A reputed hospital, now part of a leading integrated healthcare network

Benefits Projected and Realized
The assessment quickly put any doubts to rest. After an exhaustive process, CareTech produced a detailed assessment document that predicted a mid-six-figure savings that would easily pay for the implementation.

In addition, the assessment uncovered the root causes of a known multimillion-dollar backlog in unbilled accounts. It identified – and would help alleviate – the bottlenecks that resulted from the inefficient paper records system. This alone was of major significance in terms of helping to recoup the investment. Although clearing the backlog was basically a one-time advantage, it could certainly be counted as a savings attributable to iDoc, and it led the way to assuring that the normal backlog could be cut approximately to one quarter of what it had been – and stay maintained at that level.

Due to the paperless process and the new workflow, medical records would now go to the coder and not the other way around as in the past. In fact, the whole process was expedited. In conjunction with the Compass application, the client would go on to have the lowest accounts receivable days of all Compass clients nationwide! This result proved to be a huge win for the hospital and for iDoc.

There was, however, one caveat: words like “outsourcing” and “reallocation” tend to make staff members nervous when everything is in transition, but the iDoc implementation at the hospital resulted in no layoffs. Staff was significantly reduced, but those savings were due to either voluntary job changes, both inside and outside the organization, or retirements. And wherever possible, displaced staff was redeployed elsewhere.
Integration with Cerner

While assessing the integration of iDoc with the client’s Cerner PowerChart, it was evident there were options available for customization to meet the customer’s needs. By observing the integration of another Cerner/iDoc customer, the client and CareTech were able to take what they learned and, by working in partnership with CareTech’s iDoc Technical Team, the enhancements were made to better meet the needs of the client’s end users. The result was an integration that works differently depending on user need. These options include viewing scanned images directly from PowerChart, launching directly into a patient’s medical record from PowerChart, or accessing scanned images by logging directly into iDoc.

According to the hospital’s CIO, the hospital may well be “CareTech’s most advanced customer in the use of iDoc with Cerner PowerChart.” In anticipation of the second phase of Cerner implementation, the hospital started putting in iDoc about six months ahead of time, in order to populate patient record historical content. Then, in another unique first with iDoc and Cerner, the coordinated implementation took place on the same day!

This was an enormous undertaking but with a successful finish, helped along by taking iDoc live in the Health Information Management Department slightly ahead of the official go-live, so the HIM staff would have no surprises on the big day. Now, with the solution fully integrated, a credentialed user can go directly from PowerChart into iDoc to view necessary documents, without an additional sign-on. It’s a seamless transition.

Everyone on Board?

Initial impressions of a new system are often negative, particularly with older, less computer-savvy staff or those who have been doing things the same way for a long time. But the key to overcoming early reservations was a lot of one-on-one attention from the CareTech team, working closely with their counterparts at the hospital. Patience and detailed explanations, plus the intuitive nature of iDoc’s functionality quickly overcame many doubts.
Training and Education
As with many implementations, physician participation in education was very low prior to go-live. Therefore, once iDoc was up and running, one-on-one sessions were offered to physicians if needed, as well as an iDoc hotline. For the most part, physicians were either trained over the phone or they trained themselves to navigate through the system and complete their records. That's how easy iDoc is to use!

Setting preferences helped a great deal, so physicians viewed only the documents they needed. Of course, the entire record was also at their fingertips, if desired. There was also a “physician champion,” the physician advisor who was very involved in the whole process, working with the hospital staff and CareTech.

The Future of iDoc at the Hospital
The hospital’s CIO now looks beyond the use for which iDoc was initially purchased, to other potential applications such as human resources and physician practices. An executive from the Patient Financial Services department would like to use it for EOBs. That’s a common experience with iDoc, where familiarity with the system leads to finding new ways to use it, to solve problems, and to expand the range of what’s possible.

Success Story

Voices from the Hospital

I can’t emphasize enough how fortunate we were to have someone of the caliber of CareTech’s HIM client executive here for the implementation. We could not have done it without her leadership.

Now something comes up and we think, ‘Could we make iDoc do that?’ And we usually figure out how to make it happen.

Senior Director of Revenue Cycle at the Hospital

iDoc has exceeded our expectations, no ifs, ands or buts. Pretty much everyone keeps it open on their desktops all day long, every day.

There was not much of a learning curve. Everybody felt that way. It’s phenomenal – we don’t want to live without it now. It’s just been great for us.

An Executive of Patient Financial Services at the Hospital

The product just keeps getting better and better. I think it’s very simple to use. If you know your way around a paper record, you’ll find it in iDoc. And the scanning equipment produces such a clear picture.

The Manager of Health Information Management at the Hospital

I’ve heard positive feedback – but the best indicator is that mostly I’ve heard nothing. And that’s good! Because when I hear about a project like that, it means something isn’t going the way it should.

The CFO at the Hospital