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JPI DATA RESOURCE | NEWSLETTER

## Montgomery County Hospital Department Goes Paperless to Save Taxpayer Dollars



*“When we bought Laserfiche, we were aware of the fact that we weren’t only buying a document management solution. We were buying a company. And no doubt about it, we wanted JPI.”*

Connie Bryant  
Compliance and Records  
Management Officer  
Montgomery County Hospital  
District

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Located in Conroe, Texas, the Montgomery County Hospital District (MCHD) found itself mired in paper and needed a solution that would allow them to more efficiently manage patient records to save taxpayer dollars.

MCHD employees’ manual collection of patient files was time-consuming and error-prone, and they needed to replace paper records with digital documents that could be easily stored and retrieved. After six months of intensive due diligence, MCHD selected JPI to provide its Laserfiche document management solution.

In addition to the superiority of the Laserfiche product, MCHD chose JPI for its high-caliber customer service. “JPI was more than willing to provide immediate assistance wherever it was needed” said Connie Bryant, MCHD’s Compliance and Records Management Officer. “The JPI team provided the highest level of customer service.”

### Improved efficiency for direct savings

With Laserfiche, the organization manages all patient records electronically and makes patient information readily available at employees’ fingertips. As a result, employees are able to work more efficiently and productively which translates to direct savings in taxpayer dollars.

MCHD’s ambulance billing department saves significant amounts of time in the process of refunding money to patients. Previously, accessing the patient’s file and processing the appropriate paperwork would take 30 minutes.

“Now with Laserfiche, it takes seconds,” said Bryant. “It has been a huge time-saver.”

MCHD further improved efficiencies with an interface between Laserfiche and its existing accounts payable system. Now, instead of having to access two different systems to retrieve a document, clerks can automatically retrieve it in seconds, then email or fax the document directly from their computers.

### Recovery and cost benefits

Bryant takes comfort in the fact that the organization’s files are stored electronically off-site and are backed up every day. “With paper, if a building burns or if there is a flood, everything is gone,” she said. “Knowing that we can recover documents if there is a disaster is a huge benefit of the JPI solution.”

Laserfiche has saved the MCHD on paper and other office supplies. The organization has also been able to significantly reduce the space required to house all those paper files. The 22 cabinets once required to store patient records has been reduced to five cabinets.

In addition to the Laserfiche Document Management Systems, MCHD uses several other JPI products. Laserfiche Workflow™ automates and optimizes workflow processes throughout the organization. Laserfiche Records Management Edition™ enables MCHD to support risk management and ensure compliance with regulatory requirements. And Laserfiche Quick Fields™ automatically captures useful information from paper and electronic documents and organizes it for fast retrieval.

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