

St. James Healthcare Center

As they aggressively expand their diversity of service for the Butte-Silver Bow County area of Montana, St. James Healthcare Center conquers mounding paper patient records by utilizing the e-Docs Document Imaging Solution to convert huge volumes of paper to electronic images that eliminates storage constraints and provides immediate availability for search and retrieval.

The logo for e-Docs USA features the text "e-Docs USA" in a large, black, serif font, oriented vertically. To the left of the text are several blue, semi-circular shapes of varying sizes, some overlapping, which appear to be stylized representations of document pages or a circular graphic element.

..e-Docs USA

Case Summary

As St. James Healthcare Center aggressively expanded their diversity of services, they faced the problem of accessing and archiving a rapidly growing mound of paper patient records, increased storage space requirements and adding FTEs to support the document management effort. The expense of new FTEs and the costs per square foot for document storage greatly hindered deployment of their objective to provide responsive, quality patient care.

Now they easily manage their volume of patient records by converting them to electronic paper, making them immediately available for search and retrieval.

The Challenge

St. James Healthcare Center enjoys a wonderful 120-year history. Located in Butte, Montana, St. James serves a seven-county area as a regional medical center. Their range of services has rapidly expanded to include: a state-of-the art regional cancer care center, a special procedures/cardiac catheterization laboratory, state-of-the-art surgical suites with laminar air flow units, Orthopedic and Neuroscience centers of excellence, a beautiful labor and delivery floor along with a 24-hour, physician-staffed emergency department.

With their expansion of services came huge volumes of paper patient records, with charts as large as 1000+ pages. The document management logistics was overwhelming. Additionally, copies of patient records needed for ROI and for coding and billing, further overwhelmed the document management staff.

The e-Docs Solution

St. James Healthcare Center partnered with e-Docs USA, Inc. to pioneer the e-Docs Document Imaging Solution to capture images of their patient records, which gave immediate relief to the growing volume of paper. Eliminating the paper eliminated the costs and logistics of storing and accessing the patient records. And the increased efficiency allowed better utilization of FTEs.

A coding screen allows viewing and selection of patient records for electronic transfer to MMR for coding and billing, which shortens the billing cycle and greatly reduces document management resource requirements. An ROI screen offers rapid and accurate release of patient information, on a per request basis.

Utilizing barcode reading technology provides automatic scanned image page naming for efficient deficiency evaluation and reporting, giving the HIM director and the business office up-to-the-minute details for a date-of-service or individual patients.

The e-Docs Document Imaging Solution has giving St. James Healthcare Center a significant improvement in efficiency that now affords them continued expansion of their patient care offerings.

The Bottom Line

The custom-tailored e-Docs Document Imaging Solution has allowed St. James Healthcare Center to shorten the billing cycle, to greatly improve their efficiency, reduce costs, and effectively manage their patient records.

About e-Docs USA, Inc.

e-Docs USA, Inc. delivers state-of-the-art imaging, document management and workflow systems to hospitals, clinics and healthcare organizations.

The e-Docs USA, Inc. consulting team customizes the e-Docs Document Imaging Solution to your specifications, integrating existing manual processes into a seamless electronic document management system.

The e-Docs USA, Inc. goal is to provide you with a competitive advantage and a healthy return on your investment.

e-Docs USA, Inc. is committed to:

- Leading the industry in customer satisfaction
- Providing superior information technology services
- Offering solutions and products that are in line with our principles of success

e-Docs USA, Inc. strives to develop a long-term relationship with each customer through price competitiveness, personal attention and follow-up. The heart of our business is providing our customers a professional and rewarding experience as we assist them in achieving their financial and business objectives.

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