

# iSynergy Success Story: Primary Care Practice Management

## The Challenge

### All Departments Need Document Management:

A central Florida primary care practice management group had discovered that implementing iSynergy Electronic Document Management software to archive and maintain their inactive medical records for their 54 locations had resulted in greater efficiency and lower costs for the medical records department. Now, their costs in other departments were rising, and better document management systems were needed in those departments to reduce overhead.

## Assessment

- The Human Resources Department was managing employee files for 54 locations and the central administration office.
- The Billing Department processed thousands of EOB's each day.
- Administration maintains hundreds of contracts and other business documents in the course of a year.

## Needs

- Less cumbersome processes for keeping track of the paperwork required for hiring and retention of workforce.
- Quicker billing processes to improve collection rates and shorten time between billing and payment.
- Faster filing and retrieval and better access to contracts and business documents for management group executives.



## The Solution-iSYNERGY

The practice management group was pleased to find that they did not have to choose a new product to meet their needs. By adding separate applications for Human Resources, Billing, and Administration, the iSYNERGY Electronic Document Management software that they currently use can be expanded to assist these additional departments.

The Human Resources department now uses the system to scan, store, and process their employee files much more quickly. This eliminates any delay in the filing of documents and allows staff to share and use them as needed without wasting time in searching.

Billing processes have been greatly expedited by eliminating the copying and printing of EOB's for secondary and tertiary billing. Patient billing questions can be answered in seconds, not days.

The administrative department is preparing to implement iSYNERGY to improve processes in that area as well. Because the software allows for concurrent users, all members of the executive staff will be able to access information as needed without the delay usually associated with files being passed from person to person.

By implementing iSYNERGY Electronic Document Management throughout the organization, this primary care practice management group has been able to slash costs and improve business processes in dramatic ways.

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