

A Seamless Records Management Solution

Industry

Medical

Application

Patient records and EOBs

The Problem

Information from paper records was time-consuming to access and hard copies were expensive and difficult to maintain.

The Solution

FileBound Document Management Solution

The Benefit

Doctors and administrative personnel have secure and immediate access to patient records.

Case Study: Patient records and EOBs

Alamo Asthma & Allergy

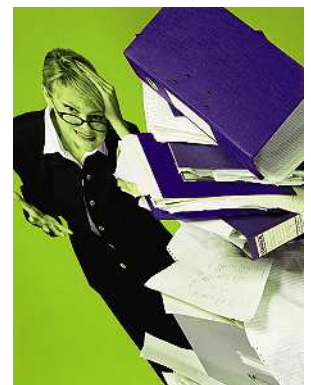
Drs. Michael and Adrienne Vaughn went into private practice in August 1999 and opened Alamo Asthma & Allergy Associates of San Antonio, Texas. This rapidly growing practice provides patients with quality treatment for their asthma & allergy related illnesses.

The Problem

The practice was started with a good infrastructure and small contingent of support staff in a relatively small office (1,100 sq. ft.). The doctors invested in a good practice management software for running their office. As the practice grew the doctors realized their space would soon be taken over by the growing number of patient charts they were accumulating. Alamo Asthma spent a lot of time and money filing and storing patient records. Each new patient meant more records to process, track and store. "It takes a lot of effort to keep the patient records in order," says Dr. Vaughn. "It's tedious work to file and organize these records and it worsens each year." Not only are patient records difficult to manage due to their large sizes, but also because by law, physicians are required to keep these records on file for seven years (or more).

In addition, Alamo Asthma offers hospital consulting services in which they see both new patients and also assist in the management of existing patients. Having access to records on a laptop was an important requirement for the EMR (Electronic Medical Record) system they selected. Another problem for the office was the time-consuming task of having to review records prior to seeing their follow-up patients each day. As the office grew, they also expanded their practice to include two suites and a computer-based records system that would free them from retrieving a paper record which could only be stored in a single office.

Another major issue was the amount of paper being generated from the fax machine. Each day the office received requests for medical records, referrals, prescriptions and lab reports for its patients. In addition, they needed to fax medical records to the PCP after each visit. Also, after hours "on-call" problems are best handled with access to the medical records. "We needed a system that would allow us to view our records from our home computer," said Dr. Vaughn.



The Solution

“FileBound was simple to understand and has met all my needs,” recalls Dr. Michael Vaughn. He also was pleased to know FileBound was developed with the understanding of the future HIPAA requirements.

The FileBound solution was easy to integrate into Alamo Asthma’s system since they had a computer network in place. The implementation plan called for a two-pronged approach: first, to scan the 1,500+ existing patient records into the system; and second, to establish a routine for imaging the patient records on a day-forward basis. Because FileBound is a browser-based system, Dr. Vaughn was able to hire temporary help to scan old records from an off-site scanner and upload to the server in his office. FileBound can meet the Doctor’s need for portability because it can be synchronized to a laptop computer or the data can be transferred to CD/DVD.

Alamo Asthma used templates for documenting their patient interactions. These templates, along with the other documents required at the time of the patient’s visit (such as HIPAA required forms), were created in Microsoft Word and could be printed prior to the patient’s arrival. FileBound’s e-forms module was a perfect match for Alamo Asthma. The e-forms module allowed Alamo Asthma to use their existing Word documents to create e-forms when a patient arrived for a visit. This module also gives them the ability to print the required forms on demand with the patient information and the date of service included on each page, therefore eliminating the need for the staff to complete the information by hand.

The most important functionality of e-forms is that a bar-code is created on every form to allow these documents (once they are completed by the patient or doctor) to be scanned back into the FileBound system, eliminating the need for manual indexing.

FileBound Results

FileBound is used daily by the Doctors at Alamo Asthma and everyone else in the office. It has been so well received because



it has eliminated the frustration of having to deal with so many paper records, and has simplified many daily tasks.

“I can do billing from my desk without having to get up to find a chart or make a phone call to get the information I need. I have everything I need at my fingertips,” says Ramie Arenivas. “It’s made my job so much easier!”

Not long after the Patient Records project was implemented we identified Explanation of Benefit (EOB) documents as our next document type to tackle. The EOBs are the documents explaining the payments received and to which patient it pertains. These documents come in various sizes and shapes and are inherently hard to file since one EOB often contains information on many different patients. It was determined that the best way to index these documents is with the use of OCR (Optical Character Recognition). FileBound allowed us to build a process that minimizes the labor required to file and retrieve EOB documents. After the EOBs have been posted to the accounting system, they are batched according to how that system processed them (typically posting date or batch ID number). The scanned batches are run through an OCR process that can read all the words in the documents. This allows the payment-posting personnel to look up a payment in the accounting system to get the batch ID information. They enter that value into the FileBound system along with a name, amount or claim number and search for the pages within the batch including this information. Once these pages are found, the system allows use of a “white-out” process (redaction feature found in annotations) to reprint a version of the form that only shows the information for a single patient as mandated within the HIPAA regulations. This is then used as a backup attachment for secondary claims or in collections.

Dr. Vaughn gives high marks to FileBound. “FileBound has helped me expand my practice without having to add additional office support staff.”

Bottom Line

- Patient Encounter Reports Go Digital
- Respond to Doctor Calls on the Spot
- Patient Records available 24/7 with FileBound
- FileBound has Reduced the On-going Costs Associated with Patient Records.

*David E. Carney, CDIA+
Document Imaging Specialist
Business Imaging Solutions*