

# **Streamlining Out-Patient Clinic Operations Using Wireless Technology**

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## **ABSTRACT**

Today's physicians often need access to complete patient information at home and in transit. Through emerging technologies, physicians now have the ability to receive the latest clinical and patient information through mobile phones, pagers, and handheld computers. The ease, speed, and common availability of these devices combine with advances in wireless networks and software to improve the delivery of patient care by physicians.

The Walter Reed Army Medical Center's Orthopedic Clinic conducted a pilot wireless project designed to evaluate the impact of wireless devices on workflow in a clinical environment. The project was designed by Walter Reed's Telemedicine Directorate and has been using handheld wireless devices in day-to-day operations by means of a bi-directional interface between a Portal Server and CIS, CHCS, DIN PACS, ORMA and a Transcription System.

Through partnerships with pioneers in the wireless and health care fields, we were able to eliminate unnecessary paperwork, improve the accuracy of the patient record documentation, and aid physicians in documenting their daily patient appointments with greater precision. The new system also increased efficiency and productivity and reduced cost, while enhancing the level of patient care by giving physicians fast access to vital patient information when and where they needed it.