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Building the Economy through Partnership

A Document Management Initiative to speed up service delivery in the spirit of Batho Pele

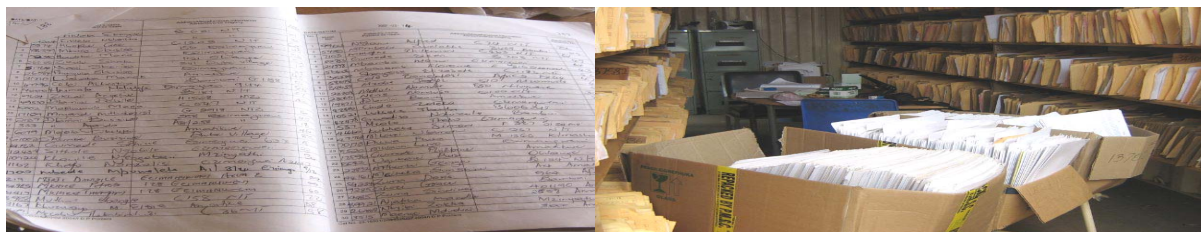
AIM

In his 2007 state of the Province address, our Honorable Premier alluded to the fact that we cannot as a province achieve economic growth acting in isolation to other role players and stakeholders. He emphasized the need for partnerships in ensuring a sustainable and economically viable province.

The State President of South Africa concluded in his address to the nation that, "compliance levels within departments, in relation to public service and finance management legislation, have been somewhat mixed. Obviously this cannot be allowed to continue, even if we take into account the correct observation that auditing requirements at national and provincial levels have become more stringent. In this regard, the application of the performance agreement system particularly for senior management is crucial."

If one interprets these statements from our leaders, it is clear that there is a need to improve service delivery and enhance public service and maintain compliance with the relevant legislation. It is also apparent that there is a need for developing strategic partnerships with other role – players in order to achieve this and realise economic growth. The critical issue is to identify such role – players. An even more critical issue is to strike these relationships and alliances sooner than later in order to enhance service delivery and public administration with speed.

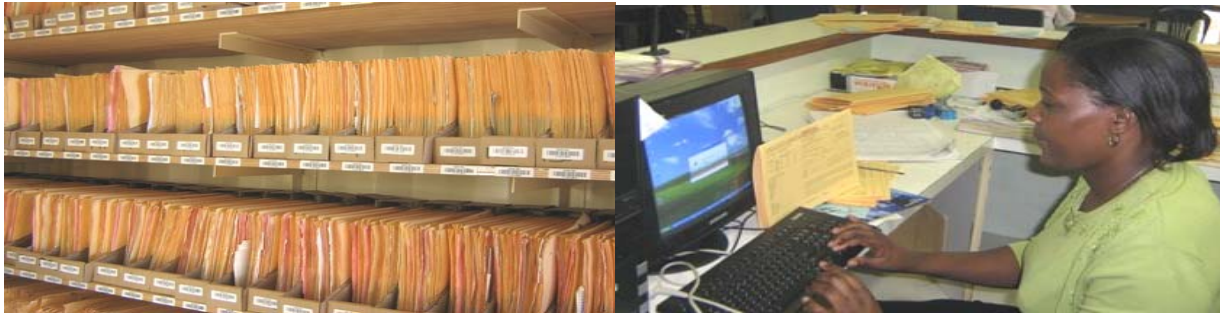
BEFORE



The first picture shows a records book where each patient that comes into the clinic is recorded manually. The second picture is the records centre where each patient file is stored as well as the boxes in which the records are sorted before being shelved. The problems with this manual system are as follows:

- Inefficient use of filing space
- Loss of documents
- Lack of file movement tracking method so as to prevent loss of patient records
- Slow turnaround time when retrieving files due to improper filing and the manual nature of the retrieval process

AFTER



Above is the records centre after the SAFEfile document management system has been installed. The patient files have been moved into bar-coded boxes sitting on bar-coded locations. The key benefits are as follows:

- Records are managed more efficiently
- Quicker turnaround time for retrieving records because all files and locations are bar-coded and captured onto an electronic system
- Optimal utilization of the available registry space
- Tracked record of file movement to prevent loss of records (for example, to date our system has tracked 7 replicated files belonging to one patient)
- Enhancing skills of staff through training in electronic document management systems

THE SOLUTION

Inanda Community Centre and SAFEfile (Pty) Ltd have joined hands for such a partnership. This site has been burdened by the influx of people that need to be serviced but service delivery is being hindered by the lack of proper management of their documents. SAFEfile has donated document management solutions systems and data capturers to aid in minimising the time spent waiting for documents by patients and therefore improving the service delivery for Inanda Community Centre. The solutions included:

- IT Support: Computers, Networking, Software, barcodes, servers, handheld scanners
- Onsite Document Management: SAFEfile data captures, training of the site staff for continuity
- SAFEfile media: Our onsite boxes

Furthermore, SAFEfile believes in empowering staff at government department registries through providing training. Our offering to government departments always includes training of the existing registry staff to be able to work with our systems for years after SAFEfile has initiated the process. Although it would be to our advantage to be called back since it would be at a charge, we truly believe in teaching the man how to fish rather than giving him a fish. SAFEfile (Pty) Ltd takes seriously its role and responsibility to give back to the community so as to create an independent nation that is without an unskilled and poor people. The training of the Inanda Community centre staff was therefore taken very seriously and the implementation of the solutions was done together with all administration staff of Inanda Community Centre.

Below is the size of the SAFEfile Donation:

Project Costs

Item	Quantity	Total
Computers	4 @ R4000 each	R16000.00
Networking		R3000.00
Servers	1 @ R9000 each	R9000.00
Scanners	1 @ R6200 each	R6200.00
Keyboard Scanners	4 @ 900 each	R3600.00
Barcodes	8c per bar code	R6000.00
Boxes	4000 @ R3.50	R14000.00
Data Capturers	6 @ R430.00 per day for a team of 2 for 31 days	R39990.00
Total		R97 790.00

Inanda Community Centre wishes to invite you to the launch of its new document management system on the 29th of May 2007 at 11 o'clock, so that you are able to view for yourself the impact the "SAFEfile Uplifts" project has had on our community.

We look forward to seeing you there.

