

# New York Presbyterian Hospital

New York Presbyterian Hospital's Lab Department scans and indexes patient lab results, making them immediately available for search and retrieval.

## Case Summary

New York Presbyterian Hospital's Lab Department faced lab result archiving and access issues because of the volume of tests performed—2000+ patient laboratory tests, daily. Now they can easily manage their existing volume and have room to grow their business, without increasing the number of FTEs.

## The Challenge

New York Presbyterian Hospital wanted to maximize the value of their laboratory department investment by obtaining full equipment utilization, reducing idle time. This meant extending their business by offering laboratory services to clinics, private practices, and other hospitals.

The problem faced was the volume of paper to archive and access: the time and storage space requirements would greatly limit their ability to meet their objective and would require adding FTEs to support the effort.

The expense of new FTEs and the costs per square foot for storage in their Manhattan location greatly hindered deployment of their business plan.

## The e-Docs Solution

The e-Docs Document Imaging Solution provided New York Presbyterian Hospital an immediate solution to their records management problem, allowing them to deploy their business plan and begin to realize their objective.

The heart of the e-Docs Document Imaging Solution utilizes tried-and-true document imaging software—trusted by the U.S. government, airlines and other higher security organizations. It allows for customization and provides HIPAA compliant security, reliability, and performance for the demanding requirements of New York Presbyterian Hospital.

Utilizing the same lab test request HL-7 feeds received from the requesting doctors, clinics and contracting hospitals, e-Docs USA, Inc. custom-tailored a targeted solution for New York Presbyterian Hospital that automatically imports patient demographics into the system; patient demographics do not require manual entry.

The logo for e-Docs USA features the text "e-Docs USA" in a large, black, serif font, oriented vertically. To the left of the text is a stylized graphic consisting of several blue and light blue curved segments that resemble a partial circle or a document being scanned. The background of the page is a light gray with a faint, circular pattern, and a large blue triangle is visible on the right side.

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Utilizing a printed barcode affixed to each printed patient record, the patients' lab results are automatically linked to their patient record at scan time, effectively automating all but loading the paper into a high-speed scanner.

The e-Docs Document Imaging Solution required no new FTEs and the efficiency and performance of the system allows New York Presbyterian Hospital to grow their business and meet their business objectives.

### The Bottom Line

The custom e-Docs Document Imaging Solution has allowed New York Presbyterian Hospital to meet their original business objective of greatly enhancing the value of their laboratory equipment investment by increased utilization. With the efficiency of the system no FTEs were required, plus they have room to grow their business. The solution results exceed their initial requirements.

### About e-Docs USA, Inc.

e-Docs USA, Inc. delivers state-of-the-art imaging, document management and workflow systems to hospitals, clinics and healthcare organizations.

The e-Docs USA, Inc. consulting team customizes the e-Docs Document Imaging Solution to your specifications, integrating existing manual processes into a seamless electronic document management system.

The e-Docs USA, Inc. goal is to provide you with a competitive advantage and a healthy return on your investment.

e-Docs USA, Inc. is committed to:

- Leading the industry in customer satisfaction
- Providing superior information technology services
- Offering solutions and products that are in line with our principles of success

e-Docs USA, Inc. strives to develop a long-term relationship with each customer through price competitiveness, personal attention and follow-up. The heart of our business is providing our customers a professional and rewarding experience as we assist them in achieving their financial and business objectives.

### e-Docs USA, Inc.

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