

Medical Clinic in Florida

Automated scanning and patient record tagging helps organization provide faster, better patient care

The Customer

A medical office in Florida needed an efficient way to scan and tag its patient records to the correct folders so that they would be easily searchable. Using the Driveve | Image product along with integrated Sharp document systems, the office was able to greatly enhance its productivity.

The Challenge

The busy clinic needed to find a better way to scan in and search multiple patient records. Approximately two hours before the end of each business day, the office would “batch scan” all of the records for the day. Most of the time, this amounted to scanning 100 to 300 pages at a time. Not only was it time consuming to scan in and tag each record, but each file had to be renamed and put in the appropriate folder as it came in. Once scanned, there was no way to pull up the records without going into each digital folder to individually review them.

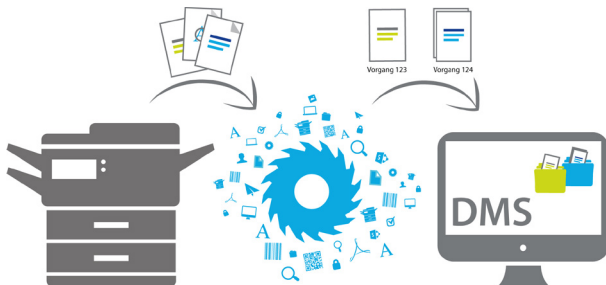
The Solution

The medical clinic contacted Laser Rite Document Solutions in Tampa, FL for a solution. To make scanning easier, Laser Rite installed five Sharp multifunctional printers (MFPs) with card readers and deployed Driveve | Image Document Capture software. The Sharp MFP’s native Scan technology was a perfect solution to help streamline their daily batch scanning by scanning both sides of the document in a single pass. In addition, the Sharp OSA® development platform provided easy integration with Driveve | Image to help the office become even more efficient. With Driveve | Image, users could automatically remove any blank pages that were scanned in.

At a Glance

- A Florida-based healthcare provider needed an efficient patient record scanning and tagging solution.
- Driveve | Image scanning software and Sharp MFPs enabled employees to scan two-sided documents in a single pass, automatically tag and OCR the images, and file them for efficient retrieval.
- The automated scanning and filing solution eliminated slow manual processes, reduced the chance of human error, and provided caregivers faster, better access to healthcare information. This helped employees provide better, faster patient care.





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The Drive | Image solution was set up to allow users to scan directly to their home folders, tag files with the patient’s name, zone and time/date as well as scan to optical character recognition (OCR) so that the files would be searchable whenever users needed to pull up the files at a later date. Drive | Image was also integrated with their existing Active Directory® directory service enabling users to authenticate at the MFP and access their predefined scan profiles, further optimizing document processing.

The medical clinic tripled their efficiency through use of Sharp MFPs and Drive | Image software. Additionally, card readers were mounted on to the MFPs, enabling employees to use their ID card for authentication at the MFP without having to manually type in their network credentials. This saved users time so they could more quickly attend to the needs of patients.

The Result

Efficiencies have more than tripled since implementation. Medical clinic staff now only spend approximately 20 minutes to complete their end of the day scanning versus 1.5 hours in the past. “With the Sharp OSA-enabled MFPs using Drive | Image software, the employees can literally throw 150 pages in the dual scan document feeders, OCR and scan them at the same time,” says Harrison Nix from Laser Rite Document Solutions. Not only is the process much faster, but the right documents now go exactly where they need to go without additional human interaction that might produce errors. Instead of scrolling through 150 pages in order to find the right record, employees are also able to find the correct document within seconds just by searching for them by keyword or name.

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