CHALLENGE

Convert approximately 55,000 active patient charts to digital images with minimal interruption to the physicians and clinical staff while performing this task at a reasonable cost.

RESULTS

Cost savings exceeding $400,000/annually due to personnel and supply savings

Proven Return on Investment (ROI) in just 12 months

Allow for access to charts from multiple locations by multiple users

Converted nearly 2400 square feet of valuable space to additional medical and IT offices

Reduced paper chart pulls to 15-20 per day

Converted 5.6 million documents in 5 months

Research showed that DISC provided the solutions to our scanning needs in all critical aspects.

Steve Sinclair
GGC's Associate Administrator

In an effort to take patient care to the next level, Graves-Gilbert Clinic (GGC) of Bowling Green, Kentucky, a fifty-five physician multi-specialty group founded in 1937 looked inward to pinpoint areas for improvement. When they analyzed the time, costs, and inefficiencies associated with their paper-based medical records, they became convinced they could do better for patients and physicians. After exhaustive research and analysis, GGC felt Allscripts' Enterprise electronic health record (EHR) system would provide the needed improvements to their paper-based medical records.

DISC demonstrated the requisite knowledge base to allow Allscripts' clients' to successfully convert their paper medical records into a digital format, and then automatically import those digital images into Enterprise. GGC selected DISC to handle the conversion of more than 4 million documents, with a three month timetable. "We knew it would be impossible for GGC to meet a deadline like this through internal efforts. Not meeting that deadline meant physicians and their staffs would be working with two systems which we wanted to avoid if at all possible. In addition, as we studied our alternatives we reached the conclusion that we could not convert these documents as cheaply or accurately as a scanning company like DISC. Research showed that DISC provided the solutions to our scanning needs in all critical aspects", states GGC's Associate Administrator Steve Sinclair.

The conversion of medical records began when DISC staff transferred the records to the St. Louis conversion center. The charts were broken down to a document level based on chart tabs, scanned, and converted into digital images formatted properly to automatically import into GGC's Enterprise system. DISC delivered the digital images to GGC via DVD and secure file transfer protocol (FTP). Images were imported into an interim retrieval solution designed by GGC's IT staff for retrieval prior to the go-live date. Per Mr. Sinclair, "this methodology eliminates filing of paper and the resulting need for an inefficient paper based medical record system. Through the imaging of over 5.6 million documents in approximately five months we have essentially eliminated our paper-based medical record system. Currently, we average 15 – 20 daily chart pulls which is insignificant to our total operation".