



Digitalisation in medical practices

“We get more time for our patients”

Digitalisation has long since found its way into Swiss medical practices. Many of them work with a practice software such as curaMED that facilitates efficient handling of day-to-day business and structured patient documentation. Tina Lung is a medical practice assistant (MPA). She explains why she wouldn't go without her practice software.

Ms Lung, you have been working as a medical practice assistant for about 25 years. How has day-to-day work changed in that period?

It's remained quite similar in many areas involving personal support of patients. The administrative side, on the other hand, has changed a lot. There aren't necessarily a greater number of tasks, but today we handle them by entirely different means. At my first job, the doctor dictated reports to me once a week so that I could type them up.

Hopefully you don't have to do that any more thanks to digitalisation, right?

No. Today our doctors dictate their reports into the system themselves. We work almost paperlessly in our practice. Digitalisation has huge advantages: information is recorded in a logical and legible manner, easy to find, and also securely and easily stored. I remember how we used to sort out old patient records every few weeks to make room for new paper files. Days, hours, weeks were lost to that. Thanks to software like curaMED, we MPAs save an enormous amount of time that we can dedicate to patients.

How important was and is digitalisation in MPA training?

Our practice makes sure our trainees engage heavily with it. The theoretical training is not done the traditional way with schoolbooks any more either; it's digital. So the MPAs of the future are very familiar with digital tools.

You have worked at the RheumaClinic Bethanien in Zurich for five years. How does this collaboration between three rheumatologists and five assistants work?

Constant communication among ourselves and access to information are essential. Our practice software makes communicating faster and clearer. On top of that, one of our doctors often works from home. With curaMED, he can access relevant information at any time without a problem. And if someone else is filling in for him, that person also has a full summary for the patients in question thanks to the electronic medical history.



You work with the practice information system curaMED. Why?

When our practice split off from the University Hospital of Zurich a few years ago, we made the leap from paper administration to the digital age. Our rheumatologists value the work and opinions of their MPAs. So to bring in our requirements, I was heavily involved in evaluating the practice software. The functionalities and simple operation of curaMED won us all over.

What about curaMED do you particularly value?

People often have very different needs concerning how to organise themselves at work. curaMED accommodates this by, for example, allowing the agenda display to be adjusted. All the employees at our practice have set up their own individual displays. It makes work pleasant and quick.

Speaking of improvements in efficiency, how else does your practice software facilitate that?

For example, when booking appointments by telephone. Clicking directly from the agenda to a patient's medical history and being able to enter the set of services for their upcoming treatment there saves so much time and cuts down on errors.

How much does curaMED help you with scheduling work at the practice?

We work a lot with what are called pending items, which we assign to ourselves or to each other. A good example is dispensing medications in exchange for confirmation of coverage of costs. If I already know when this coverage will expire, I will assign a pending item to the relevant doctor so that he can create a corresponding report in good time. curaMED then remembers automatically. Neither I nor the doctor have to worry about forgetting things.

You also do accounting with curaMED. What's your experience there?

At the beginning, we needed some time to get everything set up. But it was more than worth it.

As one of the new features to come, curaMED will implement a digital medication plan – including a patient-friendly print-out of all relevant information. What's your opinion about that?



It's a very good idea. Many patients often don't really know what medications they are supposed to take, when and why. An easy-to-understand list can offer some security. Plus, it takes us a lot of time to type up lists of medications from referring GPs, so that we can then have them available digitally. If in future that kind of information exchange can be done purely electronically, without switching media, then that's super.

It sounds like you're all-around satisfied.

Sure, I'm looking forward to further improvements in curaMED. But my colleagues and I and our doctors are basically really satisfied with the software. It's user-friendly, helps us in our day-to-day work at the practice, and we can understand it without reading a thick user manual. What more can you ask for?

Digital, simple, efficient

The web-based medical information system curaMED simplifies electronic documentation and process optimisation for doctors, therapists and other health specialists – all this tied to a specific time and place and with the highest security standards.

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