Patient Digital Record – PDR

" Business Challenge

Healthcare organizations, including hospitals and clinical labs are facing serious challenges to remain competitive and strengthen the healthcare management system driven by advancements in technology. Nevertheless, the paper-based phenomenon for the medical records still exist causing the risk of non-compliance. The absence of a unified secure system to manage the lifecycle of patient's records and store them in one repository is resulting in data breaches, risks, and costs. Furthermore, the challenges evolve more in response to COVID-19 crisis to create a pressure of a drastically change.

Patient Digital Record for OpenText (PDR)

MGS Patient Digital Record is an advanced and unified management solution that efficiently captures, extracts, classifies, validates, processes, distributes, secures, manages, and archives all information for an individual patient to optimize the patient safety and quality of care for the healthcare providers. PDR is developed using OpenText technology, with a new concept of managing and organizing the patient records by creating workspaces for each patient based on each visit. PDR brings robotic, machine learning to extract and digitize the information, and advanced content repository to store variety of content.

PDR Role

PDR provides a holistic and complete view for a patient case, the database record contains the patient personal info, department lies-in, physician, tours, treatment and lab results. Since the patient enters the hospital the workflow starts with the reception new record to send it to assigned department; to be directed to the nurse to enter the physician comments, required treatment, and sends lab test when it is required and so on... Advanced Electronic Medical Record System EMR are capable to manage structured content only, keeping the remaining profile of the patient outside the system. PDR integrates with EMR and add the unstructured content to complete the patient profile. It digitizes workflows, fully automates business processes that rely on semi-structured or unstructured data hidden such as electronic documents, images, emails, handwritten notes, faxed test results, x-rays, MRIs, and CTs, and leverages data analysis to drive greater productivity and growth, reduce setup and operational costs, increase operational efficiency for more compliance, and manage effectively your critical business decisions which will ultimately increase the health outcomes.

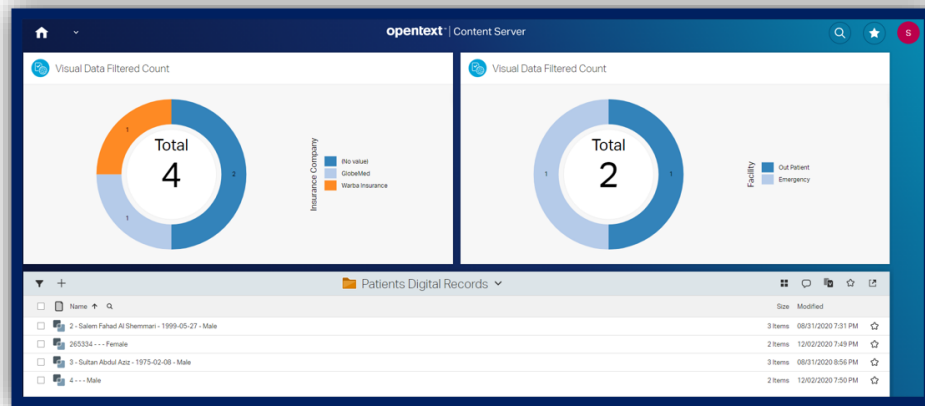### Product Features and Function

PDR runs on top of OpenText ECM and use the native features provided by the content Server such as Smart View as Web Page, Browsing Folders, Workflow Maps, Workflow Forms, Search and edit Pre- built Templates, Categories and more….

❝❝ Insurance Benefits Processing

Reduce time, manual paperwork and claims processing by automating claims management, wherein the patient can get on the spot his insurance claimed. This operation is for all parties' benefits including patients, hospitals, as well as health insurance companies.

A unified dashboard and flexible reports

Share interactive dashboards for tracking & monitoring, flexible reporting and analytics tool across teams based on a stored data for a better insight and decision making across the organization.

DAS Integration

Suite of tool enabling swift system adoption, communication & collaboration, and creating understanding of business process. DAS provides guiders, guided learning, usage analytics, notifications, FAQ, process & IOT viewer, audit trails, built-in chat & support (text, voice, video, screen & file sharing), sticky notes.

Seamless Integration

PDR integrates with Right Fax, Electronic Signature, Documents, mails… It integrates as well with third party application: Microsoft -Office 365, SAP, and Salesforce.

