

Martin's Point Health Care >> Medical Records



Martin's Point Health Care is a diverse health care company that offers both health plans and primary care. Like many healthcare companies of their size, Martin's Point made the decision to implement an EHR to eliminate all of the paper medical records they had in their multiple locations.

The Issue

One year after the implementation was done, guess what, Martin's Point still had loads of medical records! In fact, their effort just to keep up with scanning the new paper into the EHR was taking all of the resources they had expected to need to complete the scanning of the existing files and the new paper. They still wanted to eliminate the paper medical files, but now they were facing both an equipment shortage and a personnel shortage.

Martin's Point was facing a job of scanning nearly a million pages of medical information and then linking the scanned documents one at a time to the medical file they belong to. It was a slow and painfully time consuming process. They weren't making any progress on eliminating the existing records and were working overtime just to keep above the tide of new paper files that needed to be scanned and added to existing files in the EHR.

The Solution

Recordsforce president, Bill Becker, met with the Chief Clinical Operations Officer, Mark Mcauliffe and together they came up with a solution that would enable Martin's Point to continue to scan the new paper records to their EHR in-house, while outsourcing the legacy patient file scanning to Recordsforce. Even better, once IT was involved, it was discovered that a batch importing process could be used to batch import all of the outsourced scanned records, making adding the legacy files to the system a breeze.

Recordsforce staff worked with Martin's Point IT technical staff to develop, test and implement the new batch import process while Recordsforce operations got started on the backfile conversion. Recordsforce picked up patient files from each of the four locations weekly, giving each location a one week turnaround of patient files from pick-up to delivery. The scanned patient files were then SFTP'd to the EHR's import program and automatically imported into the system.

The Impact

Within a couple months, over 50,000 patient files had been migrated from paper to the hospital's EHR without Martin's Point hiring any temps or buying additional equipment. They also saved over a hundred thousand dollars versus their own cost to do the same work in-house and finished the project in less than a third of the time it would have taken to do themselves.

Finishing early allowed the hospital to move forward with plans to convert some of the old records storage areas to productive space for the healthcare centers, generating additional revenue sooner than expected.

Customer Profile:

- > Martin's Point Health Care
- > Portland, ME
- > Multi-state, multi-location healthcare provider
- > Over 85,000 patients

Results:

- > Converted space from medical files storage to treatment space
- > Saved over \$100,000 by outsourcing their document conversion
- > Project completed nine months sooner than the in-house plan.
- > Enabled headcount reduction of 1 FTE