Panasonic Scanners

case study | facility healthcare

KV-S1025C

Panasonic Scanners Help Central Texas Medical Center Increase Efficiencies

Company:
Hillcrest Baptist Medical Center

Scope:
In an era of all things going digital, Waco, Texas-based Hillcrest Baptist Medical Center, like many health facilities across the nation, requires leading, dependable scanning technology to convert paper documents into highly portable electronic medical records. Today, Hillcrest uses 39 Panasonic KV-S1025C workstation scanners throughout the facility's medical records, scheduling and patient registration departments to scan medical charts, identification records, consent forms and other hard data. Panasonic KV-S1025C scanners were deployed by Waco Texas reseller Parsons Office Systems.

Impact:
"We investigated and tested various scanner brands to meet our specific needs and the Panasonic images were clearer and better defined than those produced by the other machines we considered," says Sylvia Hernandez, IT analyst with Hillcrest where the Panasonic scanners were implemented in 2006. "What really impressed us about the Panasonic scanners was its ability to scan full-size 8x10 documents and charts as well as smaller items like ID and insurance cards without the operator having to stop the job to reset feeding trays or reload originals. Our experience with the Panasonic scanners has definitely been a success since day one and they are extremely dependable and efficient."

Challenges:
Hillcrest's patient registration sites process almost 400 patients per day amounting to more than 100,000 hard documents per month. Without the Panasonic scanners this abundance of paperwork would have to be manually filed, trafficked and stored across the campus.

According to Jim Preuett, Panasonic's Eastern Regional Scanner Business Development Manager, medical record scanning hardware requires a higher level of technological expertise and manufacturing precision than equipment intended for more generic purposes.

"Medical charts are complex documents and contain a lot of textual and numeric information that uses English and Latin symbols all frequently crammed into small spaces. Producing high-resolution, fully-legible digital scans of these documents while running at high-speed in full duplex mode is something, quite frankly, a lot of lesser scanners can't do," Preuett says.

Overall User Impression:
"Panasonic's exclusive features are very useful in our applications," says Ms. Hernandez who has worked with the equipment both on the front end in ER registration as well as on the back end in her current position. "The user-friendly capability of the scanner made training easy, the units' small footprint streamlines workflow even in locations with severe space limitations and the on-machine diagram that illustrates paper stock management is all very helpful."

Panasonic controls the entire development and manufacturing process of its scanners beginning with in-house design and engineering all the way to the build outs in its highly-sophisticated factories.

"Other than general, routine roller cleanups which can be performed at the users' workstation, the Panasonic scanners have never needed any maintenance or service at all, " Ms. Hernandez says from behind her desk, which is "decorated" by one of the hospital's KV-S1025C. "We recently had visitors from a nearby Texas hospital to observe our various registration and medical record workstations that use the Meditech Scanning application and Panasonic scanners. A few weeks later, they requested the make and model of our Panasonic scanners with the intention of purchasing these same models for their users."

Conclusion:
"Every one of our scanner models benefits from our corporate parent's legendary expertise in digital imaging, CCD and light source innovation, mechanical engineering, computer networking applications and solid customer service," Mr. Preuett adds. "It is this, our proprietary dedication to quality, that more than anything else makes it possible for us to offer the health care industry a line of scanners that can run all day at full speed without any compromise in image quality or service life."