

Business Systems & Consultants' EMRLogic is an encompassing records management solution, including the electronic medical record, which processes all patient information from registration to infinite long-term storage.



Marshall Medical Center North and Marshall Medical Center South, with a combined 250 beds, are acute care facilities located in Marshall County, Alabama.



Marshall Medical Centers (MMC) found themselves in what is becoming an increasingly common situation in hospitals of all sizes. Marshall's Health Information Management departments had a local reputation for being timely in providing patient information. Marshall Medical Centers were surrounded by mountains of files and documents to be stored and retrieved. As the number of patient records grew larger and larger the process of storage and retrieval of these vital records became cumbersome and time intensive. Offsite warehouse storage caused retrieval delays of vital information needed by staff, physicians and other departments.

MMC identified the need for a different type of records storage and retrieval system and set out on a journey to develop an electronic process solution. MMC was searching for a robust health information management system that would meet all of their needs but were unable to find an all encompassing solution that could be used across other departments within Marshall's Health System.

With goals of gaining better reporting ability, increased process efficiencies, and decreasing required storage space, MMC embarked on a

EMRLogic Benefits

Physician Benefits

- Patient records can be completed from any location
- Charts are available simultaneously
- Chart documentation is a more efficient process

Professional Staff Benefits

- More staff time for patients with less staff time spent on paperwork
- X-rays and labs in PDF format are matched and compared electronically
- Coding can be done from any location

Patient Benefits

- Immediate response to record requests
- Peace of mind that data is safe and secure
- Questions can be answered quickly

Hospital Benefits

- Valuable space no longer taken up by paper files
- Audit requests handled far more efficiently and quickly
- All medical records are safely stored and backed up for disaster recovery

CMS before

- Looking up patient records in the chart locator
- Going to the different file locations indicated by the chart locator
- Pulling of the 70 records from these file locations
- Transporting the 70 records to the HIM Department/Release of information area
- Completing 70 out guides or checking off in chart locator to ensure the records can be located easily if needed during the time it takes to process the audit request
- Removing the requested information from the 70 patient records which involves removing staples and sorting through a myriad of other patient information filed on the record
- Making copies of the requested information
- Re-stapling of the requested information
- Filing the information back into the patient record in the appropriate location
- Checking the record back into permanent file in chart locator
- Transporting the 70 records back to the different file locations
- Filing of the 70 records back into the appropriate file location

journey to find the right partner to meet all of their needs. After an in-depth review of vendors, MMC chose to partner with Business Systems & Consultants of Birmingham, Alabama (BSC) to install a solution utilizing cutting edge technology.

BSC has been in business for 30 years providing record and document management solutions for the health-care industry.

In the process of developing an electronic health information solution, BSC and MMC identified specific differences between the two Marshall Medical Centers that would have to be addressed prior to the development and installation of the new system. This led to the development of a project



CMS after

- Electronically looking up the 70 patient records
- Locating the requested information
- Printing the requested information

"The reduction of paper storage and the ability for coders to code from home are dreams come true."

Robin Cofield, R.H.I.T., C.C.S,
Director of Health Information
Management and Utilization Review,
Marshall Medical Center North.





requirements document that identified the specific differences between processes and business methodologies at each center.

Medical Center North and Marshall Medical Center South are two facilities with separate Health Information Management departments. They found that each facility had differences when trying to merge the record systems. Each medical center had a unique patient numbering system that would need to be managed and combined by the electronic management solution. Some other major differences included different stay types, service codes, document types and financial classes. Through BSC's **EMRLogic** solution, data from both locations was merged seamlessly.

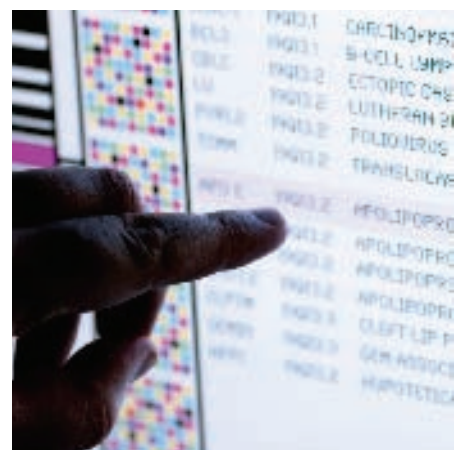
EMRLogic matches and compares PDF index data and text body data so that x-rays and labs are electronically

added into the electronic medical record. This ensures that the correct labs are filed without any duplication and streamlines the process.

To truly understand how successful Marshall Medical's electronic health information management solution is, consider a recent CMS audit request for 70 patient records. Before **EMRLogic**, this request could require multiple people and was time-consuming. After **EMRLogic**, only one individual and a couple of hours are all that is needed.

Marshall Medical Center South is currently performing 100% medical record review on all patient records. This process was previously being performed manually. However, **EMRLogic** now provides daily analysis from which reports can be easily generated. This has enabled Marshall Medical Centers to communicate any need for improvement in documentation to physicians quickly and positively impacts percentages of compliance.

HIPPA and other government regulations are thoroughly addressed with Marshall Medical's health information management process. Each request for release of information is logged and a receipt for the requested infor-



mation is automatically created which meets HIPPA's requirement for reporting of disclosure.

Marshall Medical Center's files, stored on an offsite server can be recovered virtually instantaneously in the event of disaster. This provides piece of mind for patients and staff. The solution Business Systems & Consultants and Marshall Medical Centers developed ensures that information is available to critical patient care areas at the click of a button twenty-four hours a day, seven days a week. Multiple staff and physicians can access any patient record at the same time. Charts are available simultaneously to requestors when needed.

Because the system can be securely accessed via the internet, physicians can access and complete patient records from any authorized location including their offices or homes. This feature has greatly increased physician satisfaction.

Business Systems & Consultants' **EMRLogic** provided Marshall Medical Centers with a total solution to their electronic record management needs. To see how Business Systems & Consultants can help your company or for more information about **EMRLogic** visit us online at www.bscsolutions.com or speak directly to one of our solutions experts by calling (205) 988-3300.



"Replication of the master patient index provides a back up for retrieval of medical record numbers when the main system is down. Recently we were able to retrieve patient information for requestors from the electronic solution and offsite storage that we would not have been able to before."

Joyce Timmerman, R.H.I.T., Director Health Information Management, Marshall Medical Center South

