

Emcare / RTI

Emcare significantly reduces the billing cycle for their Emergency Room physicians and nurses by scanning and indexing patient records, making them immediately available for coding and billing. As an added value to their client hospitals, scanned records are immediately available for search and retrieval.

Case Summary

Emcare faced increasingly longer billing cycles for their ER staff as their business grew to 300+ hospitals—their manual process of copying and shipping patient records to their coding and billing partner, RTI, took too long, was too costly and was unable to scale to meet their growth. Now they easily manage their existing volume, requiring only one Billing Coordinator per hospital to scan and electronically transmit the patient records.

RTI now has immediate access to previous day patient records, significantly shortening the billing cycle while increasing efficiency and maximizing staff utilization.

Both Emcare and RTI are now able to manage costs and accurately forecast their FTE needs while enjoying excellent opportunity for future growth.

The Challenge

Emcare, the nation's leading provider of emergency care, and Reimbursement Technologies, Inc. (RTI), a premier nationwide physician billing and financial management company, needed to shorten the billing cycle for the Emcare ER staff and reduce costs.

Their manual process required one or more Billing Coordinators to copy 600-1000+ pages of patient records per day, per hospital, and to ship it to RTI. This proved logistically and financially prohibitive, throttling business growth.

The e-Docs Solution

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—to capture images of patient records creating electronic paper that is then electronically transferred to RTI for coding and billing. The immediate benefit is a shortened billing cycle. Eliminating the paper eliminated shipping costs and the logistics of transporting the paper records and the increased efficiency allowed better utilization of FTEs.

As an added value to their clients, the electronic paper allows the ER and hospital staff immediate access to patient records for search and

The logo for e-Docs USA features the text "e-Docs USA" in a large, black, serif font, oriented vertically. The "e" is lowercase and smaller than the other letters. To the left of the text, there are several blue, curved, overlapping shapes that resemble a stylized globe or a series of document pages. The background of the entire page is a light gray with a faint, large-scale pattern of overlapping circles and lines, suggesting a network or data flow.

e-Docs USA

retrieval. The shortened billing cycle and ease of patient record access increases ER staff job satisfaction, reducing attrition.

The custom-tailored e-Docs Document Imaging Solution is easy and quick to deploy for new clients, so Emcare and RTI are now empowered to expand their business to a greater number of hospitals, and allowing them to manage the volume of even larger hospitals.

The Bottom Line

The custom-tailored e-Docs Document Imaging Solution has allowed Emcare and RTI to shorten the billing cycle, to greatly improve their efficiency, reduce costs and afford them the opportunity to grow their business, while enhancing the value of their offering to their client hospitals. The result is client satisfaction that ensures client retention.

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.

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