# Genesis Creates Healthier System for Delivering Patient Records

OpenText RightFax gets the right patient information to the physicians who need it

Genesis Health System is comprised of four hospital campuses and dozens of clinics serving communities across a 10-county, bi-state region of Iowa and Illinois. Carrying on the work of its predecessors, Genesis has cared for residents since 1869.

Genesis affiliates include Genesis Medical Center, Illini Hospital, DeWitt Community Hospital, and other organizations. The group offers a full continuum of care, including preventive, primary, acute, and tertiary hospital care; home health and nursing home care; hospice; rehabilitation, and long-term care. Combined, the affiliates assemble more than 665 licensed beds, 600 physicians, 5,000 staff members, and hundreds of volunteers.

Genesis has earned recognition as one of the nation's top 100 Health Systems, and Genesis remains focused on its mission to provide compassionate, quality care.

## Inefficient, paper-based patient information management

By necessity, hospitals are notoriously paper-heavy organizations. Such was the case for Genesis Medical Center and Illinios Hospital, affiliates within the Genesis Health System. "Whenever a patient visited a physician, it generated paper," explains Brian Casey, Genesis Medical Center Principal Information Technology Technician. It used to be that all papers with patient information were stored in hundreds of folders on large shelves in the Health Information Management (HIM) office. "Some folders would get pretty thick, depending on the length of the patient's stay," Casey says.

Legal and health standards obligate physicians to review and sign patient records after visits. With paper-based processes, physicians were required to call ahead and walk to the HIM office or request the information via fax. Either way, HIM employees would often spend up to 30 minutes digging through files to find and prepare charts for signature.

"We had dedicated staff members working around-the-clock to locate and then manually fax the documents," Casey says. "They spent a lot of time waiting at the fax machine hand-feeding papers and refaxing when the documents didn't go through."

Casey estimates that the HIM office, then and now, handles 23,000 faxed pages per month, almost 800 every day of the week. With such critical, high-volume faxing,

### INDUSTRY

Healthcare

### CUSTOMER

Genesis Health System

### CHALLENGES

- Folders overloaded with paper
- Retrieval and filing required around-the-clock management
- Processes were time-consuming

### SOLUTION

- OpenText RightFax

### BENEFITS

- Reduces paper and associated manual processes
- Offers imaging and e-document delivery solutions
- Speeds information management electronically
- Increases workflow productivity
- Replaces slow, manual processes with efficiency and flexibility

Genesis looked for a "healthier" system—one that replaced slow, manual processes with efficient, flexible options. A successful solution would fit Genesis' needs for speed and security, but require little training and maintenance. "Distributing patient information is a critical function that must be handled by a good system," says Casey. "And for easy maintenance, a good system is one I don't have to babysit everyday."

## Electronic faxing

A combination of solutions proved the most effective treatment: Genesis Medical Center and Illini Hospital implemented McKesson enterprise document imaging packaged with OpenText RightFax, the proven market leader in enterprise fax and document delivery.

McKesson Horizon Patient Folder (HPF) electronically captures, indexes, stores, and retrieves patient and operational information. In contrast to manual faxing, RightFax electronically distributes the patient charts via less expensive, timely methods.

"It was an easy choice to run with RightFax for fax-enabling our imaging system," Casey says.

RightFax came highly recommended with integrated functionality. "RightFax has proven to be a good system that performs as expected," confirms Casey. "It gets the right patient information to the physicians who need it in a timely manner."

