Implementation of iDoc™ - Document Imaging and Management

A Leading Public Non-Profit Teaching Hospital

About The Client

• Established in the 20th century, the client is a teaching hospital with adequate number of beds, a Level I Trauma Center, a Level III Neonatal Intensive Care Unit while operating many remote clinics.

• The client is highly-regarded for its appealing number of annual discharges, ER visits, total number of documents, births and outpatient visits.

Situation

The client, a leading public non-profit teaching hospital, implemented iDoc™, a document imaging and management system with the objectives of:

• Providing a mechanism to consolidate all patient information into one central system that addressed all HIPAA compliance issues

• Reducing their current cost of operations associated with Health Information Management activities (e.g., filing, retrieving, copying, faxing documents in support of hospital processing including coding/billing, information requests, etc.)

• Reducing the time it takes to get payment from insurers (i.e., reducing average number of A/R days)

• Installing a system that is easy-to-use for physicians, nurses, other healthcare personnel and administrators, easy-to-implement, and will pay for itself quickly

iDoc has afforded us the opportunity to become more efficient, and to provide better services, which is especially important in tough economic times such as these. By implementing iDoc, we were able to acquire an excellent EMR product for a very reasonable price. In addition, their ability to assist with such issues as network speed and workstation issues helped our implementation process immensely.

The Chief Information Office at the Client’s Office
Results

- Improved patient care by resolving inefficiencies in getting the right information to doctors, nurses and other caregivers quickly. This was accomplished by eliminating delays in receiving reports from other departments, eliminating the need to retrieve multiple files from multiple locations, and providing secure access anywhere throughout the client’s Intranet network.

- Reduced costs to a great extent in the first year. Cost reduction was also seen in the Health Information Management Department (7.0 FTEs were eliminated). Additionally, a 0.5 FTE in Patient Business Services that used to pull records was reassigned to other PBS follow-up functions. This was accomplished through the elimination of record filing, retrieving, copying, and eliminating searching for lost or misplaced records. Associated equipment and supplies savings were also realized, specifically in costs related to copiers, folders, paper and toner, and microfilm/microfiche.

- Improved Processing Cycle for Billing. Eliminated delays receiving files and obtaining information requested by payors. Eliminated delayed billings due to lost or misplaced charts. Reduced average number of A/R days.

- Created an Environment for Remote Coding that allowed four ER coders to be able to work from home.

Testimonials

We can’t get enough records in the system as fast as all the users would like. Every day, I have additional outpatient departments contacting me to take their records and scan them. I don’t think there’s a medical records department in the world that hasn’t spent hours looking for one piece of paper or one chart. Availability of the record has been a huge time-saver within itself. With paper based records, someone has to stop and file each piece of paper. With iDoc, once it’s in the system, it doesn’t have to be pulled again or again. It’s there and available to whomever is authorized to look at it.

Training new users is very easy, and can often be done within a few minutes or even over the phone. The implementation process was smooth (for the most part!) and it really helped having them walk us through the process step-by-step.

RHIT Director of Health Information Services at the Client’s Office