



ChartWorx Case Study: Pima Heart Cardiology

The Situation

Flexible Experts Needed

Pima Heart is a cardiology practice of 28 physicians in six offices throughout Southern Arizona. It contacted OptiScan to digitize active patient charts shortly after converting to the NextGen Electronic Medical Record (EMR) system. Pima Heart wanted to go paperless because:

- Digital charts would enable the practice to fully maximize the EMR system, increasing internal efficiencies and productivity.
- The practice wanted to eliminate paper handling costs and direct those funds to improving the patient experience.
- The practice needed to free up space at each of its six facilities, which were overflowing with paper charts.

Pima Heart selected OptiScan to digitize its patient charts because the company was equipped to overcome numerous challenges:

- The practice has numerous facilities that had incorporated NextGen at different dates.
- Doctors only wanted select portions of each file scanned, so the practice hired temporary workers to sort the pages in each file. Document scanners would need to work alongside these temp workers effectively and efficiently.
- The practice did not want to disrupt workflow, and it needed access to patient charts throughout the scanning process.

The ChartWorx Process

Maintaining Quality, Consistency

Despite the challenges of navigating multiple facilities, OptiScan was able to digitize nearly 40,000 charts in 12 months. Here's how the process worked:

- **Equipment:** OptiScan utilized a portable scanning PC and Panasonic 4065 High-Volume Scanner. This setup could be moved from facility to facility at no extra charge. All scanned pages would be imported into an OptiScan server, centrally deployed at the Pima Heart Data Center.
- **Personnel:** OptiScan scanned charts one facility at a time. Two employees were placed at the facility throughout the scanning process. They assisted temp workers, scanned pages, ensured a smooth workflow, answered questions and located needed files either physically or

electronically. OptiScan employees were able to work alongside the temp workers, as well as the practice's administrative staff, without disrupting either party's duties.

- **Preliminary Steps:** The charts for each facility were prepared by placing barcode sheets (generated by NextGen) into the batches for proper patient chart and internal chart section breaks. Each chart had a patient cover sheet (containing a special barcode to identify the patient), and each section tab within the chart had a cover sheet to identify different sections.
- **Processing:** Batches of charts were imported into a central ChartWorx server where the pages were despeckled, deskewed, rotated for view and verified for proper barcode interpretation. Quality control was completed using OptiScan's operations staff in Phoenix over a secure VPN connection.¹ The pages were then exported and broken up into individual documents by Patient and Section. The completed batches were delivered electronically to the EMR import team.
- **Monitoring Progress:** OptiScan provided an internal web address to the Chartworx Webserver, allowing practice administrators to view chart processing statistics and determine the processing status of any chart. If a physical chart is ever needed during the processing stage, OptiScan would immediately know the location of the box and be able to retrieve it. Additionally, these monitoring capabilities ensured all charts were accounted for.
- **Post Processing:** Once uploaded into NextGen, physical charts were set aside to be shredded.

The ChartWorx Difference

Results

OptiScan scanned nearly 40,000 charts in 12 months for approximately \$10,900 per month.

Project Stats:

- Total pages: 1.97 million
- Total charts: 39,679
- Cost per page: \$0.072
- Cost per chart: \$3.31

Staffing Stats:

- 1 OptiScan Operator, 1 OptiScan QC Operator
- 1 scanner, 60 pages/min
- 8-hour shifts, M-F
- 12 months

Key Capabilities & Benefits

OptiScan helped Pima Heart achieve a fully integrated EMR system, ultimately saving the practice thousands of dollars a month in paper handling costs. Using ChartWorx's specialized equipment, software and systems, OptiScan was able to provide quality images that could be quickly imported into the NextGen EMR system.

"I appreciate OptiScan's IT services and how easy you made this process.

~ Jason Sottosanti, IT Services
Pima Heart

¹ The practice's files aren't electronically transferred to the Phoenix headquarters. The VPN allows OptiScan to remotely run and monitor the onsite ChartWorx station.

In addition, Pima Heart is now able to free up about 600 square feet of office space. This space can be used for additional working stations for administrative staff or to house new equipment, among many other scenarios.

ChartWorx benefits of note include:

- All files are scanned by experts who have the technical know-how to optimize image quality, speed and image size footprints.
- The practice has instant access to all patient charts during the scanning process.
- OptiScan can work with practices to develop an EMR system, or it can scan paper charts into an existing EMR system. The process of going completely paperless helps rid the practice of inefficiencies as well as the costs associated with paper handling.
- OptiScan can provide on-site scanning professionals and remotely monitor and maintain quality control over a secure VPN network to practices around the country.

“During the scanning project, OptiScan was flexible, maintained attention to details, provided a support staff that was very easy to work with. I always felt OptiScan was genuinely interested in helping us with the project and making it a success. Pima Heart was able to reclaim the space for patient charts and turn it into productive space to see more patients.”

~ Claudia Rasnake, Dir. of
Operations
Pima Heart

Learn more: www.optiscan.net