



Case Study

Document restoration at Mercy University Hospital, Cork

Background

Major flooding to basement and patient records archive.

- Black water contamination of over 50,000 medical record files
- Restoration and recovery to the building structure, work areas and documentation
- Prompt action to mitigate the loss of vital patient records



Document restoration

Mercy University Hospital is one of the premier private hospitals in southern Ireland. In November 2009 it's riverside location combined with major flooding in Cork resulted in it's basement and patient records archives flooding with black water contaminating over 50,000 medical record files and x-rays.

Instructed by Insurers and Loss adjusters ISS Restoration responded leading the restoration and recovery effort to the building structure, work areas and contents, including the irreplaceable medical files.

Immediately Donal O' Donovan (Regional Manager at ISS Restoration – Ireland) called upon the company's 10 year partnership with Harwell Document Restoration Services to support mitigating the loss of patient records. Within 24 hours specialist document restoration equipment was on site and a 20 strong team of ISS and Harwell technicians had begun a 'freeze drying' process.

Records immediately required by the hospital for the treatment of patients were manually dried keeping hospital services running. In tandem the bulk of records were tagged and packaged into 1,512 crates then shipped to a cold storage facility where freezing would prevent deterioration. Record tagging and tracking was essential, so any record required by the hospital could be located and manually restored as needed.

Over a 6 month period the vast volume of documentation was gently 'vacuum dried' and sanitised by a process of 'radioactive irradiation' to non-destructively kill any harmful bacteria resulting from the black water contamination.

Without the combined skills, response, manpower and equipment of ISS Restoration and Harwell Document Restoration Services the hospital may have lost vital records and the essential patient information contained within them. The hospital and it's insurers were delighted as restored records were returned, however they're no longer stored in the basement!

Benefits

Manual drying of essential patient records within 24 hours

Records vacuum dried and sanitised

Patient care disruption kept to a minimum

Setting the standards in disaster recovery

24 HOUR NATIONAL HELPLINE
0800 0855 134
www.iss-restoration.co.uk