



web-based document management **online / on demand**

## Healthcare Case Study

### Walton Regional Medical Center Improves Customer Service with Rapid Access to Records

Walton Regional Medical Center (WRMC) provides general medical and surgical care for inpatient, outpatient and emergency room patients, and participates in the Medicare and Medicaid programs. It is one of the fastest growing medical providers in the greater Metropolitan Atlanta area.



#### The Problem

Their immediate pain was tracking Surgery and Radiology orders internally throughout the center and to physicians in outlying satellite offices.

Historically patients would bring written orders from their physician to the hospital. A copy was made and the original was returned to the patient. The problem was that when hospital staff needed to view the orders, they were not stored in a way they could be easily accessed and staff often found themselves going to other parts of the hospital to retrieve the records.

“Our paper-based system was slow and inefficient therefore adding unnecessary time and expense for the care of each patient,” explains Kimberly Scott, Registration Manager. “It was especially difficult to manage in our growth phase.”

Walton Regional Medical Center needed a centralized storage solution that would provide fast and easy access to orders so that staff could focus on patient care and not the paperwork associated with care.

#### The Solution

The solution to Walton Medical’s problem was introduced first at the point of entry. Integrating PaperHost with a one-touch scanning device allowed any support staff member to easily capture everything from patient orders to registration information, insurance cards and even photo IDs. Scanned images were instantly accessible to departments throughout the hospital, eliminating the need to keep up with paper orders.

The system not only helps them reduce the expenses associated with multiple disparate systems but also helps to make the health-care providers more efficient as they are no longer left to search about the hospital for records.

#### Summary

With their PaperHost solution, Walton staff can be rest-assured their records are accessible whenever and wherever they need them. Further, their new online document management system meets their requirements for security, audit reporting and HIPAA compliance as well as providing redundancy for disaster recovery and business continuity purposes. Now they have peace of mind and more time to spend with patients.

*“With PaperHost, we have been able to improve the overall patient experience by eliminating the delays in processing their paperwork.”*

*Registration  
Walton Regional Medical Center*