Edgefield County Hospital chose FileHold and Fujitsu to create their document management solution

Edgefield County Hospital (ECH) is located in Edgefield, South Carolina whose mission is "to provide quality and appropriate care to all people". With 15 doctors on staff, they provide care for 332 admitted patients and over 12,000 outpatients per year.

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Business Needs

ECH needed a way to manage approximately 15,000 hard copy pages of insurance remits and other related claim documentation annually. It was essential for them to improve on their slow archiving process by organizing the information in a useful manner. They also needed to reduce costs for maintaining and storing paper healthcare records. Folders, labels, shelving, and file cabinets, along with an ever increasing demand for floor space, represented a challenge.

ECH had previously implemented a healthcare management system but the scanning solution was time-consuming and did not offer a batch scanning. All scanning of patient insurance documentation is done in-house.

ECH needed to find a document management solution that worked seamlessly in conjunction with a scanner to ease the management and accessibility of insurance information.
• Minimize labour involved with the filing of paper documents
• Provide immediate and multi-user access to patient insurance information
• Eliminate the cost of paper handing, filing, and storage
• Provide quick and seamless integration with a scanning solution

Solution

FileHold document management software and EMC Captiva QuickScan Pro scanning software were selected by ECH to meet their business objectives and integrate with their already purchased Fujitsu fi-6130 scanner.

The Fujitsu fi-6130 is the fastest and most compact scanner in its class and the color duplex is small enough to use at your desk. It is loaded with intelligent functions for efficient operation which results in even easier document management with FileHold.

FileHold is sold with QuickScan Pro software which allows cabinets full of paper into a secure, version controlled and compliant electronic library quickly and easily. Used in con-

junction their Fujitsu fi-6130 scanner, this solution perfects the process so scanning operators never have to adjust the contrast, straighten the image, and can ensure the final scans are of highest quality.

To automate the indexing process, face sheets with bar codes are used to act as a separator page in the scanning process. The document type is read from the bar code and is applied to the rest of the document until the next face sheet is encountered. As more paper forms with the bar codes are read, the entire scanning process will be totally automated.

Once the insurance claim documents are scanned, they are automatically brought into the FileHold repository using Watched Folders. Once the documents are in FileHold, they are indexed and a destination in the Library is selected. After the documents have been properly filed, users with the proper permissions can access the documents from the repository.

Benefits

Using FileHold document management software along with EMC Captiva QuickScan Pro scanning software and Fujitsu scanners allowed ECH to get their patient insurance information quickly, easily, and securely into an electronic format. According to ECH, it takes less than one minute to have a batch of insurance remit forms scanned and into the FileHold document management solution.

Since implementing the FileHold solution, the space required for the storage of paper documents has been reduced by two-thirds (67%). It is meeting their objectives of minimizing the labour needed to "file" documents, allows patient insurance claims to be searched quickly and easily, and provides quick and seamless integration with their Fujitsu scanners. ECH's goals of saving time, money, and working efficiently have been met with FileHold's user-friendly system.

"Our facility was looking for a solution using our Fujitsu scanners. We bought FileHold and now we aren't looking anymore." – Juli Corley, IT, Edgefield County Hospital

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