SIS NW INC

CASE STUDY

SIS NW helps OMC transition to electronic medical records

When Overlake Medical Clinics, LLC (a wholly owned subsidiary of Overlake Medical Center in Bellevue Washington) transitioned from a paper based medical records system to electronic medical records, they needed a partner with health care experience to help them convert patient information into their electronic medical records (EMR) system.

Overlake Medical Clinics (OMC) consists of a number of primary and specialty practices. Each individual practice had unique requirements for their records and the contents of the charts varied widely from one specialty to the next.

Some of the challenges included formatting the records for ingestion into the EMR, protecting PHI, and providing access to records during the scanning process.

SIS NW consulted with each practice administrator and developed a detailed scope of work for each practice that included defining the tab sections in the charts, which documents would be scanned in each chart, requirements for color and non-standard sized documents (EKG strips, etc.), and what metadata to associate with each patient record.

SIS NW's secure scanning facility ensured that patient information would be protected. All records were transported from door to door with a detailed inventory and were sealed to ensure patient information was not accessed by unauthorized staff. The scanning took place in a locked and alarmed facility with electronic access controls and internal security cameras. All employees working on the project underwent criminal and credit background checks and HIPAA training. SIS NW's five step scanning process ensured separation of duties and a documented audit capability of who worked on which records and when they performed that work.

Indexing was automated by utilizing the client's master patient index. A data file containing the patient name, date of birth, and patient ID number was utilized to reduce the cost of indexing and improve accuracy. The patient ID number was utilized as a "trigger field" and the rest of the patient data was auto-populated using existing patient data. All patient information was validated as part of the quality assurance process.

During the scanning process, records were stored in a temporary repository and any records that had not been scanned or committed to the EMR were quickly provided through the use of an encrypted secure e-mail solution.

The conversion involved millions of pages of patient records and SIS NW's carefully controlled project management approach ensured that all records were converted accurately and in a timely manner.

Intelligent Document Conversion

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