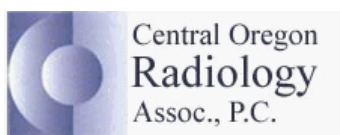


# newsline

JPI DATA RESOURCE | NEWSLETTER

## Laserfiche® Helps a Clinic Make Patient Care Picture Perfect

### Central Oregon Radiology Associates



"Our Laserfiche reseller, JPI Data Resource, did a demonstration at our RIS vendor's user group meeting, and we recognized that Laserfiche was precisely what we needed. We saw that the system's security features and auditing capabilities would help us meet HIPAA requirements, and the ability to store documentation electronically fit perfectly with our decision to 'go paperless' throughout our organization."

Marico Oliveira  
Director of HR  
Central Oregon Radiology Associates

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With the goal of eliminating manual work processes, Central Oregon Radiology Associates, P.C., developed an ambitious plan to digitize nearly every aspect of its operations. The plan included three key components: a picture archiving and communication system (PACS), to store and manage radiological images; a radiology information system (RIS), to manage appointment scheduling, transcriptions and billing; and a digital document management system, to store and manage consent forms, explanation of benefits forms (EOBs) and other documentation.

As Marico Oliveira, the organization's former director of operations (and current director of human resources), explains, selecting Laserfiche was one of the easiest aspects of this initiative. "Our Laserfiche reseller did a demonstration at our RIS vendor's user group meeting, and we recognized that Laserfiche was precisely what we needed. We saw that the system's security features and auditing capabilities would help us meet HIPAA requirements, and the ability to store documentation electronically fit perfectly with our decision to 'go paperless' throughout our organization." Staff can now scan a number of items—from patients' drivers' licenses and insurance cards to consent forms and EOBs—into the Laserfiche repository, where they are then stored as easily-accessible TIFF files.

The system's search tools help staff to quickly locate the relevant documents when patients, physicians or insurers call with questions. And sensitive patient information is far more secure than in the past, when the organization stored its documents in records rooms and filing cabinets.

Oliveira recently transitioned to a new position as the organization's human resources director, and she notes that Laserfiche delivers the same benefits to the HR department that it's brought to the rest of the organization. "We manage all of our personnel files in Laserfiche, and we scan payroll and credentialing documentation into the repository as well," she says. "Thanks to Laserfiche, we have less paperwork to handle, we make fewer photocopies and we spend less time searching for documents."

Central Oregon Radiology Associates is currently in the process of upgrading to a newer version of its RIS software; as part of the upgrade process, they're working with their Laserfiche reseller to integrate this software with their document repository. When the integration is complete, staff will be able to access Laserfiche documents from within the RIS application. "We can't wait for this integration," Oliveira says. "The time savings will be enormous, especially for billing-related processes, such as looking up claims."

