

FirstSight Vision Services

The Challenge

As a provider offering vision care and eye exams at 135 Wal-Marts and Sam's Clubs across the state of California, FirstSight Vision Services had a lot of paper to deal with. The Upland, CA-based company conducts about 325,000 eye exams each year across all of its locations, and with no central document repository, employees found it difficult to retrieve patient records from other offices and pull information on-demand.

"Our staff had to periodically travel to the offices to pull records and fax or scan them for quality assurance audits," said FirstSight President and CEO Robert K. Patton. "Our on-site staff also had to fax information to the home office and other offices as required."

Patton also found that the creation and storage of paper-based records were causing more tangible challenges — such as the printing expense associated with multi-copy NCR forms, a high security risk on stored documents, and volumes of paper and bankers boxes taking up precious space in small offices and off-site storage.

All that paper also created a compliance issue. Record retention guidelines required FirstSight to retain files for up to 20 years in some cases. With so many records going into off-site storage, it would be extremely difficult to locate information at another point in the future. When the central



office received court-ordered records requests or had an auditor visit, a staffer would have to physically visit one of several offices or off-site storage facilities to locate the documents they needed.

The Solution

Yet Patton didn't go searching for a document storage solution right off the bat.

"I was researching on the Internet trying to find a program to OCR TIFF files," he said, "and it started me thinking about document storage. I had been scanning and e-faxing documents to myself, then storing them on our server."

FirstSight Vision began using eBridge's hosted document management solution in May 2010, and in the span of just 14 months, had scanned more than 2.5 million documents into eBridge. Starting with two filing cabinets — medical records and corporate records — they added a third cabinet for additional storage in July 2010.

The Result

Right away, Patton said, they began to realize the benefits of an online document storage solution — and within just 12 months, they were saving money and space. They were able to reduce their per-patient file cost from \$1.12 to just \$0.05 by consolidating multi-page documents into a single document printed from one of two different systems. Once that one-page document is scanned into eBridge, the staff can later take advantage of the OCR capabilities and search

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Background: California-based vision care provider
135 locations in California Wal-Marts & Sam's Clubs
300 employees
325,000 eye exams per year

Challenges: Patient records difficult to retrieve and share
Printing expenses of multi-copy NCR forms
Lack of secure storage
High volume of records in small offices

Result: Annual savings: 22 tons of paper
Reclaimed 1,850 feet of linear storage space
Reduced archived storage by 750 bankers boxes
Saved more than \$450,000 in printing expenses

for any document based on the text within that document. All in all, their efforts so far have resulted in annual savings of:

- 22 tons of paper
- 1,850 feet of linear storage
- 750 stored bankers boxes
- \$450,000+ in printing expenses

FirstSight also introduced “print on demand” in its offices, which yielded additional savings.

In addition to the tangible savings, eBridge has saved FirstSight time and manpower with its anytime, anywhere on-demand benefits.

“We can give our outside counsel access to certain documents,” he said. “We also have used it with our parent company in Georgia for HR info and things like that. Instead of trying to find all the documents they need and putting them into a ZIP file and sending them over or merging them into a PDF, we can just give people access to certain indices.”

FirstSight continues to take advantage of eBridge

developments, and will soon be looking into the company’s new Android app as a way to help doctors locate the information they need right from the examination room, without having to print a thing.

“If a doctor wants to look at last year’s eye exam or see the patient chart if it’s been two or three years . . . oftentimes they’ll pull the record up and print another copy of it, which kind of defeats the purpose [of using eBridge] because now, we have another printed copy,” Patton said. “If we can use an app, the doctor won’t have to print anything out – they can just bring it up on their device and look at it, and see what they want to see.”

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.

How They Saved: FirstSight’s Before and After Cost-Per-Patient Breakdown

	Before		After
Prescription form	\$0.34	All-in-one	\$0.02
Enrollment form	\$0.31	All-in-one	-
Language survey	\$0.15	All-in-one	-
Informed refusal/HIPAA receipt	\$0.11	All-in-one	-
Jeter file	\$0.11	Scan	\$0.03
Jeter labels	\$0.06	Scan	-
TOTAL	\$1.12		\$0.05