

Digitech Systems organizes medical records

CLIENT: National Jewish Medical and Research Center

DIGITECH RESELLER: Rocky Mountain Microfilm and Imaging, Denver, CO

PROBLEM: Overwhelmed by quantity of paper records and difficulty of managing that information

SOLUTION: ImageSilo

RECOGNIZED BENEFIT: “The implementation of ImageSilo has streamlined our record keeping processes while allowing us to maintain full compliance with HIPAA regulations. We have access to everything we need when we need it, and we are saving money.”

~ John Frantz,
Reimbursement,
Contracting and Patient
Business Office Manager

ImageSilo® Helps National Jewish Medical Center Streamline Processes While Maintaining HIPAA Compliance

As the nation’s #1 respiratory hospital, National Jewish Medical and Research Center handles 38,000 patient visits annually, generating tens of thousands of documents. As the medical records landscape has changed with the advent of HIPAA, National Jewish wanted to implement an electronic records system that would allow them to quickly locate and retrieve patient records, while maintaining full security and confidentiality of protected health information (PHI).

Following the implementation of ImageSilo in 2001, National Jewish has reduced the time spent on records management, improved record-keeping accuracy and enhanced the security of PHI. “We are quite pleased with the results,” said Sergio Rodarte, Collections Supervisor for National Jewish. “ImageSilo is easy to use and it places all the critical information we need literally at our employees fingertips.”

The Situation

For more than a century, National Jewish Medical and Research Center has provided treatment for patients with respiratory, immune and allergic disorders in addition to groundbreaking medical research. For eight consecutive years, *US News and World Report* has ranked them the #1 respiratory hospital in the nation, and *Thomson Scientific* has ranked National Jewish among the world’s 25 most influential research institutions in the area of respiratory disorders.

In compliance with HIPAA, the Medical Center kept paper records under lock and key access to preserve the confidentiality of protected health information. Employees with a legitimate reason to see records were forced to locate an employee with a key and sign out access to each file. Once in the records room, the search was on. Although they utilized a sophisticated coding system, files were often difficult to locate due to incorrect filings, and occasionally could not be accessed because another individual had already pulled the file. In addition, this lock and key system controlled access to the room, but access to individual files and folders was open once an employee gained entry.

The manual, paper-based filing process was time consuming and expensive. As the quantity of patient files increased, the Medical Center had to devote an increasing amount of expensive square footage to storage. Turnaround time on locating documents could take as long as two or three days so batching, posting and matching financial records with medical charts and receivables took too long.

John Frantz said “Our goals in implementing Enterprise Content Management (ECM) included improving document retrieval times and reducing the costs associated with records management. We also wanted to implement a process that allowed us to comply with HIPAA security and audit trail regulations while creating a defined process for the document lifecycle.”

Key Benefits

- Saved 450 hours of productivity in claims processing per month
- Decreased storage space devoted to documents by 340 sq. ft.
- Improved information security in compliance with HIPAA regulations
- Reduced days spent in processing by 50%

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The Solution

The Medical Center installed ImageSilo® the industry leading on-demand ECM system in May 2001. They chose ImageSilo for several reasons. All their records are now securely accessible in an instant from any internet-accessible computer. This means that anyone in the facility needing access to information can have it. They also appreciated that ImageSilo, as a hosted system, would have minimal impact on the Medical Center’s IT resources. They did not have to invest in servers and other hardware to store the electronic files, and the IT staff did not need to devote time and energy to maintaining the ECM system.

ImageSilo is also significantly easier to install and train than some of the other options considered—less than two weeks for the more than eighteen daily users of the system. And training for new hires is now “down to minutes.”

The system was first installed in Accounts Receivable, Medical Staff and Medical Records. That installation was so successful that Human Resources records were added in spring 2006.

Recognized benefits

ImageSilo has helped National Jewish reach their records management goals. Document retrieval times are down from as long as two to three days to just seconds, which has freed up 450 hours of productivity each month. This has streamlined processes all over the facility including accounts receivable processing, medical charting, and hiring. Any approved employee who needs to view a record, simply logs into the system, types in a search term, and chooses the appropriate document from the list of matches presented. In addition, multiple users can view the same file simultaneously, files don’t get out of order, and they are easier to locate.

They have also reduced costs. When the Medical Center recently moved to a new facility, they did not have to plan for the 340 square feet that had been occupied by files and filing cabinets at their old location. Instead, they have been able to devote their full facility to staff and patient care. They have reduced paper generation by 50%, and are saving on printing and mailing costs as well. Not to mention the time and cost savings generated by more efficient and productive employees.

A key concern in today’s medical industry is compliance with HIPAA regulations. ImageSilo’s multiple security levels make it easy to provide secure access for more than 50 daily system users, who see only the information they are pre-approved to see. In addition, an enhance auditing feature tracks access and activity by system users—including when they distribute records outside the system—by logging the name of the individual receiving the records and the purpose.

The system has facilitated the development of a defined document lifecycle, which makes all records instantly accessible regardless of age or frequency of access.

John Frantz says, “We have reduced the time spent on records management, improved record-keeping accuracy, and enhanced the security of protected health information. ImageSilo has made our lives so much easier.”

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About Rocky Mountain Microfilm and Imaging

Rocky Mountain Microfilm and Imaging Inc. (RMMI) is a full-service electronic document management firm. For nearly thirty years, they have been dedicated to improving the efficiency, productivity, and cost-effectiveness of businesses in the Denver, CO area. They offer a wide range of products and services including electronic document management software, scanning, check imaging, and hardware for scanning and copying. Their pledge is to provide companies with a flexible solution that promises security, fast disaster recovery, and easy integration with their current systems. Their clients include a wide range of commercial banks and credit unions, hospitals and medical offices, professional sports organizations, architects, and a number of civic and service organizations.

To learn more about Rocky Mountain Microfilm and Imaging call 1-303-427-1696 or visit their website at www.rmm-i.com.

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