

# Improving the Accessibility & Efficiency of a Healthcare Intake Solution

## Overview

A non-profit integrated healthcare network located in New York. With 23 hospitals, 800 outpatient facilities, and 74k+ employees, this healthcare system is the largest employer in the state.

## Problem

Due to the health system being so spread out, there were multiple issues that needed to be addressed including expediting their process to make them more efficient and allowing them to access digital medical records quickly. Due to the ebbs and flows of records volumes, the health system required a centralized application which would allow them to better manage their change in records volumes and provide them with a single repository to view all patient information.

## Solution

After working closely with HIM & Revenue cycle teams within the health system, our team continuously picks up physical medical records from 13 of their different hospital locations and provides point-of-service capture at several other sites. The physical records are processed off-site, and are indexed using advanced forms recognition technology. DataBank's operations team performs validation and strict quality control measures before uploading the scanned images back into their centralized document management system within 12 hours (or less) from the time of pickup.

## Results

With the improved turnaround times, the health system was able to provide faster billing times and improved cash flow. Their Phase 2 plan with DataBank is supporting a migration to a new ECM Environment (OnBase).