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## **A 98% increase in efficiency, proves to be the right prescription for MedCenter's success**

Logistics were the catalyst that drove Tulsa, Okla.'s MedCenter to pursue Data Storage's document management software Fortis for two urgent care clinics - which treat over 60,000 patients annually. Though electronic medical records were considered, computerized records were deemed a more efficient method for handling the clinics' daily document load which tops over 1,500 patient documents. Benefits such as a 98 percent increase in document retrieval, HIPPA compliance, and top-notch customer service have proven Data Storage to be the right solution for these clinics.

When MedCenter opened its second MedCenter clinic offering additional patient care while allowing patients the convenience of continued walk-in service, it became apparent that records would now have to be shared between the two locations. Located eight miles apart, clinic staff would have to fax patient records, though staff was also aware that faxed copies did not always reproduce well. Customer service was also a critical factor. Since these clinics offer urgent care, the last thing patients needed was to wait for staff at one facility locate a record, extrapolate the necessary information, copy it and, finally, fax it to the other site.

Implementing Data Storage's Fortis document management software allowed the staff to convert all patient records to their desktop and subsequently add new patients immediately upon check-in. Since the software roll-out, both clinics have been positively impacted in number of areas as noted by Dean Carr, administrator, MedCenter.

"The 'great search' for patient charts is gone," says Carr. "That is the best benefit we are seeing from this software. Staff used to comb through the office from top to bottom wasting up to an hour a day looking for files that could be anywhere in the Lab, X-ray area or on a physician's desk. With up to 150 patients visiting each clinic daily, it's beyond efficient to have records immediately accessible." That's a 98 percent climb in productivity!

Along with the tremendous decrease in search time, the internal controls - password protection -within the software assist the clinic with HIPAA compliance (Health Insurance Portability & Accountability Act). By eliminating the hard copy faxing method and storing the records within the document management system, patient privacy is ensured.

With patients having the convenience of choosing from two locations, records sharing is key. A patient may initially be treated at MedCenter for an injury or illness but may choose MedCenter South for a follow-up exam. Add to that walk-in status in lieu of appointment booking, and one might think confusion would result. However, both clinics store their files on a WAN (wide area

network) server so staff can easily access patient records from their desktop, reducing patient check-in time.

Fortis also assists the clinics with patient billing. "Charts are easier to audit for missed charges and are readily available for our internal coder to monitor the fees," says Carr. "It's much easier to correspond, even multiple times, with a patient who may have to add a prescription after a follow-up exam or undergo an X-ray."

Future plans for the clinics' usage of the software include adding all managed care contracts and personnel records to the system.

MedCenter and MedCenter South of Tulsa, Okla. are owned and operated by a group of physicians board-certified in emergency medicine. Both facilities offer full coverage of minor emergency care for children and adults, ranging from routine family health needs to emergency treatment of injuries and illness. Additionally, both facilities provide comprehensive occupational medicine programs for area businesses, including physical exams, drug and alcohol testing, on-site safety consultations and more.

MedCenter has joined the ever growing community of healthcare providers that rely on document management software to process critical patient information by applying 21st century technology when managing medical records to protect patients, improve care and reduce costs.