



## HEALTHCARE CASE STUDY

# Elks Rehab System

eDoc exceeds expectations and changes perceptions

### THE CHALLENGE

The Elks Rehab file storage for EOB was completely paper based. It was a very time consuming process to manage.

- Retrieving, working with and filing all this paper was cumbersome.
- Some files consisted of 70 or 80 pages which the Elks Rehab staff had to manually sort and look through each and every page to find a specific patient record.
- There were also several patients on any given page. This made the process even more painful.
- Furthermore, the billing staff needed to redact multiple pages of EOB, make copies, then refile – a process that took an average 8 minutes for just one patient/one claim.

This burdensome process resulted in an ineffective and time-consuming practice of getting bills out the door, especially when it came to the secondary billing process.

To make matters worse, all this paper needed to be stored. Storing the paper took up physical space that could be appropriated to other functional resources. The staff at Elks Rehab was frustrated with the status quo but accepted it because they didn't have another solution and were resigned to the fact that this is how it was always done. Until....

### THE SOLUTION

By implementing eDoc's OnBase solution, Elks Rehab System Director of Information Systems, Scott Pyrah, was expecting to get the turnaround time from 8 minutes to 3 minutes - saving an estimated 83 hours per month.

### eDoc exceeded their expectations (see side bar)

Elks' Rehab interest in other areas was enhanced due to this experience. Initially, this implementation was a pilot project but, now, they are proposing a much larger OnBase project in the future.

In short, the product works, eDoc did a great job and Elks Rehab wants to move forward with more electronic document management solutions.

### THE RESULTS

Turnaround time went from 8 minutes to 1 minute

Saving an estimated 120 hours a month. Translates into 1 FTE.

Opened up physical space to add 2 billers

Improved morale among the billing staff

More effective and efficient employees

"I chose eDoc because of the depth of their knowledge and breadth of experience with the product"

Scott Pyrah, Director of Information Systems, Elks Rehab System