

# PaperVision® Enterprise Increases Efficiency for Community Reach Center in Adams County, Colorado

The Community Reach Center of Adams County (CRC) is committed to understanding and improving the mental and emotional health of the people they serve.

Prior to the installation of PaperFlow™ and PaperVision® Enterprise (PVE), CRC was continuously moving medical charts, often several hundred throughout the organization (six locations in all), and keeping track of where charts were within the company often proved a time-consuming and costly task. Each time a chart was moved the risk of losing or misfiling it increased. They were concerned about spending more time focusing on their clients' needs and well-being and less time searching for medical records.

The installation of PaperFlow and PVE in May 2005 allowed employees of Community Reach Center to scan the entire medical chart including progress notes, diagnosis, prescriptions, lab results, dictation etc. for viewing with PVE. By implementing both PaperFlow and PVE, Community Reach Center was able to increase efficiency within the organization and provide instant access to critical medical information to anyone who needed it.

## Key Benefits

- Centralized the Records Department from six locations to one.
- Saved 60 hours per month in document retrieval time.
- Eliminated \$13,000 annual offsite storage cost.

## *The Situation*

Founded as a private, non-profit treatment center in 1957, Community Reach Center is one of the premier providers of counseling and mental health services for adults, adolescents, children, families and seniors in the Denver, Colorado area. They generate \$19 million in revenue annually and employ 275 employees. Clinical Services uses paper most frequently for medical charts, which were housed in six different locations. Clinicians, physicians and therapists would request a medical chart through the Records Department who would then locate the chart and arrange for delivery. At the site, staff would box the chart(s) and complete an internal certified mail slip, which would be signed by the recipient.

The Transportation Department, whose primary responsibility was to transport clients, would pick up the documents and deliver them to the appropriate location. There are four vans used to transport clients as well as the medical charts, so the drivers served a dual purpose. Several medical charts were boxed up together, often weighing as much as 25 to 40 lbs. The main concern of the driver was to get clients where they needed to be, so adding the transportation of medical charts was an additional burden.

The turnaround time, depending upon the time of the request and the ability to locate the documents, could be anywhere from 3 hours to 2-3 days. After use, medical charts would be returned to the original location using the same process. Last minute requests required staff members to drive to pick up the chart while urgent requests would require employees to drop their current activity, locate, pull and fax the chart within one hour. With approximately 200 requests for charts per week, in addition to the charts already in circulation, several hundred charts could be in circulation in a given week increasing the risk of lost or misplaced charts.

## *The Solution*

Integrated Document Systems, a Digitech systems reseller, installed PaperFlow with Barcode/OCR on two scan stations in May of 2005. In addition, 25 concurrent PaperVision Enterprise licenses were configured to give employees access to documents. About 175 users have access to the system and view records on a daily basis. It took less than one week for

software installation and integration with their existing system, IRIS, and according to Community Reach Center's IT Director, Greg Stanton, "The system works great! Anytime you can set it and forget it, it's a beautiful thing!" While working in IRIS, all employees need to do to see additional items from the clients' medical chart is click a button. This provides them a list of documents that they can choose to view instantly. (See picture below.)

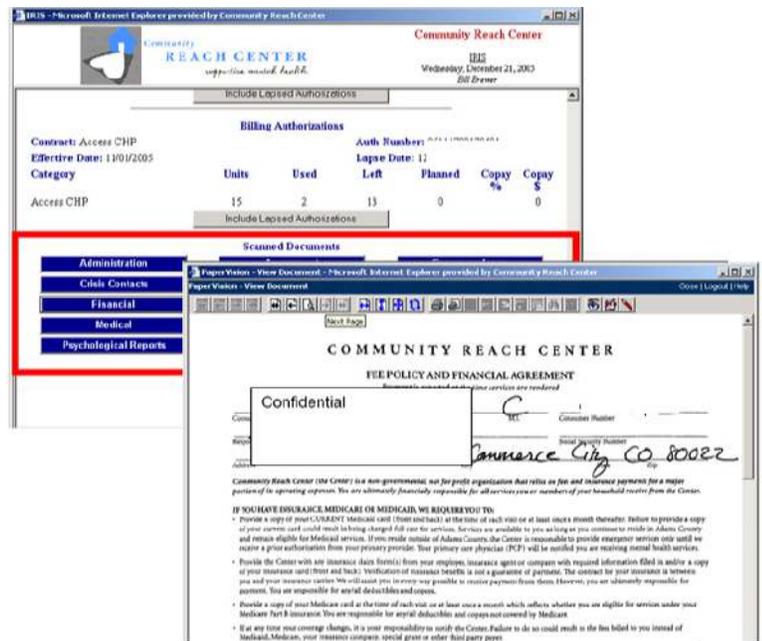
User training took approximately 2-3 days and 95% of the system was up and running within one week. After six months, the Community Reach Center has scanned and integrated approximately 430,000 images.

