



Chilean healthcare provider adopts digital processes that boost performance and enhance the patient experience.

An article with Clínica Alemana Osorno



About Clínica Alemana Osorno

With over 300,000 outpatient appointments per year, Clínica Alemana Osorno is the largest healthcare provider in the south of Chile. This private, non-profit, institution has been operating for over 50 years. Today, it has over 200 medical specialists, 450 employees, and a staff growth rate of 20% per year.

Clínica Alemana Osorno aims to provide high-quality healthcare in southern Chile by putting patients and their needs at the center of all healthcare activities.



"It has always been the clinic's priority to deliver better health to the people of Osorno."

Leonidas Rosas
CEO of Clínica Alemana Osorno

Clínica Alemana Osorno

teamed up with Siemens Healthineers to launch a comprehensive digital transformation strategy. The clinic, which is located in southern Chile, has introduced digital communication workflows that leverage connected care solutions from Siemens Healthineers. Covering more than 46 medical specialties in 4 facilities, the technology is helping the clinic create a better patient experience, enhance workforce efficiency, and increase access to care.

The challenges

Clínica Alemana Osorno faces two key challenges that are specific to Chile's healthcare landscape.

Firstly, private hospitals in Chile face heavy competition for patients and qualified physicians. Patients with private insurance can choose which hospital to go to, and physicians can decide which hospitals they want to work with.

Secondly, most of Chile's healthcare providers are located in and around the capital, Santiago. Yet only 40 percent of the Chilean population live here, meaning patients from the south need to travel long distances for specialist medical treatment.

To overcome the competitive challenge, the clinic aims to differentiate itself by offering patients and physicians an excellent experience that surpasses its four main competitors in the region. Key areas of focus are raising patient satisfaction levels and helping staff work more efficiently.

To address the geographic challenge, the clinic wants to make southern Chile a better place to live and enable the Osorno community to solve their health problems without traveling long distances. This means making high-quality care accessible and convenient by offering comprehensive solutions that meet patients' needs locally – without overwhelming care teams and physicians.

Overall no-show
rates down to
9.2%

Patient satisfac-
tion at
84%

Waiting times
reduced by
39%

Medical staff
efficiency up by
15%

The solution

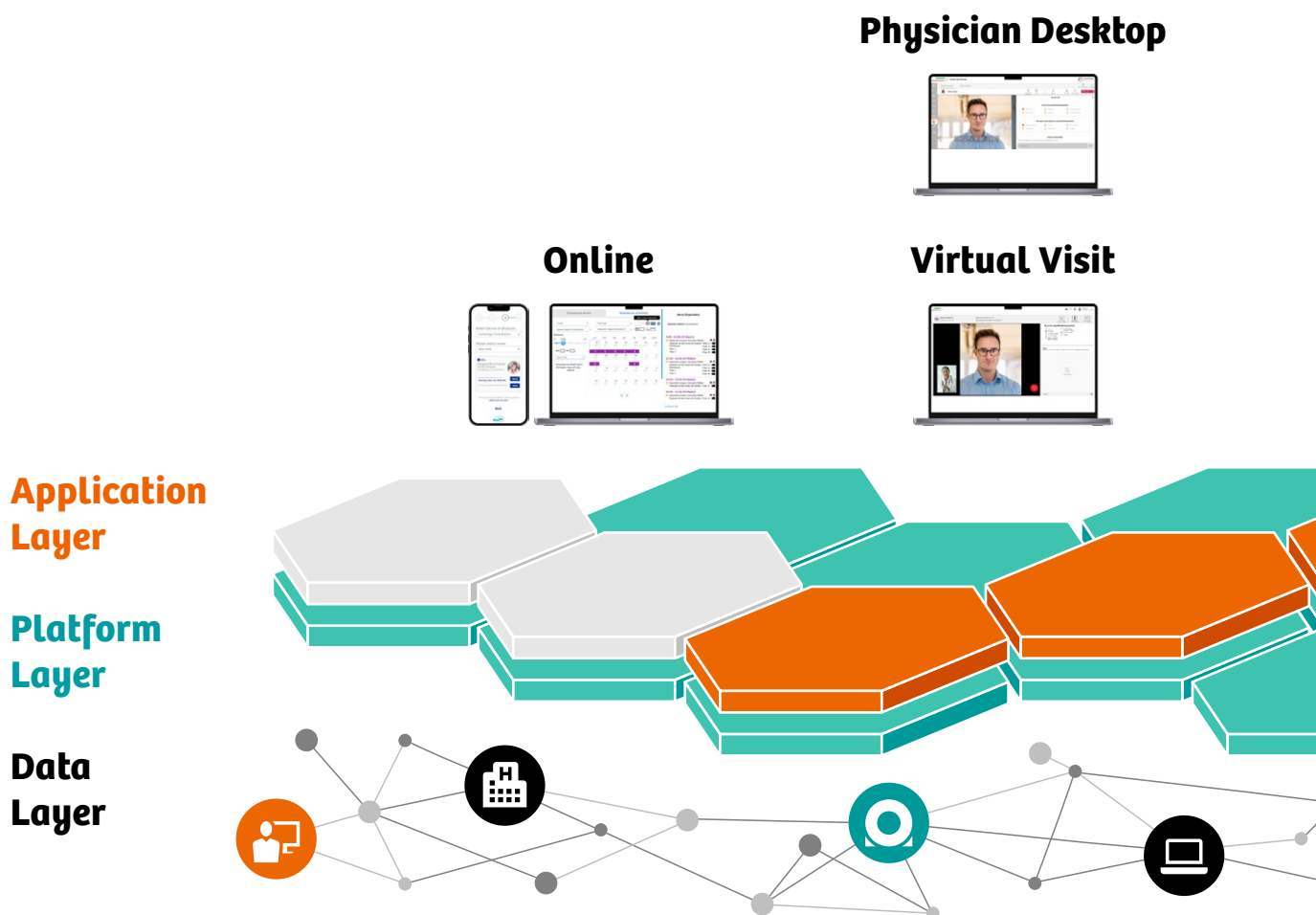
Clínica Alemana Osorno has responded to these issues with a comprehensive digital transformation strategy. Working with Siemens Healthineers, the clinic has introduced eHealth Solutions, a suite of applications for care collaboration and patient engagement.

