



Behavioral Healthcare Case Study

Executive Summary

In 2013, a leading behavioral healthcare agency met Systems Imaging at the Askesis PsychConsult user's group and learned of their integration between EMC's ApplicationXtender (AX) document management software and PsychConsult electronic health record (EHR) software for behavioral health agencies.

The behavioral healthcare agency wanted to quickly search and retrieve documents directly within PsychConsult instead of having to pull paper medical records or train their support staff on document management software. After talking with a few other behavioral health agencies working with Systems Imaging, this agency purchased 10 licenses of AX and entered into a new era of productivity.

Some highlights of this relationship:

- AX stores approximately 270,000 documents across 50 document types with about 8,000 new documents being ingested every month
- AX has eliminated the need to send more documents to offsite storage
- AX saves a lot of headache for each Joint Commission audit held every two years
- The Systems Imaging integration with Askesis PsychConsult has enabled complete adoption across 13 physicians, 50-60 clinicians and the support staff

*AX search and retrieval
recoups over
2,400 hours
of productivity per year
across three offices*

Streamlining Document Ingestion

The behavioral healthcare agency captures approximately 50 different document types, which include consent forms, rehab agreements, residential service agreements, family care worksheets, insurance paperwork, subsidy paperwork, medicine refills, child study forms, HIPAA release forms, labs, nursing assessments, risk of hospitalization forms, self assessments, and many more.

*Reduce the time
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8,000
incoming documents by
50%*

As in most clinics, these documents were filed in a chart, which became quite large – sometimes up to 3” thick. Systems Imaging set up the leading behavioral healthcare company with several Fujitsu scanners in order to scan all incoming paperwork at each individual office to eliminate manual filing of paper documents.

As a result, the behavioral healthcare agency has reduced the time to process approximately 8,000 incoming documents by 50% from 2 to 1 minutes per document. This has allowed the agency to recoup approximately 1,600 hours of productivity per year.

“This is much more efficient, much less expensive, much faster to retrieve, and everyone here definitely thinks this has been a very positive move — lots of programs are completely paperless.”

IT Director at a leading behavioral healthcare agency

Streamlining Search & Retrieval

The agency's 13 physicians see 10-20 patients per day, five days a week. In the past, each patient file had to be pulled the night before and refilled the next day. This took 3-4 hours per day for one person at each of the leading behavioral healthcare company's three offices. While there is still some retrieval of legacy paper files, approximately 90% of handling paper has been eliminated. This has allowed the leading behavioral healthcare company to recoup an additional 800 hours.

Digital patient files also makes it easier for physicians to find information in the chart, which can help enhance patient care.

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Elimination of Offsite Document Storage & Retrieval

Now that all inbound documents are scanned, the behavioral healthcare agency no longer has to send documents to offsite storage for long-term archival when a client leaves. While there are some modest cost savings because of this, they also avoid expensive fees to retrieve documents stored offsite, sometimes referred to as “hostage fees.” They’ve also saved space in the office by not needing as many filing cabinets.

Joint Commission Audits

Because the behavioral healthcare agency is a joint commission agency, they are audited every two years over the course of 4-5 days to maintain their accreditation. While the overall audit isn't necessarily shorter as a result, the ability to have auditors search and retrieve documents digitally by themselves saves the agency's staff a lot of time and headache.

Going Forward

The behavioral healthcare agency is using version 7.0 of ApplicationXtender but is considering taking advantage of the simpler, browser-based interface of AX 8.1. They're also considering scanning their billing documents, which are sent offsite for storage today.

"Our experience with ApplicationXtender has been very positive. The product just works and everyone we've dealt with at Systems Imaging has been great. We get them right on the phone when we have questions," said the agency's IT director. "Systems Imaging also trained our support staff and, while there is often pushback for a new system, they couldn't believe they didn't need to file documents any more – they couldn't be happier. Because of this, we've recommended Systems Imaging and AX to other behavioral healthcare agencies several times."

About Systems Imaging



Since 1993, Systems Imaging has served the needs of clients in Pittsburgh and Askesis PsychConsult users around the country by providing them with document scanning, workflow automation and document management solutions. Through their in-house technical expertise, along with partnerships with the most highly regarded companies in the enterprise content management (ECM) industry, Systems Imaging is able to deliver significant productivity gains and cost savings annually for each client. More: www.sysimaging.com

About MetaSource



From automation to outsourcing, our mortgage workflow and compliance solutions enable you to focus on your core business – we'll do the rest. MetaSource is a technology driven provider of Business Process Outsourcing (BPO) / Business Process Management (BPM) services integrated with Enterprise Content Management (ECM), workflow solutions and customer experience processes to meet our clients' goals and objectives. We service a variety of industries for a national clientele through our global network of PCI Level 1 / Version 3 certified, SOC / AT 101 Type II (formerly known as SAS70) and HIPAA compliant processing centers, employing over 1,000 employees worldwide. More: www.metasource.com

Contact Us Today for More Information!

www.MetaSource.com
marketing@metasource.com
(888) 634-7684