



BEHAVIORAL HEALTH



“We trust SRS. Their staff have the highest level of work ethic and integrity.”

*– Heather Hatchett,
Chief Executive Officer,
Georgia Pines*

\$300,000 IN SAVINGS

APPLICATION

Georgia Pines, based in Thomasville, GA, is a 12-location behavioral health system providing an array of support services for those affected by mental illness, addictive disease and developmental disabilities.

CHALLENGE

After failing with their first EHR software, Georgia Pines was gearing up for a second conversion. They'd tried to scan everything on their own the first time, hiring additional staff to meet the demand. One of the primary reasons their implementation failed was the additional burden they put on their staff to scan thousands of boxes of archival records on top of all new patient charts. Because most records were still in physical form, their staff began working around the software and continued using hard copy charts instead of relying on the EHR software they'd invested in.

SOLUTION

Hoping to avoid the same mistake on the second go-round, the management team called for proposals to outsource scanning all records. SRS studied their system and made the recommendation that they index the files before scanning them to identify what actually needed to be scanned.

RESULT

Three years later, Georgia Pines has only paid to scan 5% of the files they intended to completely digitize, at 20% of the cost to scan everything upfront. SRS saved them \$300,000 in capital expense, and amortized the cost of digitization over several years to fit into their operational budget. Most importantly, they are proud of the fact that no one on their campus has permission to have a physical chart. According to CEO Heather Hatchett, “We were very fortunate to find SRS. They've helped us eliminate paper, at a fraction of the cost of scanning it all. They removed a huge volume of paper from our facilities, and give us convenient digital access to charts in a timely manner.”

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BEHAVIORAL HEALTH



“Perhaps most importantly, we reduced our liability for a medical records breach in a rented warehouse that made us nervous.”

– Rich Gonzalez, Chief Administrative Officer, Highland Rivers Health

7,000 BOXES

APPLICATION

Highland Rivers Health provides comprehensive treatment and support services throughout a 12-county region of northwest Georgia with eight outpatient Recovery and Wellness Centers, three crisis stabilization/detox units, men’s and women’s residential treatment programs, adolescent clubhouses, and a variety of services delivered in schools and homes.

CHALLENGE

Highland Rivers had successfully converted to a second EHR software, but still had 7000 boxes of medical records stored in a warehouse and a staff of 3 full-time people to manage it. The backlog of medical records requests was several months long, and often the files were never found at all.

SOLUTION

SRS picked up the boxes and re-indexed them, finding files that were lost due to the static indexing system and applying retention dates to reduce storage, amortizing the project over the life of the records. The backlog of records requests was caught up quickly and now records are pulled and scanned within minutes. The budget for managing records was reduced on day 1 by eliminating extra storage space, maximizing medical records request income, and transitioning staff to other roles.

RESULT

According to Chief Administrative Officer Rich Gonzalez, “Perhaps most importantly, we reduced our liability for a medical records breach in a rented warehouse that made us nervous.”



BEHAVIORIAL HEALTH



“The primary benefit [of working with SRS] was that it forced our staff to go electronic, to embrace that theology.”

*– Angela Holt,
Director of Bridge
Systems, Middle Flint*

EHR CONVERSION SUCCESS

APPLICATION

Middle Flint Behavioral Health Care is an outpatient treatment facility offering behavioral health services for an 8-county jurisdiction based in Americus, GA.

CHALLENGE

After a costly failure with a previous EHR software, the Middle Flint team engaged SRS to help them convert all of their hard copy records in conjunction with the go-live date of their new software. Their priorities were to reorganize records to reduce retention, convert to a dynamic storage barcoding system from their existing card catalogue index, send files offsite so they weren't managing a hard copy and digital system simultaneously, and only scan records as they need them.

SOLUTION

SRS accomplished those objectives in a few weeks by picking up and indexing all of their files so that they could be quickly pulled and scanned into their new EHR software so their staff could focus on working in the software, and not think about where to find “that piece of paper”. The budget to do all of that was 15% of the cost to scan everything, spread out over 2 years of operational expense instead of a large upfront capital expense.

RESULT

According to CEO Beth Ragan, “Secure Records Solutions has exceeded our expectations. We at Middle Flint could not be more pleased with the prompt, professional manner in which they conduct business. Not once in the two years that we've been doing business with SRS have we encountered a problem or a delay in accessing our documents. We look forward to a continued relationship with SRS and whole heartedly recommend their services.”



“It is worth an agency’s time who handles large amounts of records to talk to Secure Records Solutions.”

*– Aundria Cheever, CEO,
Clayton Center*

INDEXING WINS

APPLICATION

Clayton Center provides mental health, addictive disease and developmental disability services through five primary locations and numerous residential settings in the greater Jonesboro, GA area.

CHALLENGE

When Clayton found a new EHR software, they considered whether they could handle scanning everything internally or they needed to outsource it. They brought in the SRS team to quote the scanning, when we discussed the opportunity to reduce cost by indexing everything first to determine what actually needed to be scanned.

SOLUTION

After analyzing their records inventory, SRS recommended a scan-on-demand approach that began with a project to pack up records in 6 different facilities. SRS packed and indexed the files, and now provides storage and scan-on-demand service within minutes when they have a record need. Their team has reduced the cost of their storage, reclaimed valuable clinical space, and reduced the response time for medical record requests, while supporting their transition to a new EHR software.

RESULT

The savings have been enormous - the cost to scan it all internally would have been 4 salaries on an ongoing basis. According to Clayton Center CEO Aundria Cheever, “Secure Records Solutions has been a valuable partner in our agency. Through our collaboration, Clayton Center has been able to minimize many administrative functions that took time and personnel. Just one major area is packaging and mailing records requests. It is worth an agency’s time who handles large amounts of records to talk to Secure Records Solutions.”

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