

A Solutions Story from Kodak

Syracuse Orthopedic Specialists reduce processing times, increase OCR accuracy with **Kodak** i4200 and i1440 Scanners

Image Integrator, LLC Matches **Kodak** Scanners With Existing **FileBound** Software to Streamline ECM System

Customer

Syracuse Orthopedic Specialists, PC (SOS) is a group of “specialty” trained and focused orthopedic surgeons and staff committed to helping people lead active lives, treating sports- and work-related injuries, detecting osteoporosis, replacing joints, and relieving chronic and acute pain. SOS provides customized care to patients at nine locations in and around the Syracuse, NY area. The practice prides itself on their multi-specialty capabilities, allowing SOS to ensure the proper diagnosis for patients, and for specific orthopedic procedures to be performed by a surgeon with the skills necessary to create the best possible outcomes.

Challenge

With over 450 employees at nine offices, SOS deals with a large volume of healthcare-related paper, scanning hundreds of documents daily. Billing and insurance documentation — such as payment-for-services forms, payment processing forms, and general office correspondence — makes up a large portion of the volume. SOS scans into **FileBound** Software as part of their patients claim and receivables processes. At least one scanner operator is dedicated to digitizing records eight hours per day, and there are both centralized and distributed scanning aspects to the operation.

Initially, SOS set up their systems with scanners from another manufacturer, but issues related to speed, productivity and keeping up with growing volumes increased, leading the practice to seek a more effective front-end solution for their document imaging operations.

Solution

With the assistance of Syracuse’s Image Integrator, LLC, an ISV and Authorized Reseller of **Kodak** Document Imaging Products, several scanners were brought to SOS’ document imaging center in late 2010. After evaluating these units, **Kodak** i4200 and i1440 Scanners were selected as the best fit for the orthopedic surgeons’ offices.

Rick Shubert, Enterprise Integration Manager for SOS, worked closely with Deana Gugger, Vice President and co-founder of Image Integrator, on initial equipment setup. Together they experimented to assure optimal quality via image control adjustments and determination of ideal DPI settings for SOS’ needs. “There was a very smooth, almost effortless transition from our previous scanners to Kodak’s units, thanks to Deana and her team,” Shubert recalled.

The **Kodak** i4200 and i1440 Scanners also integrated seamlessly with the already-in-place **FileBound** Express Software. SOS relies on **FileBound** Software for streamlined workflow, content management, and EMR compliance.



Results

“Deana trained our people on how to perform routine maintenance—such as cleaning and replacing rollers—and doing this, along with the robustness and dependability of the **Kodak** i4200 Scanners, has virtually eliminated service calls,” Shubert said.

Operators agree that the **Kodak** Scanners are fast, reliable and easy to maintain.

After approximately eighteen months of operation with their **Kodak** Scanners, SOS now experiences a 30% reduction in processing times, compared to operations with their older, non-Kodak Scanners.

Improved legibility provides better document validity and has contributed to a 15% increase in OCR accuracy.

“With the **Kodak** i1440 Scanner, for example, we don’t have to worry about rescanning documents because the image quality is always excellent the first time,” praised Erin Becker, a billing office clerk at SOS. “We scan our paper into **FileBound** Software, index, and then shred the paper, so we save a great deal on storage costs and space.”

“We have no regrets at all about making the transition to **Kodak** Scanners,” Shubert said. “We literally saw productivity gains overnight.”

About Image Integrator, LLC and FileBound Software

Founded in 2005 by Deana Gugger and Scott Secord, Image Integrator offers start-to-finish data conversion, providing off-site scanning, conversion, digitizing and indexing document management services. They also offer records storage and develop and install integrated ECM systems, featuring **Kodak** Scanners and **FileBound** Software.

FileBound Express Software, from FileBound, delivers a complete document imaging solution in a network appliance. Customers can simply “plug in” and begin realizing the benefits of a full-featured ECM system almost instantly. It’s document capture, security, control and access that’s easy, non-complex, and cost-effective.

To learn more:

www.kodak.com/go/docimaging

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