

Panasonic Scanners

case study | facility healthcare

➤ **KV-S2065C**
➤ **KV-S3065C**



Large-scale Multi-Specialty Practice Cuts Costs, Boosts ROI With **Panasonic/Sage Solution**

Company:

Huntington Internal Medical Group (HIMG)

Scope:

Now entering its 40th year of providing world-class primary, specialist and surgical care to residents of West Virginia and adjacent states, the Huntington Internal Medical Group (HIMG) is comprised of more than 60 internists, each with advanced training in such sub-specialties as cardiology, endocrinology, gastroenterology, oncology and pulmonary disease.

With roughly 1,000 patients daily being seen by one of the group's physicians or receiving care at its imaging center, endoscopy surgery center, chemotherapy center, heart and vascular center or hearing center, HIMG was generating so much paperwork that 17 employees were required to process, file, track and access it, Director of Clinical Management Jonna Hughes says.

Today, three years after a decision to "go digital" in conjunction with the Group's move into a new, state-of-the-art 150,000 square foot facility, medical and billing record keeping and workflow is managed by four employees using **Panasonic KV-S3065** and **KV-S2065 scanners integrated with Sage Software's Intergy EHR electronic health record management system.**

Impact:

"Making the decision to transition to an electronic data solution was easy," Jonna Hughes recalls, "we didn't want to move and re-file what were literally tons and tons of paper. Since we pride ourselves on being a technological front runner in all areas, choosing a solution was more difficult. In the end, we selected Intergy EHR for its scalability and compatibility with large scale multi-

specialty practices and Panasonic scanners because of their reputation for durability.

"Maximum scanner uptime was a major consideration in our hardware decision-making because each physician here has individual document processing, storing and retrieval needs," Ms. Hughes continued. "The one thing they have in common is that they want what they want right now. Having a scanner go down for a few days or a week would create massive problems. The Panasonics have been fantastic. We've been using the same ones full time for three years without having to do anything except change rollers.

"We also have a very high comfort level with them because they don't jam and they handle everything from real thin lab reports to thick gastroenterology studies without pulling two or three pages at a time, which is important because not missing anything is critical in creating an electronic medical folder." According to Ms. Hughes, transitioning from the world of paper and pencil to scanner and server was relatively painless for both the business and medical staffs.

"Sage sent phenomenal trainers to work with us," she says. "They got managers and key physicians up to speed quickly and those managers and physicians got excited and began training others. The major factor in gaining acceptance for the program was importing enough data for the physicians to really appreciate its benefits. The minute we started putting day-to-day records in the system, the doctors said 'this is really useful; this is something that works for me.' "

In addition to direct savings from increased efficiency and back office staff reductions,

digitalizing its record keeping with Panasonic scanners and Sage Software has improved HIMG's ROI by eliminating large and

continuously increasing storage costs. "West Virginia law requires medical records to be kept in perpetuity," Ms. Hughes notes. "While they can never be destroyed, they can be maintained in digital archives. Since we switched to the EHR system all our papers -- charts received from referring physicians or hospitals, reports from outside labs, requests for prescription refills, whatever -- are sent to Medical Records, scanned and shredded."

HIMG's full complement of Panasonic scanners consists of three high-speed (65ppm/120ipm) **KV-S3065** color scanners for medical billing and general business office use and two **KV-2065** workgroup scanners for capturing medical records, charts, patient data sheets, authorization forms, lab reports and other patient-care related documents.

Conclusion:

"I'm not someone who jumps up and down about equipment, but these have been phenomenally reliable," Ms. Hughes says. "I've had managers from other practices call and ask what brand of scanner we're using because their scanners, most of which come from what I would consider large, reputable office equipment companies, have either quit completely after 18 months or are constantly going down for repairs.

"I tell them our Panasonic scanners are like good employees, they just keep on doing what they're supposed to be doing. That we know they're there, but we don't have to think about them every day."