

Case Study - Saddleback Memorial Medical Center



“ We were impressed by the people at ImageSoft. They spent a lot of time listening to our needs, designing custom workflows and making modifications. I never had a doubt that the system would be in place on time.”

Danny Asaoka, Project Manager

Their Success

- Increased positive cash flow, reduced costs, avoided the need to hire added staff and increased revenue per existing employee.
- Reduced time to locate and access files from 45 minutes to 30 seconds.
- Expedited registration process with enhanced patient services.
- Helped facilitate HIPAA compliance.

Their Challenge

- Analyze the current paper-intensive processes for potential improvement.
- Investigate new technologies that will help them improve these processes.
- Determine a more effective method of handling the increasing amount of paper and other documents flooding the department.
- Identify a technology partner that will understand healthcare processes and apply the most cost-effective technology solution.

Their Story

Prior to 2004, Saddleback Memorial Medical Center was processing thousands of paper documents on a daily basis within its Patient Accounts department, which included Patient Accounts, Patient Access, Outpatient Express and the Emergency Department.

Documents related to admissions and registration, insurance verification, clinical, billing and posting procedures had to be copied, filed, stored and distributed at the local and hospital level.

Managing such a flow of documents within multiple information systems and departments was inefficient. It often took 45 minutes to locate a single file. Hospital management was exploring the potential of adding four full-time employees to handle the increasing workload.

Hospital Facts

325 beds

600 physicians

1,741 employees

Departments

- Patient Access
- Patient Accounts
- Outpatient Express
- Emergency Department

About ImageSoft

ImageSoft, Inc. develops tailored, innovative technology solutions to help its customers automate and improve workplace processes, and thereby, increase productivity, reduce operating costs and save time and money. ImageSoft was founded in 1996 and is headquartered in Southfield, Michigan.

Awards

Inc. 5000; Michigan 50 Companies to Watch; Michigan's Economic Bright Spots; Metropolitan Detroit's 101 Best and Brightest Companies to Work For