

DocuLex Specializes in the Care of Pediatric Patient Records

Central Texas Pediatric Orthopedics & Scoliosis Surgery (CTPO) has been serving the local community since 1990. Owned and operated by Board Certified Orthopedic Surgeons with Pediatric Fellowship training, CTPO is truly one of a kind. With an emphasis on treating spinal disorders, clubfeet, leg length discrepancy, and many other orthopedic congenital abnormalities, CTPO has set a standard for exceptional care, and is the only facility of its kind in central Texas.

The Challenge

Existing CTPO paper patient files can range from ¼ to 3 inches thick, or up to 200 documents per file. All closed patient files were stored off site, and, if access was needed to one of those files, a staff member had to travel to this remote location and look for the file and document.

Pending patient charts posed an entirely different challenge that was still just as costly and time consuming. With two different locations seeing over 100 patients per day, and its doctors also on call at Children's Hospital, active CTPO medical records were constantly having to be couriered to the doctor's current location, wherever that may be on any given day, for review – amounting to thousands of dollars per month in courier fees.

CTPO had to find a secure way to make patient information available to doctors and staff no matter the remote location – be it hospital, home or during travel times.

The Solution

Cindy White, Practice Administrator for CTPO, oversees day to day operations and is constantly evaluating the effectiveness of overall internal non-clinical processes. Cindy outsources CTPO billing to another company, and upon a site visit to that company, was able to see the DocuLex Archive Studio™ software in action.

Stated Cindy "With the DocuLex software, I was able to watch the entire workflow process at the billing office – from capture of the paper, to electronic formatting and filing, and then off to the shredder. It was so efficient and streamlined; I knew this could be a great solution for our patient record digitization and retrieval needs."

Cindy determined that she had three distinct needs for the DocuLex solution:

- Backfile conversion of the closed patient records stored off site
- Daily conversion of pending medical charts
- Secure browser-based access to files from any location

In collaboration with DocuLex experts, using Goby Capture™, a component of the DocuLex Archive Studio, Cindy was able to design a template customized for CTPO to add to each file that is scheduled for scanning. Said Cindy, "Using the Goby Capture software, DocuLex engineers helped us create a template or "profile sheet" that actually mirrors the tabs in our paper patient files. These tabs feature demographic information, finance data, consent forms, medical cards, etc. Our staff can quickly and easily fill out these profile sheets, and add them to the file to be scanned.



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Upon capture, the file will automatically be digitized, OCR'ed and filed in PDF format on our servers, based on this profile sheet data and per a pre-determined file structure using the DocuLex software."

With the DocuLex Archive Studio solution, CTPO uses its two powerful Xerox MFPs and smaller Xerox scanners throughout the office to capture all old patient files that have been closed, as well as all active patient files on a daily basis. To date, about 50 boxes or all closed files for 2006 have been scanned using the Archive Studio Solution, and new patient files are made available electronically the very next day. Using another component of the Archive Studio solution, called WebSearch™, CTPO is able to make all digitized patient information available to doctors, nurses and other staff. No matter the location of the staff person, secure access is now readily available using WebSearch. 100% browser-based, WebSearch enables CTPO employees to log on via the Internet to view the electronic patient files much like they viewed the paper files – by tab, patient name, keyword or combination of keywords. WebSearch logs all employee activity to assist with HIPAA privacy and security regulations. Additionally, WebSearch allows for permissions to be added to any system. In CTPO's case, updates and deletions to a file are restricted through the DocuLex software per Cindy's specifications, ensuring that no file is altered in any way.

The Results

"I was paying couriers and staff thousands of dollars a month to locate and deliver files to our doctors at different locations," said Cindy. "With the Archive Studio solution, I was able to eliminate that expense right out of the gate! The DocuLex software also enabled me to do something even more important – enact a system that electronically mirrored our paper patient files. The doctors and nurses are very accustomed to the paper files and how they are structured, and simply do not have a lot of extra time to learn an intricate and potentially confusing new way of accessing these files. The DocuLex team came in and was able to walk our doctors through the software functionality and help them visualize the technology and how it would work for CTPO. This was no small feat as our doctors are wary based on some past bad software experiences and their attachment to the paper records. Archive Studio is very easy to use and secure. Doctors and other staff can now log on through a browser and drill down through a file by tab to review. Now everyone is searching patient records through the new system. No longer do we have any problems finding misfiled documents and the DocuLex software makes us even more efficient as we go along. Far less time is spent scheduling and moving files about – which is especially important when we are talking about children's medical information. Also, we are now taking dictation and doing transcription electronically, uploading it straight to WebSearch for access! We have eliminated the need for storage of the closed case files, and the new system is much more secure in the event of disaster plus being more environmentally friendly. The software truly does speak for itself, and coupled with the excellent training and support provided by DocuLex, the doctors are very comfortable with our choice and its user-friendliness."

About DocuLex

Established in 1996, DocuLex provides industry acclaimed document management software. DocuLex's complete solution addresses the business need to effectively manage scanned documents, electronic files and email. DocuLex software is utilized by a wide range of industries, and has a user base that includes everything from small businesses, departments within companies to enterprise-wide installations. Achieve instant document access - anytime, anywhere.

For further questions please contact info@doculex.com

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Content Management Solutions

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