

Case Study



Associated Foot Surgeons of Belleville Utilizes Fujitsu Scanners to Boost Productivity and Move Toward a Paperless Office

Within the healthcare industry "quality care" means that doctors are able to retrieve time-critical information such as patient history, treatment plans, and insurance background the second they need it, which means office operations must be highly efficient to ensure this is possible. The Associated Foot Surgeons of Belleville has a team of expert doctors that treat roughly 200 patients a day focusing on preventing, diagnosing, and treating conditions associated with the foot and ankle. These practitioners have made it their mission to educate and deliver quality care to their patients, which begins and ends with the attention and development they have put into their internal operations.

Business Needs

In order to fulfill this mission, Associated Foot Surgeons, which expanded to three different locations within Illinois since its original office in Belleville opened in 1983, has made a move toward improving internal processes by “going paperless” through the implementation of an electronic medical record (EMR) system. After considering several software and hardware vendor combinations, Associated Foot Surgeons coupled its EMR software with the feature-rich and easy-to-use scanners from the Fujitsu Departmental lines – chosen based on their reputation and performance within the healthcare industry. Fujitsu provided Associated Foot Surgeons with a solution that integrated seamlessly into its current infrastructure, preventing physicians from having to change their current workflow and keeping them focused on their patients.

Solution

According to Deborah Heyden, office manager at Associated Foot Surgeons, the combined EMR solution does more than just help them to meet compliance requirements and boost business productivity. The current setup also helped the practice achieve three times the cost savings as it had with its original scanning products because the combined Fujitsu EMR solutions drastically reduced the staff resources required for managing patient files. The new process is significantly faster than the previous method of physically pulling patient files for the next day’s schedule each evening, as well as hand filing individual sheets of paper each day to ensure all critical data was captured for each patient.

“To make sure we’re prepared for every patient visit and to keep our practice humming along efficiently, each of our offices are scanning an average of 250 documents a day. The Fujitsu scanners give us an incredible feature set in a compact and unassuming package,” said Heyden.

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“Our staff used to spend valuable time looking for, shuffling, and managing our patients’ paper charts. But now we’re going electronic and the process is streamlined, helping us to save time, and the costs associated with producing and managing paper files are coming down too.”

Benefits

The Fujitsu technology, offers the practice all the power and functionality required to digitize and archive each document quickly and accurately, heightening efficiencies for its business operations. For example, since implementing the solution, the organization has seen substantial cost savings in staff resources because of increased productivity. The Fujitsu scanners are easy to use and equipped with advanced scanning features such as ultrasonic double-feed detection and the ability scan up to 50 pages per minute, even inclusive of mixed batch documents, with immaculate resolution for capturing each subtle detail needed to ensure that all patient information is documented clearly and correctly.

Now, with preparation time more organized and thorough than ever before, the doctors are able to quickly access, reference and utilize even more pertinent data in each visit, such as prior lab results, diagnostics and surgical operation reports, and patient information forms, making their time spent on each appointment even more valuable to the patient. And, it also improves the practice’s ability to provide quality cross-office service to its patients because now all medical records are saved to a centralized system and other Associated Foot Surgeon facilities can get access via the server from wherever they are located.

“Associated Foot Surgeons’ doctors and staff have recovered precious work time since moving into the EMR process,” continued Heyden. “We’re spending less time moving around paper files and coming into each day and appointment even better equipped to help our patients quickly and more thoroughly. Moving to an EMR system with Fujitsu has met, and even exceeded, our expectations by transforming our processes and productivity levels.”

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