The clinic launched the new system in 2022. This was preceded by a thorough preparatory phase, which began in 2021 and included

1. migrating existing data;
2. building an interoperability platform;
3. integrating and aggregating data;
4. building digital pathways for patients and physicians on top of the platform.

The interoperability platform is a crucial element of eHealth Solutions. It provides the foundation for the applications (in this case Patient Portal, Physician Portal) and allows them to access data from all other systems in use at the clinic.

Together, the platform and eHealth Solutions are improving the patient experience, helping physicians and care teams to collaborate and work more efficiently, and improving access to care.





"This project, in collaboration with Siemens Healthineers, will help us provide the best technology to innovate healthcare, to ensure the best medicine for all people in the south of Chile, in terms of technology, but also regarding humanity and contact quality."

Patricia Martinez, MD,
Medical Director of Clínica Alemana Osorno

Order management

- Imaging
- Laboratory
- Surgery
- Procedures



Results

Physician Portal



Patient Portal





“We trust Siemens Healthineers as they are the leader in technology for healthcare and provide innovative, flexible platforms that allow us to build end-to-end workflows that will make the evolution of care pathways a reality.”

Leonidas Rosas
CEO of Clínica Alemana Osorno

An excellent patient experience

Empowering patients is the main aim of the digital transformation at Clínica Alemana Osorno. It is also a key driver of excellence in the patient experience.

Patricia Martinez, MD, Medical Director of Clínica Alemana Osorno, explains that patients benefit from having all their information available in one system. Instead of needing to keep track of paper documents, patients can now access their data online, through the Patient Portal application. This knowledge empowers them to actively participate in planning their next steps and making informed decisions about their own care. Transparency of health data can also benefit the entire community, as it raises shared awareness that individuals can influence their healthcare. Martinez and her colleague Marko Gjuranovic, MD, both note that the new system means physicians are better informed about their patients' health status. The Physician Portal application provides access to all relevant information at the point and time of care, which allows doctors to make the best possible treatment decisions and gives patients confidence that they are in good hands. It also removes the need for patients to explain their health history to every new physician, all of which enriches the patient experience.

A highly efficient workforce

Before the clinic introduced eHealth Solutions, physicians had to spend a lot of time on administrative tasks, many of which were still paper based. They also had to search for patient information across multiple data silos. By providing access to all information in a single digital environment, Physician Portal removes these bureaucratic burdens, allowing doctors to work more efficiently, focus more fully on their patients' needs, and create stronger patient-clinician relationships.

Scheduling was another issue that suffered from inefficiencies prior to the arrival of eHealth Solutions. Physicians often have to manage multiple schedules at once: for operations, consultations, and across different locations. Now that all their appointments and tasks are stored in one system, medical staff can plan their workdays much more efficiently and invest their time in the tasks that really count.



“Having all the patient information in one system truly is the best for the patient. Physicians need an integrated view of all the patient’s health data to make an accurate diagnosis and to take the best clinical decisions. When all relevant data is available, we can provide the best treatment for each patient.”

