



Implementing a highly available electronic records management system with disaster recovery proves invaluable to Greater New York medical center

Business overview

SUNY Downstate Medical Center is one of the nation's leading urban medical facilities. The medical center is comprised of a College of Medicine, College of Health Related Professions, College of Nursing, School of Graduate Studies, and the University Hospital of Brooklyn.

SUNY Downstate Medical Center is the only academic medical center in Brooklyn and, as such, offers the most advanced and comprehensive care. The medical center serves more than three million people in Brooklyn, Queens and Staten Island.

Challenges

SUNY Downstate Medical Center was looking for a system to assist it with its revenue cycle. Their current uncollected funds ranged in the ten million dollar range and new revenues were being added to this outstanding amount every day. Clearly, a mandate for change.

In addition to improving its revenue collection processes SUNY Downstate Medical Center wanted to deploy a system that could be leveraged to also improve its patient care, HIPPA requirements, protect its assets and reduce costs.

Benefits

- Increased efficiency by reducing time to retrieve information from weeks to seconds
- Dramatically cut storage and shipping costs
- Improved customer service with faster response times
- Reduced or eliminated risk of lost Documents
- Introduced disaster recovery and continuity of business program



Business profile

SUNY Downstate Medical Center

Industry Healthcare

Geographies Hospital serves over 3 million people in Brooklyn, Queens and Staten Island

Business Solution Records Management

Software Components ApplicationXtender WebAccess Full Text Search ReportsManager WorkflowXtender ApplicationXtender Integration Module DiskXtender Ascent Capture Adobe Live Cycle Microsoft Cluster

Hardware Components F5 Big IP High Availability

Database Integrations Clip Gem Eagle HL7 Human Resource NYS GAAP Database Radiology Report

Deployment Summary Approximately 4,000 staff, processing 5,000,000 hard copy and 6,000,000 electronic images.

CASO Partners

A CASO Document Management Solution

SUNY Downstate Medical Center reviewed several different Electronic Content Management (ECM) solutions and selected a solution recommended by CASO Document Management, an electronic document management company with offices in New York and Texas. CASO demonstrated how EMC's ApplicationXtender suite of products and Kofax' Ascent Capture software could assist the medical center with its revenue cycle while providing a high availability ECM solution for all of the center's departments.

Revenue Cycle

CASO Document Management's implementation of Kofax Ascent Capture and EMC ApplicationXtender allows SUNY Downstate Medical Center to capture and secure patient records. The solution specifically addresses the problem documents for same-day patient documents and long-term stay patients – both scenarios represent the hardest payments to collect. As a result of deploying an ECM solution the medical center no longer misses its claims filing window timeframe and has all of the proper documents for submission at the ready.

Patient Service

Medical staff can now see all patients' records in one location and online using EMC's WebXtender. Along with scanning in hardcopies, the hospitals electronic reports are streamed into the system, allowing for instantaneous viewing of all patients' records – complete and on demand.

HIPPA Compliance

SUNY Downstate Medical Center has further strengthened its HIPPA compliance with EMC's ApplicationXtender solution. This solution meets or exceeds the needs and requirements of HIPAA for both security and recoverability in the case of disaster.

In addition to controlling rights and functions at a granular level, the system enables comprehensive audit trails to be established for user management, access management and system monitoring functions for content capture and modification. The audit trails keep the information and parameters in logs that can be used to create the compliance reports for HIPAA.



EMC Documentum
Kofax
Böwe Bell+Howell
Fujitsu
F5

Operational Efficiencies

The EMC ApplicationXtender and Kofax Ascent Capture solution has improved operational efficiencies across multiple departments. The SUNY Downstate Medical Center can now access a patient records in seconds as opposed to hours or days. Doctors no longer need to travel to the basement to note the viewing of a record as they can now do that electronically. Accounts Payable is now able to review and process documents quicker – allowing the center to receive early payment benefits and to avoid late payment fees. Procurement no longer has to receive telephone inquiries about the status of a requisition as it process all of its forms through WorkflowXtender and the center’s departments can track the requisition electronically. Human Resources now uses 2-dimensional bar codes to eliminate data entry and improve overall data accuracy. Accounts Receivable, Payroll, Finance, Information Systems and other departments have all received similar benefits.

Summary

SUNY Downstate Medical Center believes that its online, image-based ECM system, built on EMC's ApplicationXtender and Kofax Ascent Capture platforms, has improved their revenue cycle and reduced uncollected funds; improved efficiency; slashed the costs of storage; improved patient service; and have reaped additional gains in efficiency through various customizations.

Let CASO Document Management help you

Healthcare organizations are in need of content management tools that either eliminate or reduce the burden of paper and paper processes. They need to make proactive and timely business decisions that affect the hospital and their patients everyday. Improving business processes and streamlining operations to control costs are at the top of every hospital’s priorities. Still, having the ability to empower managers and employees to provide the absolute best patient care is crucial. CASO’s product offerings leverage the strength of our many partners and are designed to provide healthcare organizations with the content management tools to make decisive business decisions so patient care stays the focus. CASO helps senior healthcare management teams to innovate business processes, maximize income, control expenses and offer the best patient care possible. Allow us to put our combined knowledge and experience to work for you.



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