

Panasonic Scanners

case study | facility healthcare

▶ KV-S3065C



Diabetes & Endocrine Center Streamlines Service, Reclaims Space With Electronic Filing Solution

Company/Industry:

Diabetes & Endocrine Center of Orlando

Challenge:

"It was horrible," Diabetes & Endocrine Center of Orlando Practice Administrator Debbie Howard recalls. "It was piles and stacks and mountains and more mountains of paper. We had a 500-square foot document storage room with wall-to-wall filing cabinets and there were still patient records and insurance forms everywhere."

That was five years ago. Today, the document-management area in the Center's new building occupies only 49 square feet and calm keyboarding has replaced paper-shuffling chaos. Doctors, technicians and administrators have real-time access to electronic medical, billing and scheduling records from workstations strategically placed throughout the facility and the space reclaimed via digitalization is being used to earn income rather than drain it.

Beginning the design process of its new headquarters in late 2004, Center administrators turned to Sage Software to provide the practice-management and electronic health records applications and hardware integration needed to cure its paper-handling pandemic.

"I had to do something with all those charts and folders," Ms. Howard says. "Many of the folders were almost four-inches thick and some patients had four or five folders. If a doctor wanted to compare something like a new ultrasound with one that was two or three years old you had to go through multiple folders to find it."

Solution:

The solution was to integrate low-maintenance Panasonic scanners with Sage's Intergy Suite including Intergy for Practice Management and Intergy EHR for electronic health records.

"I told Sage (Software) that there would be no home for all that paper in the new building and that I wanted a fully integrated solution," Ms. Howard added. "I also told them I didn't want a separate hardware guy, software guy and systems guy. That what I wanted was a single vendor providing an end-to-end solution and that I didn't care who made the scanners as long as it was a first-tier company with a reputation for maximum uptime and minimum maintenance."

"They brought in a **Panasonic KV-S3065C**, showed me how to use it, and it's been a workhorse every since. We're now into the fourth year of a six-year lease on that initial scanner and it's still essentially self-sufficient. We really don't do anything to it. It doesn't breakdown, it doesn't have problems. When we started the project, we hired temps who spent all day, every day just scanning and scanning and scanning. The end result was that we didn't have to move a single paper record except for some long dead files we are legally mandated to keep as originals."

Impact:

These days one employee using a PC, the **KV-S3065C** "workhorse," and a Panasonic DP-8035 network multifunction product handles the Center's entire scanning and digital-media filing and organization needs.

"We create a complete electronic record for each new patient starting with their first appointment," Debbie Howard says. "Doctors make electronic notes on charts using workstations in each examining room and lab reports and faxed material are received directly by the DP-8035 and transferred to the server without ever touching paper."

Sage Software Hardware Product Manager Tom Carter confirms that best-in-class reliability and ease-of-maintenance are among the key

features that make Panasonic scanners standard equipment in Sage Software's integrated practice-management solutions.

"Our default scanning hardware is almost always Panasonic," he says. "We especially like the reliability and paper handling of the Panasonics, the fact that they rarely jam, the long-paper scanning for things like EKGs. Something else that's very important to us is Panasonic's willingness to allow our techs to participate in factory-training sessions so we can perform field maintenance and repairs on the units ourselves."

According to Jim Preuett, Panasonic Communications Company's East Coast Scanner Business Development Manager, Panasonic's line of high-speed, high-volume scanners is ideal for healthcare providers transitioning to digital document collection and computerized practice-management solutions.

"The Diabetes and Endocrine Center is a major central Florida care facility with three doctors, four nurse practitioners and numerous administrative and support personnel dealing with a year-round average of more than 125 patients per day in one office," Preuett noted. "The amount of scanning required to fill the Center's pipeline to enable Sage's Intergy practice-management suite to integrate everything from chart management, to electronic billing and remittance tracking, to ID card inputting, to appointment book scanning was enormous."

"We are extremely proud that Sage Software has made our KV-30x line, with speeds up to 166 images per minute, industrial-grade metal construction, and extended maintenance intervals, their scanner of choice for these types of applications."