

Panasonic Scanners

case study | facility healthcare

▶ KV-S1025C



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Company/Industry:

Memorial Healthcare, Owosso, Michigan

Scope:

The only hospital in Shiawassee County, Michigan, Memorial Healthcare is a not-for-profit, 221,000 square foot, 148-bed facility whose 130 affiliated doctors and dentists and 1,000-plus employees handle more than 6,000 hospitalized patients, 25,000 emergency room cases, and 196,000 outpatient visits annually.

In addition to staffing satellite offices in Shiawassee County, Memorial provides essential health services to parts of four adjacent counties.

Task:

Facilitating the transition from paper to all-electronic hospital record keeping.

Challenge: Digitalizing real-time incoming and archived financial records, identity and insurance documents, medical charts, lab results and prescription records from dozens of separate doctors’ offices and integrating them into a Citrix Server Environment,

Solution:

Deployment by Grand Rapids-based Precision Data Products of 30 Panasonic KV-S1025C full-color duplex scanners in medical offices throughout the facility in October 2006.

Decision-Making Factors:

“We wanted to make our physicians’ offices fully electronic by putting all the patient records into our system in digital form and making them accessible via our dedicated medical-record management software,” said Frank Fear, Memorial Healthcare IT Project Manager. “We considered a number of scanners that seemed to meet the specifications we’d established and decided to go with Panasonic because their units were better for us in a number of key areas.”

According to Fear, the KV-S1025C’s robust TWAIN Driver, advanced document handling and dedicated card-sized feeder, proprietary Double Exposure technology (which automatically scans both sides of documents like ID cards and combines the data into a single digital image), high-speed duplex operation, and state-of-the-art device drivers were key determinants in Memorial’s decision to choose Panasonic.

“We knew we’d use that (Double Exposure) capability for all kinds of things ... drivers licenses, proof-of-insurance cards, HIPPA consent forms and other documents of that nature,” Fear noted. “We were also very favorably impressed by Panasonic’s automatic ID card feeder, all the other units we looked at required the operator to open the cover and position the cards precisely on the scanning bed, which was a lot less convenient and more time consuming.”

Impact:

Better service to doctors and patients via instant retrieval of medical records from any computer terminal in the main hospital building or off-campus locations; doctors and lab technicians able to handle cases referred from another department immediately without delays occasioned by waiting for paper files to catch up with patient. Elimination of costs associated with paper record keeping.

User Deployment Experience:

“Networking the new scanners was completely straightforward,” Fear said. “We plugged them in, Windows XP saw them and they were online. The Panasonic Twain driver is fully compatible with the Citrix Environment so we had no trouble getting up and running at all.”

User Service Experience:

With over half of the accumulated medical records and charts in the hospital’s paper archives already scanned and all current documents and reports being scanned in real time, Fear reports no glitches, service problems or failures with any of the 30 units.

Overall User Impression:

“We will be buying more Panasonic scanners.”