




We use KwikTag to electronically file, saving 120 hours a month of staff time. We no longer have to rent storage space to store new paper. 

*Patrice Powell-Ricks, Manager – Today's Women's Health Specialists*

**kwiktag**<sup>®</sup>

## Digital Filing for the Enterprise

Today's Women's Health Specialists | Chandler, Arizona

### Customer Profile:

#### Today's Women's Health Specialists

Today's Women's Health Specialists is an obstetrics, gynecology and fertility medical practice employing 70 health care professionals in the Phoenix metro area. They are dedicated to providing quality, compassionate and personalized attention to the 400 patients they see per day, and encourage women to seek an active, educated role in their health.

### The Challenge:

#### Customer Service

Typical of most successful health care practices, Today's Women's Health Specialists was drowning in paper. In fact, the practice needed to rent two, 100-square-foot storage facilities to house it all. The staff realized that up to six hours per week were spent retrieving Explanation of Benefits (EOBs) for insurance inquiries alone. This task often required a hunt through reams of paper, taking up to an hour just to find out if a co-payment had been made. It was readily apparent that paper overload was affecting the practice's quality of customer service and staff productivity. Today's Women's Health Specialists needed a simple, affordable, flexible remedy to cure its "paper pain."

## Overview

### Summary

Today's Women's Health Care Specialists needed a system for filing paper digitally and retrieving it easily from the desktop to cut down on the excessive paper storage requirements and the excessive time spent answering patient questions.

### Departments

- 70 Healthcare Professionals
- Patient Services Account Representatives

### Documents Scanned

- Explanation of Benefits Forms
- Retrieving Fee Slips
- Appointment Sheets
- Insurance Contracts
- Accounting Documents

### Solution

- KwikTag Basic

The Solution:

## Paper-to-Digital

Today's Women's Health Specialists chose the KwikTag solution. "We wanted a document management system that was functional and easy to use directly from our desktops," said Patrice Powell-Ricks, manager. KwikTag required only one day to install, train staff and have the process running smoothly. Within one month, more than 10,000 documents were stored digitally. The 10 minute retrieval process for an individual EOB was reduced to 30 seconds, resulting in up to 120 hours of staff time saved a month. Retrieving fee slips has also been streamlined, saving at least 12 hours a month.

Customer satisfaction increased dramatically. Patients' questions can be answered over the span of a single short phone call, as opposed to one or two days. Since the practice now digitally files 100 percent of previously stored documents, they no longer need extra storage facilities. KwikTag has worked so well for Today's Women's Health Specialists that the practice now captures appointment sheets, accounting documents and insurance contracts, as well.

Now hundreds of users search KwikTag's repository every day using Global Search. The feature combines the contact-only searches of the legacy repository with KwikTag's lightening-quick meta data searches.



# Results

## Improved Customer Service

Patients' simple insurance inquiries are now answered quickly over the phone, rather than needing to wait multiple days for an answer.

## Increased Staff Efficiency

The time spent finding simple documents is now reduced dramatically.

## Minimized Storage Requirements

The two, 100-square-foot storage facilities no longer need to be rented, since everything is now stored as digital files.

## Immediate File Access

Employees now have real time access to files for review and patient inquiry.



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