

Med-A.R.M. Inc.

The Challenge

Janett Horne had a scanning solution — the only problem was, she wasn't terribly happy with it. The chief operating officer of Med-A.R.M. Inc., a Memphis-based medical accounts receivable management company, said their biggest problems were the amount of space taken up by paper and the risk of having so much essential information open to security breaches, misplacement, loss or destruction.

For Horne and her staff, the most important thing is being able to respond to patients in a timely manner — and before she met eBridge CEO Leslie Haywood at an RBMA conference, that wasn't always an easy task.

"It's very time-consuming to find the right box and get it pulled from off-site storage, which is several hours from our location. Sometimes it would take 24 hours to get a document," Horne said. "Over time, the documents became difficult to locate, retrieve in a timely manner and read."

After Horne was referred to Haywood by a business partner, however, she found herself sold on the solutions that eBridge could provide for her company's document management challenges. And with a more affordable price, backup storage and a simpler ease of use, it was an easy decision to make.

The Result

Having backup storage has been a particularly big relief for Horne.

"If something was to happen to that building off-site where the paper is stored, it's gone," said Horne. "But with eBridge, I know they have it on their server, I have it on CD, and they also have a backup. I know the document will be there when we need it, it



won't be altered because it was scanned in just the way it was, and if there's any alteration, it's documented."

Thanks to Med-A.R.M.'s eBridge/HMS integration, Horne's staff can be on the phone with patients looking at the same documents on screen as the patient is on the other end of the line, and has been able to resolve issues on the spot rather than delaying matters by taking a message, finding the document and calling back — sometimes one or two days later.

Med-A.R.M. has also been able to cut their paper archives in half, and made especially good use of the office space once reserved for shelves and shelves of charts and EOBs.

"We were able to take down all the shelving and make an office for our office administrator," Horne said. "We've also been able to create a training area where we have computers set up that we use for training the associates on new software enhancements and programs."

While Med-A.R.M. did not scan *all* of their old documents into eBridge, they were able to greatly reduce their load by first storing EOBs in the online service, and eventually digitizing attorney letters, documents on deceased patients, electronic files and other essential records.

"eBridge was one of the best business decisions I've made in a while," said Horne.

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.

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Background: Medical accounts receivable management
Two offices
80 employees

Challenges: Burdensome on-site and off-site storage
Delays in responding to patient questions
Security risk posed by all-paper records

Result: Cut paper archives in half
Saved money on off-site storage, paper, ink, toner
Immediately respond to patient requests
Converted on-site storage to a training center