

Case Study

Concord Hospital.

Upgrades storage capabilities.





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Concord Repatriation General Hospital is one of Sydney’s largest and accordingly the filing of patient records is no small feat. At any one time there are over 300,000 records filed on site in the Medical Records Service with off site storage also required.

Recently, Sydney South West Health Area Service decided to merge the Rozelle mental health facility with Concord Hospital, a \$1.5 million upgrade of the storage system was required.

Charlie Farah, Manager for Medical Records at Concord Hospital was the man responsible for the upgrade.

“We store patient records and related clinical information for outpatient clinics, the wards and research departments,” said Farah.

“Currently we store over 300,000 records on-site with all records tracked electronically,” he said, “we have a barcode system that prints out a label that we attach to each front cover of the record so we can scan and track records to different locations.

“We keep records for 15 years, so consequently we have the need for significant off-site storage. Anything pre-2000 is deemed inactive and goes off-site where we store another 300,000 records,” said Farah. “A number of these records are destroyed each year but, of course, these are replaced by a similar amount.”

“This medical records department hadn’t seen much improvement since the late 80s, so it was relatively antiquated. When it was decided to move the files across from Rozelle Hospital, it was immediately apparent that we would need to upgrade our resources and storage capabilities,” said Farah.

Dexion provided the Eclipse Powered Compactus® to meet Concord Hospital’s storage needs. The Eclipse Powered Compactus® provides 233 bays of shelving, 1965.6 linear metres of storage and the system is capable of handling 86,705kg in weight.

The Dexion Eclipse Powered Compactus® combines the technologies of Dexion and



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Spacesaver Corporation from the USA. Working together as a team has made the significant operator benefits of powered high-density mobile storage more reliable and more affordable, and offers multiple system configurations to suit any needs, including public access.

Spacesaver is a world leader in high density mobile storage technology and the two companies have a very close commercial relationship, with Dexion manufacturing Spacesaver products under license for the ANZ, Asia and Middle East markets.

Dexion also designed the units to include five entry points so multiple staff could access the Compactus® at one time.

Dexion’s Eclipse Powered Compactus® is the only Compactus® solution with a hand held battery backup power pack.

In the event of a major power outage, staff are able to access the records, ensuring 24/7 access. The power pack simply plugs into the keypad enabling user to move one carriage at a time to retrieve

files. There’s enough power in the pack to give up to 70 moves before recharging is required.

The implementation process went well, according to Farah.

“The guys explained the implementation process in depth, that it takes time and patience to lay down the tracks and get everything level, making sure that all the preparation is in place before installing the Compactus®,” he said.

“Although the system came in at fair cost initially, it actually saves us money in the long run. We are now able to hold more files on-site, so we don’t have to send so many records off-site,” said Farah.

“Patient care has been improved as well, with more records on-site. It is much faster to retrieve records for a patient who turns up in emergency where records are required urgently,” he said.