Marko Gjuranovic, MD,
Urologist, Physician Desktop Coordinator at Clínica Alemana Osorno

The Clínica Alemana Osorno’s Outpatient Clinical Manager, Scarlett Molt Heise pointed that “There is no doubt that interoperability allows us to improve performance of our outpatients’ journey, from searching for an appointment to scheduling and to the confirmation process, the self payment, the

provision of the service and the delivery of results; since the teams, both clinical and administrative, dedicate their time and knowledge to health care and not to bureaucratic procedures, since all the patient’s information is available in one place. ”

“There is no doubt, that interoperability of the eHealth Solutions allow us to improve performance of our outpatient journey services, from searching an appointment, scheduling and confirmation process, self payment, the provision of the service and the delivery of results; since the teams, both clinical and administrative, dedicate their time and knowledge to health care and not to bureaucratic procedures, since all the patient’s information is available in one place.”



Scarlett Molt Heise
Outpatient Clinical Manager of Clínica Alemana Osorno

Increased access to care

Traveling to the clinic or calling during office hours to make an appointment is not always convenient. With the online scheduling function, patients can easily make, change, and cancel appointments online at any time. This has reduced no-shows at the clinic. When slots free up, they can be immediately allocated to new patients, which helps to reduce waiting times and allows medical systems and treatment rooms to be used more efficiently. All of this makes care more convenient and accessible for the Osorno population.

The interoperability platform on which eHealth Solutions is built has also made care more accessible. By centralizing all healthcare data and making a patient's health history trackable, the platform creates an environment in which algorithms can analyze the data, identify at-risk individuals, and automatically invite them to arrange a checkup or engage in a specific preventative treatment. As well as making it easier to access care, these analyses can also help improve overall health in the community.



“Managing patients’ health data in one system gives us the opportunity to really support patients to engage in their healthcare. This will have a positive impact on prevention, as patients can receive automated reminders for their medical checkup and other preventive offerings from the clinic.”

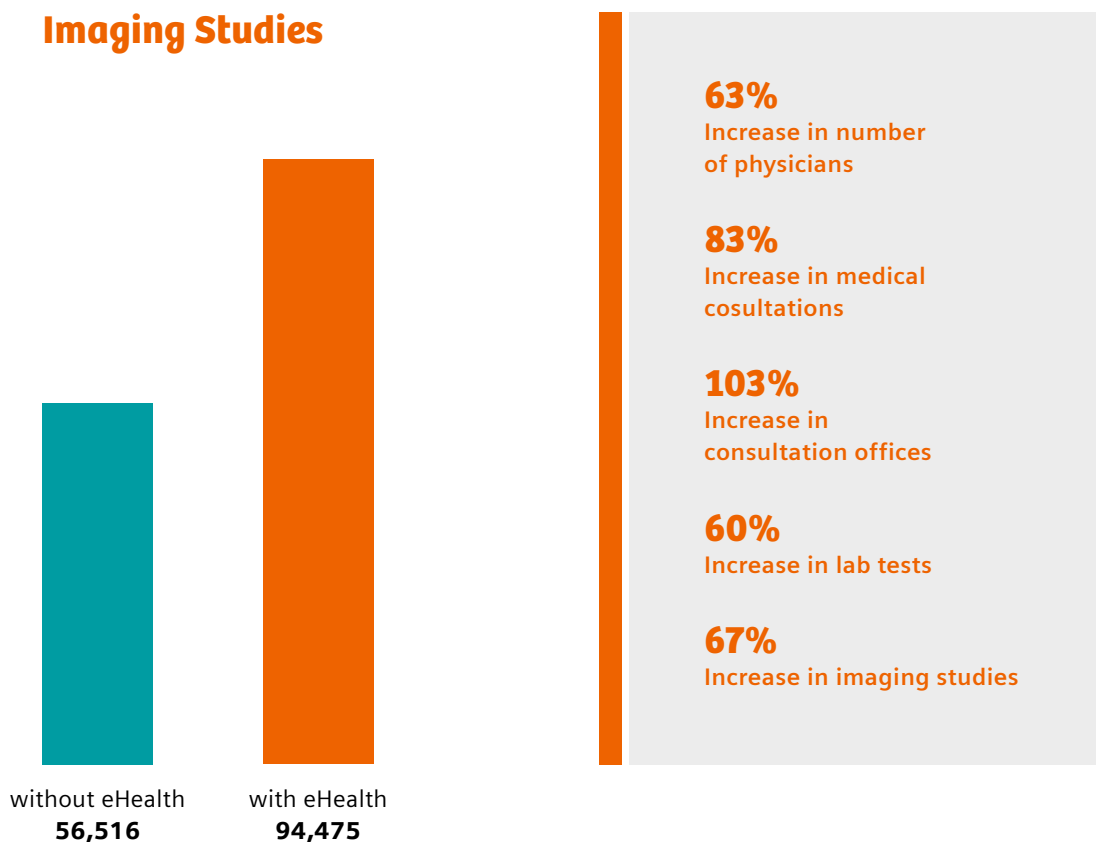
Patricia Martinez, MD,
Medical Director of Clínica Alemana Osorno

Success

Introducing eHealth Solutions has positively impacted Clínica Alemana Osorno's operations: It has increased medical consultations, lab tests, and imaging studies. The digital transformation has also made it a more attractive employer, leading to a rise in the number of physicians on staff. The effect on the patient experience is especially notable, with the Net Promoter Score now 3.7 times higher than it was in the year before eHealth Solutions was introduced.

