ColumbiaSoft™

Medical practice saves hundreds of hours per month using Document Locator to manage billing and patient files.

Case study reveals that using a document management system to handle billing and patient records saves staff an average of 200-300 employee hours each month in EOB retrieval alone.

Portland, Ore. – August 7, 2013 – There are many documents in a medical office that don't belong in an Electronic Medical Records (EMR) system, and Dr. Robert Marlan quickly realized that his goal of creating a paperless practice would be impossible if he didn't find a document management system that could control patient and business files. A new case study details how choosing to implement ColumbiaSoft's Document Locator did more than just take the practice paperless, but it also saved frustration, money, and hundreds of hours of employee time every month.

"At the time, my vision of paperless was for medical records. What I didn't have an appreciation for when we initially opened our office was the amount of paperwork generated and that has to be retained to run a business," said Dr. Robert Marlan, commenting on how his use of Document Locator evolved from billing, to being rolled out to other departments in the practice. "Once you start using Document Locator, it becomes even more valuable after you realize all the ways it can be used."

Document Locator was initially deployed to automate billing, and Dr. Marlan and his staff were soon realizing its benefits in managing EOB's (Explanation of Benefits). After adding up the time that it would take to jot down the details of a billing inquiry, find the paperwork, respond to the patient's questions, and re-file the paperwork, Dr. Marlan concluded that his practice is saving easily 200-300 hours of employee time every month.

It was effortless to find ways to roll Document Locator out to the rest of the practice. Soon, the medical staff was using it to store relevant patient files that didn't fit into the EMR system, like lab results, and images from CAT scans and MRI's. Office staff found that the Microsoft integration made adopting the system instinctive, and began using its version control properties to manage office documents, and its search abilities to respond instantly to inquiries for medical records for patients who were hospitalized.

According to Dr. Marlan, "Document Locator increases efficiency as well as decreases frustration for people when they need access to information."

Further details that illustrate how Document Locator is making information management faster and smarter at Marlan ENT PLC's can be found online at:
http://www.documentlocator.com/resources/casestudies/drmarlan.htm

About ColumbiaSoft Corporation

ColumbiaSoft is a leading document management software company that helps businesses reduce risk and improve productivity. Information workers use ColumbiaSoft software to manage and share electronic documents, digitized paper documents, e-mail, faxes, and other electronic files to lower costs, automate business processes, and meet regulatory requirements. As a Microsoft Gold Certified ISV Partner, an Autodesk Authorized Developer, and an Adobe Solutions Network partner, the company's products fully integrate with familiar applications such as Microsoft Windows, Office, Outlook, SharePoint, Adobe Acrobat, AutoCAD, and more. ColumbiaSoft is a privately held company based in Portland, Oregon and was founded in 1998. For more information, visit www.documentlocator.com.

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