



## Case Study Facts:

CLIENT: Netcare Access

DIGITECH SYSTEMS RESELLER:

Fireproof Records Center

**PROBLEM:** Paper intake forms slowed patient access to care

**SOLUTION:** ImageSilo®

**RECOGNIZED BENEFIT:** Electronic intake records can be found instantly, so patients do not have to complete them each time they need care

## Netcare Access Improves Patient Care using ImageSilo® for Patient Records

In crisis intervention mental health, patient care begins with patient intake, and timing can make all the difference. For Netcare Access, a mental health facility in Franklin County, Ohio, accessing paper documents slowed their ability to provide critically-needed care.

They turned to ImageSilo, a cloud-based information management service, to streamline their ability to manage patient paperwork. With the electronic system in place, they more quickly have access to the information they need to provide care.

### The Situation

Netcare Access was established in 1972 to provide Franklin County, Ohio with mental health and substance abuse crisis intervention, assessment, and referrals. They also support the county court system by providing court-ordered mental health assessments. They assist more than 10,000 patients every year, and they strive to treat each of these individuals with dignity and compassion as they offer prompt and effective care.

In the past, Netcare used a custom application they had developed for medical records, but the hand-written notes could not be accessed by their 24x7 staff. Inbound patients also completed handwritten forms, but they were not always available if that same patient returned quickly or visited another location. In those cases, the clients often had to complete a second intake packet. "It was really inefficient," said Jocelyn Scott, Director of Medical Records. "Clients would get upset, because they had to complete intake paperwork more than once."

Paper medical records were stored in records rooms at the main facility. When staff needed to pull them in order to provide care, they contacted the records clerk who would then search through the paper files to locate the information, a process that took more than twenty minutes, on average. Psychologists who needed to review patient records either had to come to one of the Netcare locations or records were faxed to their offices.

### The Solution

Netcare worked with Fireproof Records Center, a Digitech Systems reseller, to find a solution. They wanted a system that allowed them to digitize intake packets, so that subsequent patient visits resulted in immediate access to care. As a healthcare facility, they also had special concerns about protecting private health information (PHI) in compliance with federal regulations like the Health Insurance Portability and Accessibility Act (HIPAA) of 1996. They chose ImageSilo, because it did not require IT personnel to install or support a software application, and they utilize scanning services provided by Fireproof to convert paper documentation to electronic images. Today, the facility has secure access to about 1 TB of patient records online.



#### EfficiencyNOW

Reduced patient intake process to seconds, saving 4,167 hours annually

#### ControlNOW

Simply controls and protects about 1 TB of patient information

#### MoneyNOW

Faster processes save 1 FTE (\$44,148)<sup>1</sup> annually





## Case Study

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Electronic intake records can be found instantly, so patients do not have to complete them each time they need care

The conversion to electronic records allows Netcare to more quickly provide patient care during mental health crises. In addition, they offer secure remote access to psychologists located elsewhere who may need to review information in order to provide patient assessments for legal reasons.

Instead of maintaining multiple copies of patient records and duplicate patient intake packets, Netcare Access now has access to the same electronic patient record from any of their locations. They can upload new information into the system easily, which makes it much simpler to keep their records up-to-date. Overall, patient intake has gone from more than twenty minutes down to just the few

seconds it takes to locate the individual's existing records and to obtain an update form, saving 4,167 hours annually. "We've gone a long way to creating efficiencies, because we no longer duplicate the intake packets," said Scott. "Now, staff can see critical patient information without calling the records department to find a paper file."

Netcare Access uses the extensive security features of ImageSilo to lock down PHI. They are able to open access to specific information as needed for various personnel, but each individual sees only the data they need to in order to do their jobs. Wayne Smith, IT Director, loves the powerful simplicity of the ImageSilo service. He said, "We operate lean, so we need tools that are simple and that help us leverage our time. When I need to add a new user to the system, I just add them to a security group that creates all the detailed settings they need."

The electronic system is saving Netcare money as well. The room where paper records used to be stored has been converted for other uses and types of storage. Psychologists, nurses and other paraprofessionals have secure access to the information they need in order to do assessments and provide patient care instantly from any location. Electronic records are easier to securely share, which has saved copying and faxing expenses while still maintaining compliance with HIPAA standards. In addition, Smith explains that the time saved by personnel amounts to roughly the equivalent of the value of a full-time employee (FTE) or \$44,148 annually.

ImageSilo really helps in emergency situations. Netcare works with Fireproof to scan records immediately in these cases, and they can provide doctors with access to new information within an hour. Meanwhile, the doctors can view historic patient records immediately, which informs better patient care decisions right away.

The ImageSilo system has improved their processes so much, that they are considering expanding their use with additional features. For example, patients may soon be able to complete e-forms for intake, and electronic workflows may soon route paperwork through internal processes. Finally, since the facility keeps records for a minimum of ten years, they are working to setup automatic records retention rules that would protect records during retention and notify administrators when they are ready to be destroyed.

<sup>1</sup> <http://www.bls.gov/news.release/pdf/wkyeng.pdf>

## About Fireproof Records Center

Founded in 1909 as a local delivery service, today Fireproof Records Center provides leading edge information management and protection services out of five locations in central Ohio. They offer document storage and shredding in addition to scanning services and enterprise content management. To learn more, visit their website at [www.fireproof.com](http://www.fireproof.com) or call 614.299.2122.

"Our old paper intake process was difficult for our patients, because they had to complete a paper intake packet each time they visited one of our facilities. Now with ImageSilo, they only do paperwork once—on their first visit. After that, we can pull up their records instantly, which allows us to provide better care much more quickly. The information is always there when we need it."

Jocelyn Scott, Director of Medical Records  
Netcare Access