

# Omtool's Healthcare Suite: A User's Perspective

## Duncan Regional Hospital

### Document Imaging Leads the Way to Improved Patient Care

#### The Challenge

- Improve patient care
- Deliver secure information to patients and medical staff
- Implement online systems accessible to clinicians, business and records staff
- Provide secure document archive system

#### The Solution

- Install an efficient EMR solution
- Work with customers to develop an improved workflow process
- Choose workflow system that fits well within medical and business environments



“Hospitals are empowering patients with information and providing tools to doctors and nurses to improve quality,” says Alden Solovy, executive director of Hospital’s Health Networks, the journal of the American Hospital Association, which has named the 100 Most Wired Hospitals and health systems annually for five years.

According to the 2003 Most Wired Survey and Benchmarking Study, conducted by *Hospitals & Health Networks* magazine, Duncan Regional Hospital (Duncan, OK) was named one of the nation’s Most Wired-Small and Rural Hospitals. In 2004, Duncan was again named a Most Wired Small and Rural Hospital as well as a 2004 Most Improved Hospital, and recently in 2005, Duncan was named to the Most Wired Most Wireless category of hospitals.

Duncan is a nationally accredited, not-for-profit, 148-bed acute care facility located in Duncan, OK, which services more than 7,000 patient visits every month. In 2003 when Duncan and its staff of 870 professionals began to consider how to use technology to drive patient care, they thought long and hard about their exact objectives. Roger Neal, director of Duncan Regional Hospital’s information technology department recalls:

“Providing information to our patients, physicians and team members is key to the success of Duncan. We continuously strive to install the right mix of technologies to deliver secure information to our patients, physicians and staff, when and where they need it most.”

Roger Neal, IT Director,  
Duncan Regional Hospital

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### Streamline Processes

#### Step 1

Understand information workflow

#### Step 2

Install Omtool ObjectArchive

#### Step 3

Interface to MEDITECH Magic HIS

#### Step 4

Deliver secure 250+ GB system available for online patient data

"Providing information to our patients, physicians and team members is key to the success of Duncan. We continuously strive to install the right mix of technologies to deliver secure information to our patients, physicians and staff, when and where they need it most. That helps us to continue providing the quality care Duncan Regional Hospital is known for".

In order to do this, Duncan recognized a need to eliminate as much paper as possible and implement an on-line system that could be easily accessed by clinicians as well as the business office and medical records staff. As a critical objective, the electronic patient record data needed to be housed in a highly secure and stable "archive".

Mr. Neal describes Duncan's process for selecting the right partner for this project: "We carefully studied all the key software vendors for this purpose and after numerous site-visits and reference checks we selected Omtool, Ltd. as the best choice".

He continues: "Our decision was based on Omtool's reputation for not only installing an efficient EMR solution but for also working with their customers to develop an improved workflow process within the hospital. In addition, we felt that the workflow of the system "fit" well within our environment and with the way we do business in our hospital".

### The Secure EPR

"We began by installing Omtool's ObjectArchive™ and interfaced it to our MEDITECH Magic HIS so that data would automatically flow into the archive when appropriate. The transition was seamless and today we have over 250+ GB of very secure, available, on-line patient data. This ensures that our clinicians can quickly and securely access patient information," explains Mr. Neal.

### **Patient Satisfaction Begins at Registration**

Mr. Neal asserts that patients were forever complaining that they were continually asked for their insurance card and driver's license — time & time again. "To address this problem, we installed Omtool's Image-In™ Direct Capture System, which allowed us to speed the registration process by *scanning all the required documents*, while at the same time collecting the personal and financial information required to help us later adjudicate insurance claims. Omtool's advanced capabilities in this area were a definite plus in selecting them for the project," he said. "Omtool enables our staff to see previously scanned documents immediately and therefore eliminates the need to repeatedly ask our patients for their documentation".

### **No more paper... "We turned out the lights"**

Finally, Duncan tackled their medical records. Mr. Neal explains: "Every time we needed to retrieve this data, patient satisfaction (and staff satisfaction) suffered. The Omtool Image-In™ Clinical system solved that problem with high-speed scanning and indexing of all the patients' folders. We started with the most recent discharges and worked our way backwards with our outpatient locations first," says Neal. "Today we have virtually all of our outpatient records online and we are in the process of moving our inpatient records over as fast as we can".

"So far, we've eliminated over \$20,000 in microfiche and storage cost per year just for outpatients!" said Neal. "We anticipate that this number will continue to climb as we move our inpatient records to the Omtool Image-In™ Clinical system throughout this year," said Neal.

### **Paperless HealthCare leads to Patient Satisfaction**

Mr. Neal concludes; "Today we continue to eliminate paper from the registration process through the business office to medical records. Just like Omtool said we would. Our annual patient satisfaction survey results have improved every year due, in no small part, to the availability of the patient data that Omtool helped us achieve".



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### About Omtool, Ltd.

Omtool, Ltd. is a leading provider of document handling solutions that simplify the integration of paper and electronic documents in enterprise information management systems. Omtool solutions are used worldwide by businesses in document-intensive industries that demand secure handling, integration and tracking of documents in full compliance with a range of regulatory requirements.

"Investing in our infrastructure and information technology has been the key to our mission at Duncan Regional Hospital. We are committed to using and expanding our information technology capabilities as it has shown to increase our cost effectiveness and efficiency, coordinate and expedite the delivery of patient care, create less waste and decrease medical errors. Omtool is a partner that helps us achieve that goal".

Melissa Walker

Chief Financial Officer at Duncan Regional Hospital

### Omtool Healthcare Suite

- AccuRoute<sup>®</sup> Document Capture and Handling Platform
- ADT eForms<sup>™</sup> Production System
- eForms Station<sup>™</sup> Electronic Forms Library
- Image-In<sup>™</sup> Business Document Capture and Archive System
- Image-In<sup>™</sup> Clinical Back Office Scanning
- Image-In<sup>™</sup> Direct Capture System
- Image-In<sup>™</sup> Queue Document Processing
- ObjectArchive<sup>™</sup> Electronic Archive

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