

iSynergy Success Story: Helen Ellis Memorial Hospital

The Challenge

The Health Information Management Department at Helen Ellis Memorial Hospital was faced with a growing problem. The patient records that were created in the emergency room were routinely needed by the many staff members involved in each patient's care as well as the outside billing company that served the hospital. As a result, there were often delays in accessing and filing the records.

Assessment

- Copying and/or moving the documents from one department to another consumed too much time.
- Copying and transporting the records to the billing company offices for processing consumed staff time or funds for the billing company to do the work.
- Accessing the documents was impossible when they were being used by another department or staff member.

Needs

- Documents must be quickly accessible for all departments of the hospital without copying or transporting.
- Billing documents must be quickly accessible for the billing company, while the patient medical record is kept private in compliance with HIPAA standards.
- Documents must be accessible to multiple users concurrently.



The Solution-iSYNERGY

The Director of Health Information Management chose to implement iSYNERGY Electronic Document Management software. Now, emergency room patient files are scanned and indexed into the system in the HIM department. This eliminates any delay in the filing of documents and allows for immediate access by the HIM department, coding, clinical staff, and the outside billing company.

Through iSYNERGY's secure, Web-based interface, staff members can access the records in seconds from any internet-ready computer. The billing company accesses the billing records through the secure server from its offices, but is HIPAA compliant due to iSYNERGY's security setting capabilities. Because iSYNERGY allows for concurrent users, the documents are always available when needed.

The results and Return on Investment of this iSYNERGY implementation have been dramatic. Patients no longer wait for records to be retrieved and transported to the healthcare provider to determine needed interventions. Charges from the billing company have dropped dramatically. Document copying is no longer required, and the cost savings from this efficiency are significant.



Organizing Space and Managing Information Since 1985