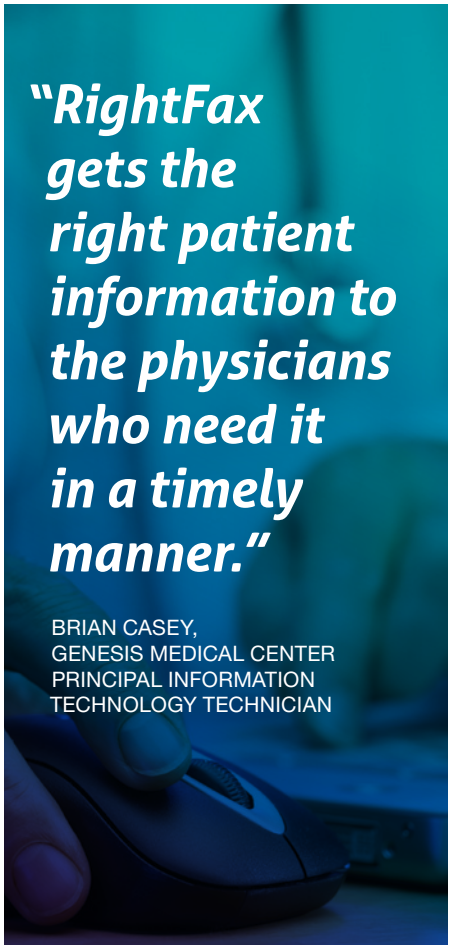
## Paperless delivery

Using HPF, all medical records are available online. "It speeds up the process," Casey explains. "Physicians can view, edit, and electronically sign charts from any location, as long as they have an Internet connection."

When the information must be faxed, HIM staff members simply access the electronic chart and choose the fax option. RightFax stores contacts and phone numbers for quick addressing or users may enter a name and fax number for customization.

"There are HIM employees who have worked here from the beginning," says Casey. "With HPF and RightFax, they're much more productive and there are no more masses of paper everywhere. The office is nice and clean."

Adding up the savings related to unnecessary paper and toner supplies "could be mind-boggling," according to Casey. "Supplies are expensive, not to mention wear and tear on printers and fax machines," he comments. "Add in the savings on filing folders and shelves and we likely save thousands of dollars per month using electronic imaging and faxing."




RightFax also handles paperless inbound fax receipt. Physicians often send faxes to the HIM department for legal compliance. "RightFax delivers the documents right into the HPF system to be indexed to individual patients," says Casey. "They are available for view within a few minutes."

## Fast and secure

Together, HPF and RightFax have reduced the time requirements for HIM employees by close to 70 percent. "We were paying a few people to fax reports across three shifts—24 hours a day," Casey says. "With RightFax, we have the same number of HIM employees, but they are able to focus on other job duties and they only send faxes during one eight-hour shift. Overall, the system helps us save quite a bit on salary-related costs."

Further, users no longer need to stand at the fax machine waiting for transmissions. Instead, they send the documents right at the desktop computer and receive confirmation reports immediately.

Effective RightFax reporting also supports Genesis in meeting Health Insurance Portability and Accountability Act (HIPAA) compliancy guidelines. The solution automatically tracks faxes along with recipients and transmission times. "Faxing is better for meeting privacy requirements," Casey says. "Unlike leaving a voicemail, we can show who is getting the information and when it was received."

## High use for low maintenance

While productivity enhancements and related cost savings are benefits of using RightFax, according to Casey, ease-of-use is also welcomed "therapy" in comparison to alternative methods. "RightFax required virtually no training," he explains. "We just showed users how to type in a fax number or take information from the address book and they were sending patient records right away. It's pretty intuitive."

Maintenance requirements are also easy on the IT team. "In fact," Casey says, "We like to use the popular infomercial slogan: we just 'set it and forget it.'"

Casey continues, "Both HPF and RightFax have been very stable systems. We can't imagine taking them away."

Instead, Genesis looks to adding capabilities. "We could easily move to integrating faxing with desktop email," says Casey. "Right now, we're comfortable dedicating RightFax to the medical records process."

Thus far, RightFax has whipped the slower processes into shape, Casey summarizes. "Our focus is on healthcare and providing the best we can to our patients. RightFax supports that mission." ■



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**Advantage Technologies**
228 East 45th Street
4th Floor South
New York, NY 10017
866-730-1700
info@atechnologies.com
www.atechnologies.com

## About Advantage Technologies

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloudbased fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.