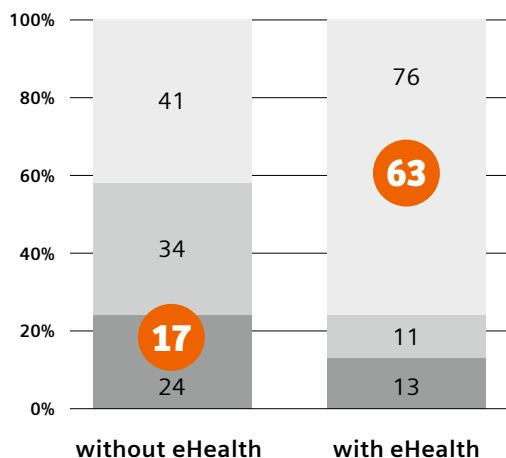
Other successes include a no-show rate of just 9.2%, a 39% reduction in waiting times, a 15% jump in workforce efficiency, and patient satisfaction at 84%.

Imaging Studies



Use of web scheduling channels	0% → 80%	
View of online results through Patient Portal	19,000	Patients started to use eHealth Patient Portal in 2022
Reduction of the waiting times	39%	Integration of self-payment kiosk into workflow
Improved medical staff efficiency	15%	Better staff utilization and planning
Improved administrative teams' efficiency	114%	Better administrative team utilization and planning

Global NPS



Next steps

Clínica Alemana Osorno has more plans for the digital transformation: In a few months' time, Virtual Visit will enable physician-to-physician communication. This will allow, for instance, physicians in Osorno to collaborate with specialists in Santiago while providing care locally. Patients will then no longer have to stay in the capital region for the duration of their treatment and can instead receive the same high-quality care from their physician in Osorno.

CEO Leonidas Rosas also expects the platform to help the clinic achieve its strategic goal of doubling the number of treatments on offer by 2028. The technology from Siemens Healthineers is well placed to do that, as it enables interoperability with other systems across specialisms.



“Collaborating with good partners like Siemens Healthineers, we can now contribute to improving healthcare for all the people in Osorno. The digital transformation truly has changed the way we work and therefore has improved the attractiveness of the clinic to healthcare professionals and largely advanced the patient experience. I really feel that we are on a good path – giving the same opportunities for healthcare to all the people here.”

Francisca Aljaro Stolzenbach
Head of Experience

In closing

The digital transformation at Clínica Alemana Osorno is a long-term project that significantly impacts physicians, patients, and the community as a whole. It is well on the way to helping the clinic achieve its aim of making southern Chile a better place to live.

The interoperability platform and eHealth Solutions are now an integral feature of the

clinic, and staff appreciate the benefits it brings both to their work and the lives of their patients: In Siemens Healthineers, Clínica Alemana Osorno found a like-minded and reliable technology partner. The collaboration enables the clinic to offer a high-quality, diverse service to the Osorno community, and has done a great deal for patients, physicians, and the community as a whole.

“The platform has helped to improve the effectiveness of physicians and efficiency of operations along with a streamlined care process, which ultimately results in a better patient experience.”

Leonidas Rosas
CEO of Clínica Alemana Osorno



eHealth Solutions consist of several products. eHealth Virtual Visit is manufactured by Siemens Healthineers, Erlangen, Germany. All other products of eHealth Solutions are manufactured by ITH icoserve technology for healthcare GmbH – A Siemens Healthineers Company, Innsbruck, Austria. Products of eHealth Solutions are not intended for diagnostic purposes. The product offerings are not commercially available in all countries. Please contact your local Siemens Healthineers organization for further information.

The statements, data and statistics were provided by the customer of Siemens Healthineers. What were described herein are based on results that were achieved in the customer's unique setting. Because there is no "typical" hospital or clinical institution and many variables exist (e.g., hospital size, samples mix, case mix, level of IT and/or automation adoption) there can be no guarantee that other customers will achieve the same results.

Siemens Healthineers Headquarters

Siemens Healthcare GmbH
Henkestr. 127
91052 Erlangen, Germany
Phone: +49 9131 84-0
siemens-healthineers.com