

A Solutions Story from Kodak

For a large Minnesota dermatology practice, the beauty of **Kodak i2800 Scanners** is much more than skin deep.

Using its proprietary **Chart Ready** Software and **Kodak i2800 Scanners**, Authorized Reseller of **Kodak** Document Imaging Products MedCo Data helped Skin Care Doctors, P.A. transition from paper to electronic medical records (EMR) in a fraction of the average time, saving money and dramatically enhancing staff and patient satisfaction.

Customer

The 10 board-certified dermatologists of Skin Care Doctors, P.A. provide a wide range of medical, cosmetic, and surgical dermatology services to patients visiting the practice's five clinics in the Minneapolis/St. Paul, MN area. The practice has served approximately 100,000 patients since opening in 1998.

Skin Care Doctors' founder and CEO Dr. Michael Ebertz is committed to running the most efficient operation possible. So he sought out the experts at MedCo Data, L.L.C., an Authorized Reseller of **Kodak** Document Imaging Products, to analyze his practice's workflow operations. After a careful analysis, and at a favorable time for Medicare incentives, Dr. Ebertz and MedCo Data chose to digitize the practice's medical records, hoping to reduce the paper chase and streamline workflow.

Challenge

The paper medical chart is one of the most cumbersome elements of any medical practice. These charts, consisting of progress notes, HIPAA forms, pathology and lab reports, prescription information, correspondence and other documents, are stored in folders that need to be filed by hand and take up valuable office space. The folders are not easily transportable, their contents are available to only one user at a time, and individual slips of paper or entire folders can easily be lost.

For Skin Care Doctors, the problem was compounded by having to shuttle charts among locations covering a footprint of 120 Minnesota miles. Individual charts containing anywhere from a few to 60 pieces of paper would be carried or couriered from one clinic to another, depending on where the patient was being seen. In some years, the practice spent as much as \$20,000 on courier fees alone.

The challenge was to convert nearly two million individual records from paper to digital form, where they would be accessible to multiple users simultaneously and stored on a disk drive rather than on miles of shelving — while at the same time enhancing office workflow and productivity.

Solution

MedCo Data implemented a solution that included its innovative **Chart Ready** Software and two **Kodak i2800 Scanners** at each location where records were stored.

Chart Ready Software "prunes" and prepares records for digitization via barcode technology to create the appropriate tab headings and send that formatting to a "cloud"-based data bank. **Kodak i2800 Scanners** were selected because they deliver the greatest number of scanned pages per minute, plus a number of features not offered on other plain-driver scanners, allowing the transition team to speed through the process.



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Solution cont.

The i2800 Scanners' dual LED illumination enabled duplex scanning with great image clarity, consistency, and color stability. Smart Touch functionality permitted multiple-step scanning at the press of a button. And the scanners' input and output flexibility allowed the team to scan a wide range of papers (thick and thin), ID cards, and even embossed hard cards quickly and efficiently.

Between December 2011 and May 1, 2012, five temporary employees spent 40 hours a week scanning nearly two million pieces of paper. The scanning process focused on only the records of the practice's approximately 80,000 "active" patients. Because the practice purchased the scanners, other records can be easily digitized as inactive patients return for treatment.

MedCo Data managed the process, training the temps on the most efficient use of the i2800 Scanners, including guidelines on using 150 dpi as opposed to 300 dpi (when high resolution was less important) to speed the process and save significant amounts of disk space.

Results

"MedCo Data and Kodak's system created a huge advantage for us and our staff," said Dr. Ebertz. "The efficiency and speed of **Kodak** Scanners has been key to our accomplishing this daunting challenge in a minimum of time and with minimal disruption to the office."

Specifically:

- > The typical medical practice generally takes 12 to 16 weeks to completely wean itself away from paper, a period during which patient counts can drop by half. Due to intelligent solution architecture and scanner speed and flexibility, Dr. Ebertz's practice took only four weeks for physicians to fully implement a digitally documented patient load.
- > Because digital records are much less cumbersome and time-consuming, Dr. Ebertz has been able to redeploy front office staff and hire more aides and nurses to further enhance direct patient care.
- > There is now a far smaller chance that forms will be misplaced and lost, and, according to Dr. Ebertz, the office looks generally cleaner and neater with less paper lying around.
- > Dr. Ebertz reports "greater satisfaction all around" — for patients, physicians, and front-and back-office staff, thanks to the efficiency and ease of use of the new system.

About MedCo Data, L.L.C.

Headquartered in Tampa, Florida, MedCo Data helps healthcare professionals improve, expand, and evolve their services through the use of technology and electronic health records. Using a criteria-based checklist that narrows the options down, the company creates innovative infrastructures to streamline the flow of medical practices. To learn more, please visit www.medcodata.com.

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Eastman Kodak Company

343 State Street, Rochester, NY 14650

Kodak Canada, Inc.

Toronto, Ontario M9R 0A1