



HIPAA COMPLIANT
Business Solutions
for Healthcare



The Problem

The Health Care industry faces new pressures every day from insurance companies, HIPAA and legal departments. Increased demands on information management and information availability add layers of paperwork to an already overloaded system.

Do You Know How Much Time it Takes to...

- Process, audit and complete each patient record regardless of the treatment?
- Assemble charts manually?
- Retrieve and refile each record?
- Pull records for signatures, nursing units, and departments to perform tasks such as quality management and performance improvement studies?
- Process Release of Information requests?
- File loose reports? File OP/Lab/Rad/ER reports?
- Locate documents and manage medical records?
- Make multiple copies of each report for distribution?
- Locate lost records? Recreate lost records?

Manpower issues within the HIM department have reached critical mass and continued growth of the current volume of paper cannot be absorbed.

INCREASING PAPERWORK...DECREASING REVENUES



The Solution

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

Our consulting team will customize an information system to your specifications, integrating existing manual processes and health information systems into a seamless electronic document management system. If you need to move, monitor and share files, our workflow capabilities automate these daily tasks and communications. Our ultimate goal is to provide you with a competitive advantage and a healthy return on your investment.

CUSTOMER SERVICE

You can trust that e-Docs will meet all of your customer support needs through our extensive training program, implementation professionals, support hotline, hardware, software and networking expertise.

CUSTOMER SUPPORT

e-Docs offers full ongoing support for your system. Our extended support program includes both a hotline and personal account manager. Our support hotline is available 24/7 and is staffed by customer service specialists who are committed to your complete satisfaction. Our personal account managers have the tools and experience necessary to meet your individual needs. With the entirety of our personnel devoted to client services, e-Docs is dedicated to delivering personalized customer support.

PLANNING & IMPLEMENTATION TO INSTALLATION

Upon initial contact our project management team is there for you. The e-Docs team is trained in planning and implementing the installation of information systems, from assisting in the design of specialized templates, to installing the hardware/software or setting up network components.

TRAINING

e-Docs understands that training is the key to unlocking our records and document management system's full potential. Each client is assigned to a project manager that conducts a comprehensive training program custom designed and tailored for each type of system. e-Docs' user-friendly design enables customers to become productive on the system in minimal time. We provide all levels of training at e-Docs USA Imaging Center or at your business facility.



REDUCE COSTS...

IMPROVE EFFICIENCY...

FACILITATE HIPAA COMPLIANCE...

The Benefits

IMPROVED PATIENT CARE...

REDUCED PAPER WORK...

SHORTER BILLING CYCLES...

The **e-Docs solution** allows you to easily convert paper patient records to a digital format that enables web and network access to medical records. The result is improved patient care and lower costs. Here are just a few examples of how much time can be saved by implementing the e-Docs solution:

Hospitals - Automated digital imaging within the emergency department and health information department has reduced revenue cycles from 7 days to 2 days. Viewing and annotating the patient charts electronically from the finance and coding departments has decreased uncollectibles by 80%.

Managed Service Organizations - Batch scanning has eliminated most data entry tasks, which decreases overall processing cycles and reduced labor costs. Patient insurance processing cycles have been reduced from 17 days to 5 days.

The entire medical records management process is improved because documents are scanned once, viewed and printed continually from a secured network connection.

Paper Method

- Increased layers of labor
- Increased hard copy reproduction
- Delayed patient care
- Limited access to important information
- Decreased reimbursement

Digital Imaging Method

- Increased efficiency of your current operational workflow
- Improved patient care & HIPAA compliance
- Immediate secure access to important information
- Increased reimbursement
- Easily embraced by medical staff

"I am very pleased with the document imaging system. We are able to access our laboratory requisitions with much more ease and efficiency than ever before. Anything that speeds up the flow and accuracy of the information is important for patient care."

