



## Incident Management

By managing data relationships, documents, photographs and processes in a single application, OnBase IMS empowers employees to effectively manage investigation and reviews and make better decisions. With our approach to solving healthcare specific problems, IMS provides employees with a complete view of all the information they need to complete their work.

At the same time, IMS increases visibility into the entire incident – whether that's a patient relationship, a mortality review, or an issue – equipping you to make improvements and increase effectiveness over time. And, our platform scales to support business needs across individuals, teams and departments to drive value and elevate productivity organisation-wide.

By providing a 360-degree view of all case-related information, including data records, reports from other clinical systems, documents, notes, issues from QC Health, patient feedback, conversations, emails and history, IMS increases productivity and empowers employees to work smarter.

Rather than toggling between multiple systems or managing scattered spreadsheets, staff remain within the same intuitive interface, logging activities, adding notes and updates, delegating tasks and scheduling events.

Managing information in IMS also increases security and control, minimising unauthorised access or unapproved changes. Integration with our Reporting Dashboard make it easy to monitor processes and recognise patterns to drive decisions and improvements. At the same time, a full audit trail and complete historical record of all actions improves transparency and accountability.

- Configurable Workflows, Screens and Reporting Dashboard, role-based and customisable
- Accessible on any device
- Integrated with familiar MS Office suite to keep users where they work, increasing ease of use
- Receive HL7 messages and trigger workflows, directly from the PAS and other clinical systems

