

Document Scanning Solution Increases Medical Office Productivity



Executive Summary

Pediatrician's Office

- Healthcare Industry
- Louisville, Kentucky
- Billing Department

Business Challenges

- Time intensive searches caused lost productivity
- Consumer grade scanners unable to handle practice needs
- Practice management service not cost effective for office size

Document Imaging Solution

- Weekly pickup of documents for high quality scanning
- Secure online portal for accessing digitized files
- Ability to immediately upload new files to document management system utilizing scan on demand
- Remaining physical files place in secure storage at The Data Vault

Business Results

- Significant cost savings
- Increased office efficiency

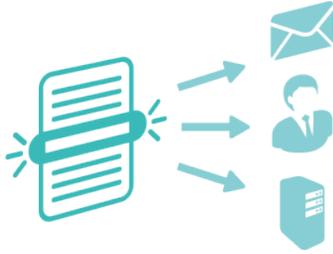
Louisville area pediatric office sees long term cost savings through utilizing scheduled workflow scanning and offsite physical file storage.

Challenge

The Data Vault was recently approached by a local pediatrician's office for consultation on how to handle their patient file storage issues. The client's billing department had been utilizing encounter forms for each patient visit, which included their personal information as well as an insurance explanation of their benefits. These documents were being kept in storage boxes within the office until a period of time had passed. As the office staff ran out of space, they were stored in an on-site storage shed behind the medical facility. This quickly presented an issue, as the amount of time spent searching for records ballooned into an extremely intensive process that significantly lowered employee productivity.

The first attempt made by the office to rectify this situation was the purchase of a consumer grade scanning device, intended for digitizing patient files and storing them on compact discs. Unfortunately this soon led to additional issues, as the file quality was low and it became just as time consuming to look through the discs for information as it had been to search through the physical files in storage. An attempt was made to store them on USB drives for easier storage and retrieval, but after the corruption of a drive and loss of over three months worth of work, the IT department deemed this an unacceptable form of archiving.

After accepting bids from several practice management services and finding them to not be cost effective for their size, the office then began to search for a more efficient and affordable form of file management that would allow them to both store information securely and access efficiently.



Solution

During a visit to the medical office, many of the issues that had been occurring were observed in person by our assessment team from The Data Vault. After a detailed review of their current practices and documentation methods, as well as meetings with current staff members, we managed to develop a proposed solution within two business days that would rectify the existing process bottlenecks.

The first and most crucial element of the proposal was for The Data Vault's document imaging department to assume the scanning currently being performed by the office staff. This ensured the production of a high quality image (100% capture rate), as well as reducing the labor demands on staff. Prior to scanning, a secure link was established where the billing department could view, download, e-mail, and print the scanned files; providing easy access to the stored information. User permissions also allowed the in-office employees to scan and upload new files to the document management system necessary. The paper files for scanning were brought to The Data Vault via a weekly scheduled courier pickup, with the option for greater frequency if needed.

The second part of the solution concerned the storage of the paper documents before and after digitization. The on-site shed being used at the office had maintenance issues and caused a considerable amount of headache as it filled up, not meeting the purpose it was intended for. As part of our document imaging solution, the backlog of paper charts were to be picked up for storage at The Data Vault's secure records center; allowing the office to use the freed up space in the storage shed for other purposes. Scan on demand services were utilized to digitize patient charts as requested, providing immediate access.

Business Results

After implementation, the customer immediately started to see results and was extremely pleased with the outcome. "The Data Vault has been a money and time saver for us, freeing up several hours a week in the billing department that were previously spent scanning as well as time the front office staff spent searching for charts in the shed. They were so much cheaper than our practice management's storage options, easier to access and super efficient.", one manager went on to state.



“The time saved in scanning easily paid for the service; the courier would come on Thursday and the documents would be available the next morning. I could not believe how quickly they had the information ready to access. I could not be more pleased with entire experience of working with The Data Vault.”

As you can see, the pediatric office’s partnership with The Data Vault for document digitization managed to increase efficiency in several key areas related to the operation of their facility. Through a combination of digital and physical storage, they were able to reduce the amount of work hours devoted to managing their growing amount of paperwork and concentrate that time to what their true mission is: helping patients lead healthier lives.

For More Information

For more information on The Data Vaults’ document imaging services or record center storage, please check out the links below:

- www.thedatavault.com/imaging-services/
- www.thedatavault.com/image-hosting/
- www.thedatavault.com/workflow-scanning/
- www.thedatavault.com/document-storage/
- www.thedatavault.com/records-facility/

The Data Vault is a professional off-site commercial records storage and management company that has been serving the Louisville community since 1984. Membership in NRC (National Records Centers) and PRISM (Professional Records & Information Services Management) presents our customers with the best of both worlds; the quality of comprehensive local service combined with national coverage and resources.