- Veronica N. Fraser
Coordinator of Client Services
New York Presbyterian Hospital

The Products



Document Scanning - high speed scanning system that converts black & white, color, grayscale documents, strip charts, radiology films and other patient data into digital images

Page Level Indexing - each page scanned is identified, indexed and named according to HIM department standards

Automatic Chart Assembly - each page scanned and identified is automatically arranged into the HIM department specific chart order

Revision Control - a step by step revision/audit log of all changes, additions, deletions, merge and purge performed on patient charts regardless of the user

Release of Information - based on scanned images as opposed to copies, the information product provides an end-to-end methodology to process, track, generate correspondence and ensure collection of fees

Electronic Signatures - industry standard electronic signature affixes digital signatures directly into individual patient chart pages

Forms on Demands - Reduce the need for pre-printed forms by using standard laser printers. The required forms are fully populated with specific patient demographic information

Image Enabled Coding - the e-Docs system enables remote or home based coding without the need to mail hardcopy charts

Scan on Demand - the e-Docs system strategically positioned within an off-site storage facility delivers requested charts or chart pages directly to an in-house network printer in seconds while saving scanned images for unlimited access

The Applications

What does an e-Docs USA solution mean to:

Health Information Management Department

- Scan and index in-patient and out-patient files into an online permanent archive
- Automatic MPI indexing, chart assembly and page level indexing
- Consolidated storage of digital images, transcriptions and labs
- Remote image enabled coding
- Simultaneous access to patient records
- Online chart audit & completion
- Parallel imaging of patient files into digital image and microfilm/microfiche format

Outpatient & Emergency Department

- Immediate online access to previous patient records
- HIPAA compliant auto-fax to physician of record
- 24 hour coding turn around
- Integration of transcriptions and labs

Patient Financial Services

- Remittance, EOBs, Insurance cards and other patient account correspondence available online
- Risks associated with "self pay" patients and incorrect insurance information eliminated

Legal/Risk Management

- Multi levels of security prevents access to restricted case information
- Establishes audit trail of all transactions and changes
- Enables "scan and shred" conversion policy, where allowed by law
- Secure electronic method of distributing information for audits
- Digital fingerprinting prevents chart tampering or other unauthorized attempts to change information

Security & HIPAA Compliance

- Scanned records cannot be altered
- Only authorized access to patient file
- Abstracts available online
- Revision control tracks all changes to patient files
- Non-destructive annotations
- Secure distribution of requested records via secure CD, e-mail or FTP
- Double encryption exceeds HCFA standard

Off-Site Storage

- Files are scanned and delivered via secure network connection from the storage facility
- Once scanned, the patients record is available for unlimited access
- Reduces labor costs by 50%
- Less reliance on outside storage vendors



The Return

FULL TIME EMPLOYEE...COST SAVINGS

An e-Docs client realized an average savings of \$22,000.00 per month from the e-Docs service. Experience shows that an e-Docs system pays for itself within 9 months of installation. All data clearly suggests that the direct financial impact of implementing an e-Docs digital imaging system is substantial.

Return on Investment Analysis*

FTE Savings (4.2 FTE)	\$75,260.00
Release of Info. Revenue Capture	\$75,000.00
Microfilm Replacement	\$50,000.00
Miscellaneous Copy Fees	\$14,000.00
Reduced Off-Site Storage Fee	\$15,000.00

**Total Estimated Savings and Revenue Contribution:
\$229,260.00 per year***

(*Based on a 150-bed regional hospital with e-Docs providing turnkey services including scan operator)

“Implementing the e-Docs scanning solution has allowed us to bring the Release of Information process back in-house. The scanning of ROI requests has led to improved timeliness in turning requests around and helped increase the revenue generated through this function.”

- David E. Westlake, MA, RHIA
Director, Medical Records
St. James Healthcare



“The e-Docs USA systems work so well that EmCare is deploying 150 systems into Emergency Departments nationwide!”

- Dick Klaas
Vice President and
Chief Information Officer
EmCare, Inc.

e-Docs USA is committed to leading the industry in customer satisfaction by providing information technology services, solutions, and products that are in line with our principles of success. We strive to develop a long term relationship with each customer through price competitiveness, personal attention and follow through. For more information visit us at www.edocsusa.com or call us at 800-304-3495.

**Can you afford not to implement
a digital imaging and
data management system?**



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