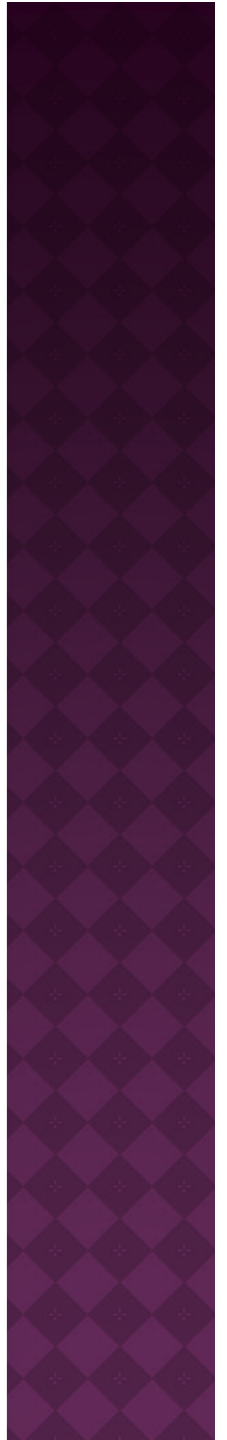
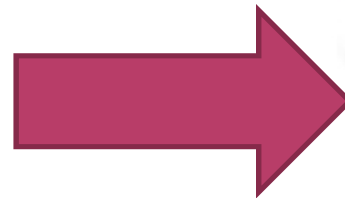
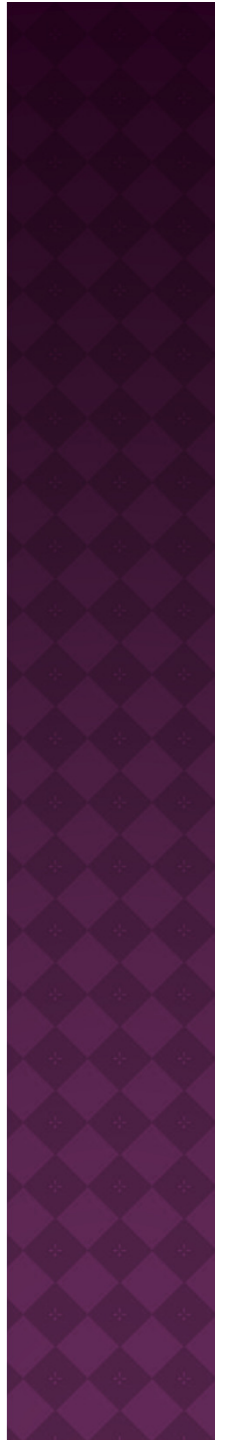


GOING PAPERLESS TIHCA 2011



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Overview

We talk to people every day who have reached the realization that the time has come to “Go Paperless.”

- ◉ Maybe a document has been lost resulting in a loss of time (AND MONEY) on research that could have been spent elsewhere,
- ◉ or file cabinets are taking over office space,
- ◉ or a client waits for a call back while workers search for documents,
- ◉ or the ever increasing cost of buying paper, printing expenses, mailing expenses in a changing economy.

Whatever the reason, and there are many more, Counties/Hospitals might want to begin looking into getting rid of outdated methods of storing and retrieving documents.

What seems on the surface to be a pretty simple concept - convert paper to images and keep them on the computer - can become a challenge without taking time to put together a plan.

The purpose of this presentation is to offer ideas for planning and executing this transition in a way that matches your County/Hospital's specific requirements and resources.

Getting Started

Your County/Hospital may want to take a look at the flow of the internal procedures. There may be some things you can change that will enhance the paperless process.

- ◉ Are there forms or processes that can be eliminated?
- ◉ Are there processes that are being duplicated?
- ◉ Are you able to streamline the processes more efficiently?

Educate yourself and your staff.

Know about the advantages of moving to a paperless system. These include increasing the efficiency of retrieving data, reducing annual wear and tear on printers, photocopiers and fax machines, making shared files accessible from any location, and cutting costs for paper and ink purchases. Attend training sessions on using software packages such as Adobe or Word Office.

Invest

Purchase scanners, external hard drives, signature pads and /or a network scanner. You may want to invest in fax software and Adobe Professional. These tools will enable you to turn hard-copy documents into digital content, create backup storage of your data and transmit images directly to and from your computer. You might want to consult with your IT department about storing your backup files off-site in the event of loss or damage.

Developing a Process

Input

There are multiple ways to get documents stored on your computer. The most obvious is scanning. As a rule, you will need to do two types of scanning when implementing the paperless process

•Existing Files

Scan archived documents which are presently stored in file cabinets.

If you are currently using an IHC software program, they will be able to help you with this process. Also, you will need to talk to your IT department about storing images and accessing necessary software. (Word, Adobe Pro etc.)

If you are not currently using an IHC software, you may want to look into some type of Document Management Software.

•New/Ongoing Files

Scan new documents as they are created or received.

In order to begin scanning all client documents into your system you must have a reliable scanner. Network scanner/printer/copiers work great.

Many other documents are created and managed electronically and are never printed. Any electronic file format can be considered a document. These documents can be imported, dragged-and-dropped, or saved-as, directly to your system.

Solutions

Our CIHCP Office changed our Medicaid Reimbursement request process from;

Printing the information and faxing or mailing the requests to the providers to;

- ◉ E-mailing the request straight from our software,
- ◉ Storing them in a folder on the computer,
- ◉ Moving the file to the paid folder in the computer when the check is received.

This process eliminates any printing or interruptions (to fax or mail), therefore saving time and money.

Another way we have expanded to the paperless system is with our Pauper Burials. We changed from printing forms and faxing or mailing them to;

- ◉ Storing forms in a shared drive on the computer.
- ◉ Communicating via E-mail with the Funeral home.
- ◉ Having the applicants sign forms on a signature pad.

This process eliminates the need for printed forms and paper folders to store Burial documentation therefore saving money and also saves space by eliminating the need for filing cabinets.

