

A Digitech Systems Case Study



Case Study Facts:

CLIENT: Rockland Eye

DIGITECH SYSTEMS RESELLER: Digiscribe

PROBLEM: Staff was spending a majority of time locating documents instead of helping patients.

SOLUTION: PaperVision Enterprise

RECOGNIZED BENEFIT: Rockland Eye has a new exam room thanks to space reallocation, which brings in \$75,000 each year!

Rockland Eye Focuses on Patients and Sees an Extra \$75,000 in Revenue with PaperVision® Enterprise

The ophthalmologists at Rockland Eye have no trouble performing delicate and extremely complex eye surgeries. Keeping track of patient files, however, was becoming an issue. Rockland Eye turned to PaperVision Enterprise to improve document management processes while working in tandem with an Electronic Medical Record (EMR) system.

The Situation

Rockland Eye, a general ophthalmology practice in New York, has been administering cataract, Lasik and other eye care procedures since the 1960s. Rockland Eye operates out of two locations, Garnerville and Bardonia, with five ophthalmologists and twenty other staff members. Managing patient information between two locations was complicated.

Medical records were floating between two offices, getting passed around and not always being returned to their proper home. Whether they were left on desks or outside of the office, staff was spending two hours every day searching for the missing records. And on average, Rockland Eye misplaced an average of five patient records on a daily basis. They estimate an average of 2% of all documents were misplaced somehow. Misplaced records were often difficult or impossible to replace. A transition to Electronic Medical Records (EMR) was also imminent. Both the switch to EMR with the looming question of what to do with their paper medical records and frustration with lost or misplaced documents led Rockland Eye to the decision to implement Enterprise Content Management (ECM). Keith Froleiks, Practice Administrator, was tasked with selection and implementation of ECM. "When I see four people scrambling around for something, I want to pull my hair out," Froleiks laughed.

The Solution

Rockland Eye sought an ECM solution that would not only simplify their records management process, but one that would also work alongside its EMR. Rockland Eye had purchased NextGen software to manage its electronic medical records, and Froleiks was concerned that the document management piece of the software was difficult to use. Froleiks also wanted to give work to a local document service provider to scan paper records into an electronic format and maintain access to the files in case they were needed during the conversion process. It was also important for Rockland Eye to sustain access to historic paper charts in an electronic format during ongoing use of their newly implemented EMR system. These goals led him to Digiscribe, who scanned all of the practice's documents in three months, finishing just two weeks before the practice went live with EMR. Froleiks chose PaperVision Enterprise because the full-featured product was a better value than other options. Digiscribe performed the

ECMNOW™

EfficiencyNOW

Employees boosted efficiency by reducing time spent searching for files by 100%! Two storage spaces are now used as an office and an exam room.

ControlNOW

Today, NO files are lost! This is a huge improvement as the practice was previously losing five charts each day and 2% of their total document database.

MoneyNOW

Rockland Eye converted a file room into an exam room resulting in an extra \$75,000 each year. The practice also saves \$20,000 each year in staff time!

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implementation, and Rockland Eye launched its EMR system and PaperVision Enterprise simultaneously in 2011.



With PaperVision Enterprise, Rockland Eye employees can put the focus back where it belongs, on patient care. Today, all paper charts are efficiently organized—once scanned into PaperVision Enterprise, the doctors simply have to enter the medical record number, hit a button and the chart loads immediately. Previously, staff members were spending two hours total each day looking for records. If they struggled to locate the record of choice, the doctor often stepped in and helped. "It slowed down the entire office," Froleiks noted.

Now documents have a designated home and staff finds records instantly! Seven employees used to man the front desks and look for charts. Froleiks has since implemented a call center and his employees are spending more of their time helping patients and taking calls rather than digging through file cabinets, desks, vehicles, etc., for records. Froleiks is also thrilled with the reallocated space now that paper documents have been reduced. The Garnerville office turned a 7' x 10' space used for filing cabinets into an office for the practice administrator.

For any company, losing documents is not great. But, for a medical practice, keeping track of patients' records is vital. PaperVision Enterprise allows Rockland Eye to confidently know where every document resides and the worry of losing them has diminished. Electronic documentation assures both the doctors and staff that when they need to find a record, it will be exactly where it's supposed to be. Implementing PaperVision Enterprise means all records are backed up and cannot be lost.

"The files are backed up and there's less likelihood of a chart being misplaced," Froleiks said.

Let's not forget—Rockland Eye is a business and like any business, needs to meet its bottom line. Now that documents are scanned and organized in PaperVision Enterprise, previous storage space was converted into a room for medical equipment, allowing the practice to schedule two extra exams each day. At \$150 per exam, Rockland Eye now makes an additional \$75,000 in revenue annually! The practice also saves \$20,000 each year in staff time!

"Accessing historic patient records is quick and easy with PaperVision Enterprise. The information is right at my fingertips and the integration is seamless to me, as a user. I can now access the records from offsite, regardless of whether a patient has been in for an office visit since our conversion to electronic charting. This has proven invaluable when I am on-call after hours or on the weekend."

-Dr. Jeffrey Leen
Rockland Eye

At the end of the day, Rockland Eye's main goal is to provide the utmost in services to its patients. PaperVision Enterprise was an easy-to-use solution that required virtually no training. Now doctors and staff can focus on providing the best ophthalmology care to patients instead of spending hours trying to find patient records.

About Digiscribe

Digiscribe has been named a member of Digitech Systems' Circle of Excellence in 2010, 2011 and 2012. Digiscribe implements cost-effective document scanning and document management services that allow companies to operate more efficiently and profitably. For more information call 800-686-7577, email mtaube@digiscribe.info or go to www.digiscribe.info.