



"We are extremely pleased with the ease of use and the support we receive."

Mary Ann Papst
CFO

Customer Profile

The Association of Specialty Physicians, Inc. is a Board Certified surgical specialty group dedicated to treating people seeking medical care in a timely, professional manner, upholding the highest standard of patient care. They have continued to grow in providing orthopedic, general surgery and urology services since their inception in 1996. They focus foremost upon patient satisfaction, restoration of health and efficient utilization of resources.

Business Situation

This case study demonstrates some of the challenges that the healthcare industry faces on a daily basis and how DocuClass can help healthcare professionals become more organized and efficient in their day-to-day operations.

The Association of Specialty Physicians was having issues with keeping track of their human resource files, accounting papers, and electronic files. They needed the ability to search and view organized documents. Another concern was inefficient use of office space for document filing.

Serving the needs of the healthcare industry requires the timely management of mountains of documentation. The Association of Specialty Physicians has a broad range of doctors who offer a wide variety of services that attract a diversity of patients. Due to the number of doctors, examination rooms and specialty equipment, the maximum amount of office space was needed for patient care. File storage space was quickly filling up with patient records, insurance claims, human resources records and accounts payable records.

The AP and HR departments did not have enough storage space for hard copies documents. Offsite storage would not solve the problem, since the office staff required access to the records on a regular basis and retrieval fees were expensive.

They were looking for a way to improve their method of information storage, thereby maximizing their space for patient care.

Benefits

After changing the way they handled their documents through the use of DocuClass, they not only reclaimed office space but achieved significant improvements in their business operations. Administrative staff scans and indexes documents using barcode identification, making the documents instantaneously available to the office staff. Besides accessing and retrieving documents, the Association of Specialty Physicians can now ensure the integrity and security of their sensitive information stored in DocuClass, by monitoring and tracking all access, protecting themselves from HIPPA guideline violations.



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