Centralized platform

Accurate patients records can be efficiently utilized for various medical processes though the maintenance on a central and secure platform that offers accessibility to physicians and medical staff based on their own needs.

Electronic Data Management with EMR/EHR integration

PDR uses OpenText ECM solution's native features, and integrates with a typical healthcare organization's IT infrastructure to digitize, manage, and organize any form of content that goes with the enterprise processes and their operational functions. The patient records includes for example the documents of patient disclosures.

Workspace capabilities

PDR uses Workspace on each patient case which enables Physicians, caregivers, nurses, administrative staff, and specialists use pre-built template, access patient data, exchange it and share it securely, improving collaboration, connectivity and care coordination.

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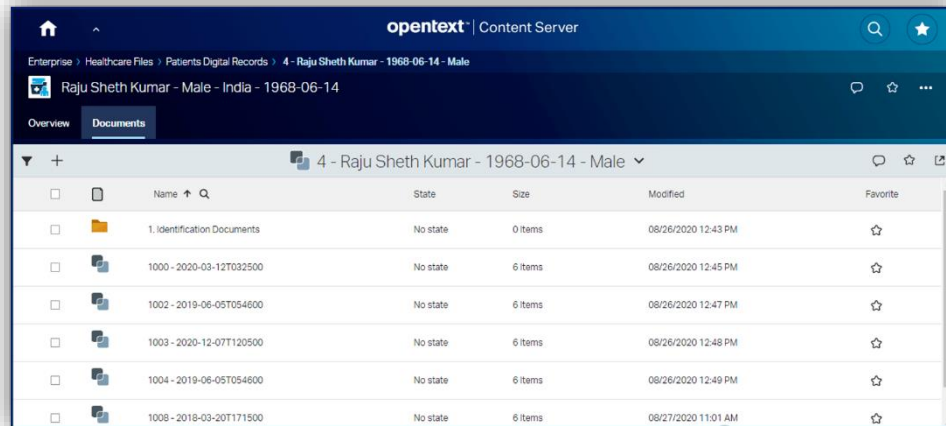
Powerful AI and High Accuracy Data Extraction
PDR leverages latest AI technologies to intelligently digitize, automate, and extract data even for low resolution and handwritten documents.

Capture Advanced Recognition for Variety of Content Sources
Achieve a capture process by reading, searching for the target data across documents with different forms (insurance claim form…etc.) and capture the required information. It recognizes all types of documents, including structured forms, semi-structured and unstructured documents, and captures content from many sources including Webpages, web applications, images, email client, video and sound file, and others.

Classification, Validation, and Automation
The system can automatically identify, group, separate pages of interest from multi-page documents, and validate the content. It initiates/automates a process when capture is done based on intelligent rules.

Electronic Conversion
PDR handles the conversion of physical documents and faxes to electronic formats with efficient storage. These records are loaded into the centralized platform to increase workflow efficiency.

E-Signature process
Records and data are suitably secured through the process of Electronic signature. Patient data is, therefore, secured from errors and easily updated by the concerned party.

Powerful SE
PDR provides advance search that can help to make statistical reports and researches for the physicians.

Greater Business Process Automation rates
PDR assures unprecedented levels of automation, it can take a step forward to perform automatic actions after classifying, indexing and processing content.

Cloud Control
PDR cloud control the patient record management to save, store, and maintain them for remote access with the ease of use and privacy maintenance.

Cloud flexibility
PDR cloud flexibility allows you to work on a variety of browsers and devices. You can access through mobile, tablet or computer. It can be deployed on Premise, Cloud or Hybrid environment.

Value Proposition

- Handling delays of critical medical documents between departments and reduces physical storage requirements.
- Reduces manual data-driven process activities and human error by accelerating business processes Capture.
- Increase automation and operational efficiency, improve data quality and accuracy for a faster ROI.
- Free the medical staffs from repetitive tasks to invest their time wisely
- Respond quickly and accurately to meet the patient's expectations.
- Patient records are complete and information isn't misplaced.
- Streamline the compliance and litigation process throughout the lifecycle of the patient record.
- Simplify the legal discovery process with the ability to store and search complete patient records.
- Empower the digital performance Management process.
- Improve quality of care, operations and outcomes
- Deploy advanced technologies which allows less manual involvement and human errors, paperless environment, and digital transformation.