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CASE STUDY

HEALTHCARE INDUSTRY

Lincoln Pediatric Group Improving care and management of patient records

CHALLENGE

- Medical care providers are required to retain medical records for up to 30 years
- Archive of hardcopy, inactive patient records was costly to maintain and difficult to manage
- Scanning process via Adobe Acrobat Distiller was time-consuming and relatively inefficient

STRATEGY

- Installed eCopy ShareScan® on the clinic's MFP
- Scan inactive patient files using eCopy

RESULTS

- Reduced the time it takes to scan inactive files to archive by a factor of ten
- Ability to provide staff with file name prompts speeds up the scanning process and ensures that files are accurately stored and easy to retrieve
- The clinic is now scanning inactive files as well as other types of documents, such as Explanation of Benefits (EOBs), financial records and superbills

ABOUT LINCOLN PEDIATRIC GROUP

The Lincoln Pediatric Group is dedicated to providing the highest level of healthcare to infants, children, adolescents and young adults. From its equipment to its administrative services, the clinic incorporates the latest technologies to provide an improved patient experience. Open seven days a week with extended hours, Lincoln Pediatric Group serves its patients with nine physicians and 50 staff members.

"In a busy medical practice such as ours, every minute counts. eCopy has reduced the time it takes to scan inactive files to archive by a factor of ten. This allows our billing staff to devote more time to more productive tasks, in keeping with our philosophy to deploy technology to improve the patient — and staff — experience."

— **John House**
Practice Administrator
Lincoln Pediatric Group

LIKE MANY ORGANIZATIONS, LPC WAS OVERWHELMED WITH PAPER ...

Providers of medical care to children are required to retain medical records for decades, which means Lincoln Pediatric Group must maintain patient records for up to 30 years. Having been in business for 40 years, the clinic had a significant archive of inactive paper-based files in off-site storage that was costly to maintain and difficult to manage. Practice Administrator John House was seeking a way to efficiently convert inactive files to electronic form to eliminate future paper storage needs.

About two years ago, House implemented a scanning process to convert inactive paper patient files to PDF. Using the clinic's aging copier, files were scanned, uploaded to Adobe Acrobat Distiller for conversion to PDF, and then stored on a network shared drive. While this was an improvement over storing paper files in off-site storage, it was still time-consuming and relatively inefficient.

Lincoln Pediatric Group Case Study

“With our old scanning process, the scanner was slow, and once documents were scanned, it could take as much as 10 minutes for the scanned file to be converted to PDF by Adobe Acrobat Distiller. The new copier provides faster scanning speeds, but the real gain in productivity comes from the PDF conversion process. With eCopy, PDF conversion has been reduced from as much as 10 minutes to convert a scanned file to less than one minute in most cases.”

— **John House**
Practice Administrator
Lincoln Pediatric Group

scanning process but ensures that files will be accurately stored and easy to retrieve.

The clinic is taking advantage of this more efficient process to scan and store not only inactive patient charts, but other types of documents including Explanations of Benefits (EOBs), financial records, and superbills. House reports that the billing staff, who have primary responsibility for scanning inactive charts and other documentation, are now able to devote more time to other, more productive tasks, and as a result they are much happier and much more efficient. And the learning curve was brief. House says, “After about 15 minutes of training, the staff was up to speed and we were on our way to a painless — and paperless — archiving process.”

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PATIENT RECORDS NEEDED TO BE IN ELECTRONIC FORMAT...

As the lease for the clinic's copier approached expiration and House began to evaluate options for a replacement copier, a key requirement was an improved method for converting inactive patient records to electronic format for storage. House turned to his office product supplier for help, and learned about eCopy ShareScan. By adding eCopy ShareScan to the clinic's new copier, House was able to significantly improve the file conversion process.

THE PRIMARY BENEFIT WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

With its new eCopy-enabled configuration, Lincoln Pediatric Group staff now scans inactive patient files using eCopy ShareScan. House is particularly pleased with eCopy's ability to provide staff with file name prompts, which not only speeds up the