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Jaime Estrada, Network Administrator – University Physicians Healthcare

kwiktag[®]

Digital Filing for the Enterprise

University Physicians Healthcare | Tucson, Arizona

Customer Profile:

University Physicians Healthcare

Founded in 1985, University Physicians Healthcare (UPH) is a not-for-profit corporation that is affiliated with the University of Arizona College of Medicine and the University Medical Center in Tucson. This multi-specialty group practice offers more than 70 primary care and medical specialties, employs 300 faculty physicians and treats thousands of patients annually.

The Challenge:

Compliance

UPH struggled with the steadily growing stacks of paper created from the important day-to-day tasks of a medical practice. The paper intensive environment was costly and hampered productivity.

The practice used a “home-grown” scanning solution that stored and retrieved images but had limited capabilities. UPH also used Microsoft Access to index medical records for tracking patient visits. Network administrator Jaime Estrada realized a commercial product was necessary because neither solution complied with new HIPAA record tracking requirements. Estrada was familiar with the success that Tucson Medical Center was having with KwikTag and inquired if their system could handle UPH’s multi-department requirements, and provide an auditable database that could index scanned records.

Overview

Summary

University Physicians Healthcare uses KwikTag to concretely comply with HIPAA record tracking requirements and increase staff productivity.

Departments

Over 400 UPH Employees In

Accounting

HR

Legal

Medical Records

Business Services

Documents Scanned

Over 2 Million Documents for a
Multitude of Departments

Solution

KwikTag Basic

The Solution:

Paper-to-Digital

KwikTag, meeting both of Mr. Estrada's requirements, was initially deployed to UPH's accounting, business services and legal departments. Thirty-five users were trained on KwikTag's patented tagging method, scanning documents on their existing Fujitsu and Ricoh scanners. Productivity improvements started immediately with 15,890 documents indexed and scanned in the first month. According to Estrada, "After a three week pilot it was evident KwikTag was our solution. The web based interface worked seamlessly and our users loved it."

Now users scan stacks of tagged documents when convenient using departmental digital copiers. For high volume departmental scanning, UPH implemented numerous Ricoh network scanners. Once scanned, the images are transferred to KwikTag for automatic processing and storage in secure, virtual drawers, located on UPH's distributed network.

After eight months, recognizing the entire organization would benefit from digital filing, UPH upgraded their system to 800 users. Within a year UPH had filed more than two million pages into KwikTag.

Indexed KwikTag files are available anytime, from anywhere on UPH's network, directly from the users' desktops. Estrada is pleased. "KwikTag has standardized UPH's imaging in a user-friendly controlled situation. It is saving us thousands of dollars a month in administrative time."



Results

Efficiency and Time Savings

Using KwikTag has improved staff productivity. The Family Practice group alone has saved more than 1,900 hours annually, giving staff the opportunity to go beyond basic patient care.

Cost Reduction

UPH's reimbursement coders now review records through KwikTag, thereby accelerating the reimbursement cycle, eliminating duplicate files and saving millions of dollars.

Minimal Disruption of Work Flow

Installation of KwikTag was seamless. Users were productive after a one hour training session.

Security and Auditing

The digital information allows UPH to be HIPAA compliant. UPH now knows whom, when and from where patient information was retrieved and viewed.



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