



Large Physician Network Provided with Solution to Manage Paper Charts Upon Going Live with EMR

“Our relationship with HOV Services has been vital to the success of our transition from paper medical records to electronic medical records. HOV Services’ management and staff have been engaged in the project and continue to focus on improving the scanning process. I feel HOV is a true partner in our electronic medical record project.” – Gina Ross, Director of Project/Risk Management, Iowa Health Physicians

Industry
Healthcare Physicians Network

Application
Electronic Medical Records

- Services**
- Document Preparation
 - Document Scanning
 - Document Indexing
 - Format Conversion for EMR System
 - Document Storage & Destruction

Challenge

Iowa Health Physicians, a group of approximately 300 physicians and allied providers serving patients in approximately 70 clinics across Iowa and western Illinois, wanted to migrate their paper records to electronic medical records. Attempting a scan on demand methodology in two clinics, the physicians group quickly realized it was virtually impossible to keep up with the scanning requirements, creating a dual environment of legacy paper charts and new electronic charts, increasing ongoing costs for clerical staff and file space. As a result, the project was not well received by the physicians, staff and nurses causing additional chaos and stress at the clinics.

HOV Services Solution

HOV Services developed a solution for the clinics to convert active paper charts to Touchworks EMR records in a very short period of time. Files are picked up daily from the clinics and brought to the HOV Services location in Des Moines where they are prepped, scanned, indexed and uploaded to the clinics via a secure VPN where they are imported into the Touchworks EMR system, all within 24 hours. Paper files are returned to the clinics the next day and reconciliation reports verify the processing of each chart and identify any exceptions. HOVS process over 3,000 active charts daily.

In addition, several of the clinics within the group are taking advantage of storing all inactive charts (inactive for over 24 months) in HOVS’ document storage facility. Charts are pulled, scanned and loaded into the EMR system within 24 hours with stat requests available when necessary.

Benefits

The HOVS backfile scanning solution created one electronic repository for all active patient records, significantly enhancing acceptance by physicians and staff and ultimately improving patient care. The solution also eliminated the cost of maintaining paper charts including staff, space, supplies and inefficiencies creating revenue generating activities and additional work space from the space previously occupied for filing.