector
- Unique combination of technology and Healthcare expertise
- Focus on maximum flexibility minimizes need for customization
- Reliable implementation partner

TRAINING-FOCUSED PRODUCT IMPLEMENTATION

The point of departure taken by RealDolmen for the implementation of HospitalAX is an integrated **hospital blueprint** that includes all the important modules and best practice processes for each activity. This gives your hospital a solid foundation on which additional customized modules can be added whenever necessary. Our step-by-step project-based approach, with an emphasis on **coaching, training programs, and a great deal of interaction with our consultants**, guarantees a quick and seamless implementation. Even after the go-live, we remain available to provide support and coaching in order to ensure that your Hospital/AX implementation is managed as effectively as possible.

The training and coaching of your employees is a key element of our implementation process. An extensive set of training materials provides the necessary support during the training sessions and can also serve as a reference work or as a basis for test scenarios.

FOCUS ON DATA MIGRATION

During the implementation phase, we also focus on training in relation to data migration. Migration is dealt with at regular intervals throughout the entire implementation process. We schedule a great many training activities in order to familiarize your staff with the **structured templates and migration tools.** This applies to the migration of master data as well as transactional data.

FOCUS ON THE USER

The focus is on the user i**n the implementation process as well as in the software** itself. HospitalAX actually has the same look and feel as the universally recognized Microsoft applications. In addition, the user screens displayed depend upon the role played by the user, for example a bookkeeper, purchaser, care worker etc. The Microsoft Office applications are also seamlessly integrated into the system. This makes it possible, for example, to easily and quickly open and edit information from HospitalAX in a standard Excel worksheet. The end result is that users learn to use and **adopt to the system much more quickly** so that they can concentrate on their core activities.

Together with hospitals and external experts, the Healthcare Consortium was established in order to develop solutions that support future developments in the health care sector.

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