

Southcoast Health System Stays Ahead of the Curve with Online Services



Overview

Southcoast Health, a community-based, not-for-profit charitable organization, offers an integrated array of health services throughout Southeastern Massachusetts and East Bay, Rhode Island.

“DataBank’s SAS 70 Type II, Tier 1 data center gave us the assurance that our confidential information would be protected.”

- K. Dwyer, Director of Patient Accounts

Problem

Southcoast Health wanted to continue to raise their level of patient care and looked for ways to streamline their administrative functions, increase efficiency, and improve service to their patients. In 1990 Southcoast deployed their first document management system in their patient accounts department when a microfilm system was installed. As Janet Scanlon, Team Leader of the Records Management at Southcoast explained, “Although these systems provided more functionality when compared to paper-based filing, they were very rudimentary systems. A good portion of an employee’s time was spent each day retrieving information from the systems. It was labor intensive and a costly process.”

Solution

In keeping up of advances in technology and evaluating how they could further improve their operations, the Southcoast knew that significant advantages could be achieved with a Software-as-a-Service (SaaS) model. Southcoast realized that continuous improvement of their internal systems would keep pace with the needs of the patients they served. However, a software product alone was not the answer. They also needed a high-quality, full-service solutions provider to contribute consulting and maintain the conversion services.

Results

Southcoast has experienced a 15% gain in productivity and is able to handle a larger workload at the same staff level. Scanlon also added, “We are pleased to have reduced cost, provided remote access to internal customers at our three hospital sites, assisted the department with security and compliance issues, automated the processing of our incoming 835 payments from our insurance payers and eliminated the backfile of paper that had always been a concern.”