## Recognized Benefits

The benefit with the most impact was eliminating the process of physically transporting medical charts. The Transportation Department can now focus on transporting clients instead of boxes of medical charts, and clinicians, physicians and therapists now have instant access to the documents they need right from their desktop PCs, allowing them to immediately address clients' questions and needs.

Community Reach Center was also able to consolidate the Records Department from six locations to one allowing them to reclaim and repurpose office space. By eliminating the physical transportation of medical charts, they reduced the risk of lost or misplaced charts and saved approximately 60 worker productivity hours per month. This improved employee morale and productivity by allowing them to focus on their primary responsibilities. In addition to the time savings, they were also able to eliminate \$13,000 in recurring annual storage costs.

The digital software really appealed to the CRC IT department, because it was customizable, integrateable, non-proprietary, and open-architecture. Through simple programming the product was integrated with their system, IRIS providing instant access to external records for Clinicians and staff. Training was minimal since the documents were integrated directly with their current system. Staff members can view all documents contained within the medical chart from the Client Snap Shot screen (see image at right). On this screen is a button that links the user to the available sections of the client's chart (progress notes, lab reports, etc.). By clicking on the button, a results list from PVE is returned, allowing them to view all associated documents within the requested section.



Keeping the privacy of client health information is a critical component of Health Insurance Portability and Accountability Act (HIPAA) compliance that all healthcare companies must follow. By scanning the external records into PVE, Community Reach Center takes advantage of automatic usage and disclosure tracking and also protects privacy through security settings and the redaction feature. Redaction lets users or administrators block off confidential information (see image above), allowing them to distribute records for reporting and auditing without compromising patient privacy. They can also limit access to specific information contained within the medical chart which is difficult, if not impossible to do with paper files due to the inherent lack of security of a traditional manual filing system.

However, benefits were not just limited to the ability to immediately view medical charts. RNs can now view handwritten prescriptions from their location instead of requesting a faxed copy. The Accounts Receivable staff can print financial agreement signatures without ever leaving their desk or sending a request to the Records Department. According to Anthony Wing, Director of Sales for Integrated Document Systems, “The architectural flexibility of PaperVision Enterprise allowed us to integrate seamlessly with their current system, IRIS, which runs on a UNIX platform. Installation and integration was quick and easy and the implementation met the Community Reach Center’s functional, technical and financial needs.”

### ***About Integrated Document Systems***

Integrated Document Systems proudly serves a multitude of industries including insurance, healthcare, real estate, financial planning and transportation. With 30 years experience in imaging and publishing, they understand business concerns and have developed a host of affordable solutions that meet the needs of “paper-burdened” organizations. Their goal with every client relationship is to make life easier and business more productive by solving the paper dilemma. Integrated Document Systems is headquartered in Englewood, Colorado and have been a Digitech Systems reseller since 2004. They are also a 2006 Circle of Excellence member.

To learn more about Integrated Document Systems, call (866) 724-8915 or visit their website at [www.idsfiles.com](http://www.idsfiles.com).

© 2006 Digitech Systems, Inc.

PaperVision is a registered trademark of Digitech Systems, Inc.

PaperFlow is a trademark of Digitech Systems, Inc.