



Case Study

Orthopedic practice runs faster with digital workflow

Kodak Scanners pick up the pace while preserving image quality

Syracuse Orthopedic Specialists, PC (SOS) is a group of 450 “specialty” trained orthopedic surgeons and staff providing customized care to patients at nine locations in and around Syracuse, NY.

Situation

SOS scans hundreds of documents daily, mostly billing and insurance paperwork. The practice initially used scanners from another manufacturer. However, a growing need for even greater productivity led SOS to look for scanners that offer higher speeds and better performance.

Objective

SOS wanted to increase process speeds to keep up with ever-increasing volumes of paperwork while maintaining image quality. The practice also needed a solution which could integrate easily with their existing **FileBound** Software.

Solution

After evaluating several options, **Kodak** i4200 and i1440 Scanners were selected as the best fit for the orthopedic surgeons' offices.

Results

The **Kodak** Scanner solution has reduced the processing time for paperwork by 30% and contributed to a 15% increase in OCR accuracy.

With over 450 employees at nine offices, SOS processes hundreds of healthcare-related documents daily. Billing and insurance paperwork – such as payment for services and payment processing forms – accounts for most of the volume. The work is non-stop: at least one scanner operator is dedicated to digitizing records eight hours a day. The operation includes both centralized scanning, at a centralized document management center – and distributed scanning, with capture taking place at all nine offices. In both instances, images are loaded into the practice's **FileBound** Software system.

Initially, SOS set up their systems with scanners from another manufacturer. But with volumes growing rapidly, it soon became clear that the practice would need a more effective scanning solution.

“There was a very smooth, almost effortless transition from our previous scanners to **Kodak** Scanners.”

Rick Shubert, Enterprise Integration Manager
Syracuse Orthopedic Specialists

“We have no regrets at all about making the transition to **Kodak** Scanners. We literally saw productivity gains overnight.”

Rick Shubert, Enterprise Integration Manager, Syracuse Orthopedic Specialists

Performance testing reveals a clear winner

In late 2010, SOS enlisted the help of Image Integrator LLC, an ISV and Authorized Reseller of Document Imaging Products from Kodak Alaris, to test several competitive scanners. After careful evaluation of the products' performance at SOS' imaging center, **Kodak i4200** and **i1440** Scanners were selected as the best fit for the orthopedic surgeons' offices.

Rick Shubert, Enterprise Integration Manager for SOS, worked closely with Deana Gugger, Vice President and co-founder of Image Integrator to set up the equipment. Together they experimented to determine what imaging adjustments and dpi settings would result in optimal image quality for their specific needs. “There was a very smooth, almost effortless transition from our previous scanners to **Kodak** Scanners, thanks to Deana and her team,” Shubert recalled.

The **Kodak i4200** and **i1440** Scanners also integrated seamlessly with the **FileBound Express** Software that the practice already had in place. SOS relies on **FileBound** Software for streamlining their workflow, content management, and EMR compliance.



High productivity, low maintenance

The practice has benefited from choosing the right products and investing in the right training. “Deana trained our people on how to perform routine maintenance – such as cleaning and replacing rollers – and doing this, along with the robustness and dependability of the **Kodak i4200** Scanners, has virtually eliminated service calls,” Shubert said. SOS operators agree that the **Kodak** Scanners are fast, reliable and easy to maintain.

Within 18 months of operation, SOS saw a 30% reduction in processing times with their new **Kodak** Scanners. And by

achieving improved legibility of files, the **Kodak** Scanners have contributed to a 15% increase in the accuracy of the software's optical character recognition capability.

Scan + shred = savings

“With the **Kodak i1440** Scanners we don't have to worry about rescanning documents because the image quality is always excellent the first time,” praised Erin Becker, a billing office clerk at SOS. “We scan our paper into **FileBound** Software, index, and then shred the paper, so we save a great deal on storage costs and space.”

Want to learn more?

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