



A 73 years old teaching hospital, currently part of a fastest-growing health system

### The Challenge: A Perpetual Paper Problem

The client began their work in the mid-20th century that grew over the years and through several incarnations into today's state-of-the-art medical facility with adequate number of beds and physicians in different specialties. The client also offers medical education to students, interns, residents and fellows from across the country.

An enormous volume of paper medical records is a common problem for most hospitals with a long history of service in the community. Accordingly, the client's HIM department was 100% paper. The HIM staff had long-established procedures for processing the paper records, but with all of the day-to-day demands of an HIM Department, it was always hard to get ahead. The inefficiencies of the paper system were typical: over-stuffed shelves, carts piled two feet high with paper records, staff working in storage rooms jam-packed with paper records, requesting records from the offsite storage company ("What do you mean you are unable to locate the file?"), tracking signed-out charts - just to name a few!

Of course the information was all there — the difficulty was accessing it. In addition to the permanent files, new records were being generated every day. Only one person could work on a paper file at a time. Typically, physicians would call HIM and request that their charts be pulled, then walk down to the HIM Department to physically sign and complete their record deficiencies. Physicians are extremely busy, moving between the office and the hospital during the course of the day. The hospital's leadership knew that there had to be a better way.

### The Plan of Attack

CareTech Solutions' iDoc™, Document Imaging solution brought the client's HIM department into the 21st century. After a thorough assessment of the client's needs, a plan was put in place to begin the iDoc implementation project. It was necessary to thoroughly understand the current flow of paper in order to transition the HIM staff and physicians, who performed their jobs daily on paper, into using iDoc's functionality to do their jobs on a day-to-day basis.

## IDOC™ DOCUMENT IMAGING Cuts Paper, Provides Access, Speeds Records Handling

### System Features

#### Patient Registration

Capture all registration documents at time of registration - IDs, insurance card, drivers' licenses, prescriptions, advanced directives

#### Patient Financial Services

Capture bills, EOBs, correspondence, vouchers - all for instant retrieval

#### Work Queues

Build queues based on users, groups of users, totally custom-configurable

#### Task Assignment, Document Routing

To one or more users at time of scanning or through work queues

#### Notification of Tasks

User configurable based on preferences, through iDoc, e-mail or both

#### Management Reports

Tracks all functions by all users, based on activity, function, time-frames, etc.

## Training and Help When You Need It

Physician buy-in was imperative. A degree of push-back was expected from the physicians who were not initially comfortable with change. But with a well promoted walk-in physician-training session and one-on-one training options, the physicians developed a sense of how iDoc would benefit them on a daily basis.

In addition, physicians availed themselves of help that was readily accessible when they logged in for the first time, changed their passwords and learned to navigate iDoc. The typical physician training session lasted approximately fifteen minutes. Like the rest of the staff, they soon saw that there was no comparison to the old paper system in terms of time saved when completing their medical records. Patient care was enhanced by physicians' immediate access to patient information.

iDoc provided a secure Web-based solution which offered physicians remote access for the completion of their medical record deficiencies without having to physically go the HIM Department. If a patient was in the Emergency Department and made a follow-up appointment with their physician, the information was immediately available for continuity of care.

The physician office managers were also trained to use iDoc. They no longer had to request copies of progress notes, dictated reports or orders to support professional billing requirements. With iDoc, they were able to log in and had immediate access to documents they needed to perform their job functions.

## Benefits Gained:

- Patient information was prepped, scanned, indexed and electronically filed for immediate access by multiple users, enterprise wide.
- Custom-configurable, integrated workflow made tasks easy to prioritize, assign for completion, and determine current status.
- Costs directly related to paper records, such as filing, retrieving, copying, and faxing documents in support of hospital billing, information requests, etc. were all drastically reduced.
- The DNFB was positively impacted by:
  - Reducing delays in obtaining requested information
  - Eliminating delays caused by lost or misplaced charts
  - Reducing the number of A/R days
  - Giving Patient Accounting immediate access to ABNs, insurance information

## Sample Annual Volume Scanned by Record Type

- **Inpatient**  
 Annual Visits: 9479  
 Total: 1,041,920
- **Emergency**  
 Annual Visits: 44,000  
 Total: 308,000
- **All Other Outpatient**  
 Annual Visits: 105,776  
 Total: 308,000
- **Estimated Total Pages**  
 Scanned Annually  
 2,500,000  
**Live On iDoc Since  
 February 2008**



### And in the real world ...

The hospital's D.O. is a specialist in internal medicine and her experience with iDoc in actual practice speaks volumes about the system's value:



"Before iDoc, it was difficult. Sometimes I would try to get paperwork done on the weekend - when I worked on the weekend. If I wasn't rushing to the hospital, I was rushing to the office, and I was trying to get the kids to what they have to do, too. So I would try to squeeze in a little bit of time here and there, and I was usually very rushed."

"When I first heard about it, I didn't like the idea, but once I got into doing it, and got used to it, it was fine. I was afraid that it would be difficult, that it would be hard to use - but it's not. I was comfortable with the system by the second or third use."

"I wanted to be able to flip through my progress notes easily and be able to dictate a discharge summary. I got a new laptop that is very fast, and now I can whip through the pages really easily. I'm just a lot happier with the iDoc system than I thought I'd be."

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