

# Remote Physician Practice Document Management



## Overview

Einstein Healthcare Network is a private, not-for-profit organization with several major facilities and many outpatient centers. They have a proud legacy of nearly 150 years of service to the community, including Albert Einstein Medical Center that has and continues to provide quality healthcare and medical services to their community.

## Problem

In 2013, EHN went live with Cerner's Electronic Medical Record (EMR) solution. The Assistant Vice President of Health Information Management, Barbara Carr, RHIA, was tasked with managing the large quantity of paper documentation, images, and information created outside of the hospital's EMR. With more than 220 locations to manage, Ms. Carr faced challenges with logistics and varying available technical resources. Despite these obstacles, she was required to carefully plan and execute change management across the organization to ensure all documentation was incorporated into their EMR and available when clinicians needed it.

## Solution

When Ms. Carr realized the challenges related to their current process, she looked for outsourced Physicians' Practice scanning services that would not only reduce expenses but would positively impact patient care and the overall patient experience. With a Remote Document Management solution, Einstein was able to scan the paper documentation at their facility and automatically deliver the images to DataBank's production facility through a secure FTP. Then, DataBank's team of professionals was responsible for indexing and performing quality checks and uploading the images into their EMR within 48 hours.

## Results

Management of the practice documentation has significantly improved. DataBank's team of professionals is able to remotely view the images scanned at each site, place an encounter level and document level index point to each image, and upload these images into Cerner within 48 hours. Clinicians and staff at all locations are pleased with the updated process, as they are able to keep the paper documentation onsite in case it is needed for patient care.