


# Mercy Regional Health Center

Medical Records  
Admissions / Registration  
Patient Accounting  
Emergency Room  
Billing  
Pain Clinic  
Radiology  
Sleep Laboratory  
Contracts

✱ “One employee told me that before we implemented ImageNow, she only completed 75 percent of her tasks each day because of the time spent manually processing paperwork. With ImageNow, she finishes all her tasks and helps new hires with their workloads. ImageNow has increased productivity by 30-40 percent in our billing department.”

Ron Olsen  
Systems Analyst  
Mercy Regional Health Center



Based in Manhattan, Kan., Mercy Regional Health Center (MRHC) is an acute-care facility with three clinics and 150 beds in two hospitals. This private, not-for-profit organization's 800 employees provide quality, compassionate healthcare services.

Increased patient traffic at MRHC created a swell of paperwork that dominated employees' schedules and turned work areas into storage space. Administrators selected ImageNow enterprise document management, imaging and workflow to alleviate these paper ailments.

“We wasted an amazing amount of time managing paper,” says Ron Olsen, systems analyst. “I used to see employees pushing carts loaded with paper from one office to another, day after day. It once took up to three days to transfer documents between our five locations, but with ImageNow, it takes seconds.”

Every year, MRHC photocopied 1.25 million pages of medical records and sent them to doctors' offices by fax or mail. ImageNow Fax Agent eliminates duplication and enables staff members to send information electronically with a single click.

## Improving Information Sharing

Patented LearnMode™ technology enabled ImageNow to seamlessly integrate with MRHC's MEDITECH applications without programming, contributing to rapid deployment.

“ImageNow integrates with any application, which makes it perfect for enterprise-wide deployments at healthcare systems such as MRHC,” Olsen says. “We know that ImageNow will be compatible with any new host software we purchase, regardless of version or vendor.”

Expanding ImageNow into nine clinical and administrative departments has provided approximately 1,000 MRHC employees with immediate data access. Simultaneous document viewing facilitates real-time collaboration that was impossible with paperwork.

“With ImageNow, any authorized user can instantly access any record at any time, from anywhere,” Olsen says. “It has greatly improved information sharing between our five facilities.”

## Rapid Return on Investment

In addition to providing indirect benefits such as speeding the processing of hospital contracts, ImageNow delivers direct cost savings at MRHC.

“Each year, ImageNow saves us \$40,000 on archival and \$10,000 on medical records folders,” Olsen says. “It also reduced onsite storage overhead by \$37,000.”

Freeing employees from paper processing is another benefit ImageNow provides. ImageNow Workflow reduced the number of steps needed to complete the billing cycle, elevating staff productivity.

“One employee told me that before we implemented ImageNow, she only completed 75 percent of her tasks each day because of the time spent manually processing paperwork,” Olsen says. “With ImageNow, she finishes all her tasks and helps new hires with their workloads. ImageNow has increased productivity by 30 to 40 percent in our billing department.”

After deployment, Olsen and a colleague attended training classes that empowered them to quickly educate MRHC's entire ImageNow user base.

"Perceptive Software really does train the trainer," Olsen says. "With the knowledge we acquired at ImageNow training and because ImageNow is so easy to use, we train each user in five minutes, even if they're not computer literate."

Olsen finds it simple to tailor ImageNow to fit MRHC's unique business procedures. Managing ImageNow in house and determining the extent of technical assistance reduces ownership cost.

"Perceptive Software has the most advanced technical support system I've ever seen," Olsen says. "Most vendors just answer inquiries in theory, but Perceptive Software's assistance is practical and totally interactive."

### Accelerating the Billing Cycle

An EOB (explanation of benefits) describes how a single payment from an insurance company breaks down across many patient accounts. Before ImageNow implementation, the billing department at MRHC manually routed EOBs.

Now MRHC scans EOBs into ImageNow. ImageNow EOB Agent recognizes payees' last names and automatically routes an EOB link to associates' work queues, eliminating photocopying. By linking EOBs to individual patient accounts, ImageNow expedites the billing process.

"With paper documents, we multiplied each EOB several times, costing us time and money," Olsen says. "ImageNow EOB Agent speeds the billing cycle by making EOBs immediately available to everyone that needs to see them, and saves us thousands of sheets of paper."

### Hassle-Free Patient Admissions

When a patient registers at MRHC, an associate scans consent forms, an insurance card, HIPAA security forms and other documents into ImageNow. The patient's information is then immediately available to employees in other areas.

"ImageNow reduces photocopying and filing in admissions, which allows workers to focus on other duties," Olsen says. "We don't have to worry about where patient information is, because we know it's safe in the ImageNow repository, rather than in a folder on someone's desk."

Each time a patient was admitted to an MRHC's facility, an accounting associate created a folder that contained admissions documentation. Consolidating each patient's documents into one electronic file in ImageNow simplifies data retrieval.

"ImageNow makes the patient accounting office more efficient," Olsen says. "It created more space, eliminated the cost of purchasing 20,000 folders each year and reduced the amount of time spent manually processing paperwork."

When relying on hard copies, staff in multiple areas at MRHC contacted the medical records department to request patient information. Now there is no need for these requests, as ImageNow gives users enterprise-wide instant document access.

"If a patient is discharged on Monday and readmitted on Thursday, clinical associates instantly retrieve the updated patient record in ImageNow, rather than waiting for someone in medical records to find a file that may be incomplete," Olsen says. "This allows us to deliver appropriate treatment immediately."

In addition to facilitating faster treatment, ImageNow provides a more efficient storage mechanism for the medical records department.

"ImageNow gives us the ability to store millions of documents in the same space as two paper notebooks, instead of monopolizing several rooms at the cost of \$140 per square foot," Olsen says. "The medical records department recently moved into a new office that was designed with minimal storage space."



"ImageNow significantly increased productivity and enables us to process invoices 60-75 percent faster. It's an excellent product."

Ron Olsen  
Systems Analyst  
Mercy Regional Health Center

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### Quick Stats

- Location: Manhattan, Kan.
- Pages scanned per month: 250,000
- Documents scanned to date: 3.3 million
- Number of ImageNow users: 1,000

### The Challenges

- ▶ Sharing information between five facilities is difficult
- ▶ Overcrowded storage areas encroach on work spaces
- ▶ Find a cost-effective document management solution
- ▶ Meet document management needs in multiple departments

### The Results

- ▶ Simultaneous, single-click document access from any location speeds business processes and boosts productivity
- ▶ Storing documents electronically liberates office space
- ▶ Ease of deployment, use and administration contributes to low total cost of ownership
- ▶ ImageNow expansion created time and cost savings in nine departments

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