

University of Toledo Physicians

There is nothing more frustrating than not being able to find information when you need it. Especially when it is a patient's medical file and you work at one of the largest medical centers in Ohio.

Situations like that are exactly why the University of Toledo Physicians, LLC looked to eBridge Solutions for a document management system.

eBridge Solutions offered a simple, cost-effective, web-based solution that was just what UTP needed. It was affordable and easy to implement and UTP staff quickly adjusted to the new technology.

The result was an increase in efficiency, reduction in storage costs and an unplanned disaster recovery system for all of their third-party payer files.

The Challenge

The University of Toledo and the Medical University of Ohio merged July 2006 to form the third-largest public university operating budget in the state.

The University of Toledo Health Science Campus is home to UT Medical

Center hospitals and clinics and many of UT's health-science research and education programs that are teaching the next generation of physicians, nurses and other health care professionals.

The UT Medical Center, a Level 1 trauma center, offers innovative treatments for strokes and cancer found nowhere else in the state, and features the new \$5.8-million Orthopaedics Center. UTP provides specialty care in cardiology, neurology, orthopaedics, cancer, surgery, and kidney transplantation.

With so many patients, there were countless boxes and file cabinets full of payor records stored on and off-site. If someone needed a copy of a record, a courier was sent to an off-site storage center to search for a specific paper file. It typically took 24-48 hours to return a file.

In an attempt to go paperless, the staff began scanning paper files and storing them as PDFs on-site.

Company:	University of Toledo Physicians, LLC
Challenges:	Needed to make EOBs easy to find
Solution:	eBridge Solutions' web-based document management
Result:	Easier access to files Money savings on storage and courier fees New backup/disaster recovery plan

While this helped eliminate some of the paper, it didn't really help UTP staff always find what they were looking for.



"With the PDF storage, the searchable features were marginal at best and there was no set time each day that new scans would be made available to us," explained Sue Moore, director of professional billing at UTP.

The Solution

To gain control over their data, UTP tasked Sue with an assignment: find a document management system that will put documents — specifically explanation of benefits (EOBs) — in easy reach.

After weeks of research and phone interviews, Sue narrowed her choice down to just one company — eBridge Solutions.

"Our web-based system was perfect, because it put the users in complete control of the scanning and retrieval, which is what they were looking for," says Leslie Haywood, CEO of eBridge Solutions. "And the fact that our solution can handle unlimited users with document-level security made it ideal for the clinic settings of UTP."

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Because the staff at UTP had experience with unsuccessfully searching through off-site storage for files and paging through PDFs to find information, they welcomed eBridge Solutions with open arms.

“Our employees were very receptive to eBridge Solutions’ web-based document management system, because they saw instantly the time savings when they could do a keyword search for a patient EOB,” Sue said. “The time savings alone has made eBridge Solutions worthwhile.”

The hardest part of implementation, according to Sue, was fine tuning the scanners to get clear images of the EOBs that were being captured. “The shading on some of the EOBs we receive made scanner setup a little tricky, but with the customer support team at eBridge, we got everything working just fine.”

The Result

UTP has been using eBridge Solutions since 2008. In addition to increasing efficiency by putting documents online for easy access, the clinics have also realized money savings by no longer shipping paper or back ups to off-site storage.

This adds up to a large annual labor-savings, because documents are now filed and retrieved in just a few SECONDS with eBridge Solutions

versus an average of four minutes per file manually.

Sue’s favorite feature, however, is that staff can use any Internet access to retrieve the files they need. “On a day-to-day basis, the OCR function is the greatest convenience,” Sue reports. “The instant a document is scanned into the system, it is made OCR searchable and ready for retrieval.”

Optical Character Recognition (OCR) allows users to search for documents by entering just a few characters or numbers (such as a patient number) to retrieve documents.

“We’re able to find documents quickly this way without having to walk over to the file cabinets, find the document, fax it and then re-file it.”

An unintended benefit is the backup of documents on eBridge Solutions’ three redundant data network centers.

“With the documents stored off-site on eBridge’s data centers PLUS the backup CD we receive from them each month containing our scans, I am confident that we will never lose our data,” Sue said.

“eBridge Solutions excellent customer service along with an excellent

product and pricing sets them apart from the other companies we’ve worked with in the past.”

About eBridge Solutions

eBridge Solutions is a leading web-based document management company that provides imaging, storage and retrieval services for hundreds of organizations across the country.

By combining powerful technology with industry experience and expertise, eBridge Solutions offers superior security, service and support for a variety of businesses of all sizes – all at an affordable price. Clients maximize efficiency and productivity while ensuring compliance with state and Federal record-retention mandates, consumer privacy regulations and various corporate disaster recovery and business continuity operational policies.

For more information on eBridge Solutions, call us at (877) 676-6067 or visit www.eBridgeSolutions.com.

