



[Worldwide](#) | [Site Map](#)

United States

[Home](#)

**Industries:**

- Healthcare

**Offering Groups:**

- Scanners

**Solution Areas:**

- Imaging Solutions

**Regions:**

- United States

**Challenges:**

- Reduce Accounts Receivable backlog of documents
- Avoid hiring additional staff for document management
- Improve access to documents

**Benefits:**

- Increased customer satisfaction
- Maintained staff levels
- Improved access to documents, increased security, and reduced storage costs

## TRA Medical Imaging

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### TRA Medical Imaging electronically captures pertinent patient account information with a Fujitsu scanner

#### Electronically Capturing Pertinent Patient Account Information

Based in Tacoma, Wash., with 175 employees, TRA Medical Imaging provides excellent medical care in a personal and caring setting. It has been serving its community since 1945 and has been committed to offering its patients direct access to state-of-the-art technology. This philosophy not only includes the radiology equipment used in patient care, but it also includes the business technology it uses to provide outstanding patient service and contain costs.

Servicing hundreds of patients and with more than a dozen locations providing professional reading, standalone imaging services and billing services for four other practices, TRA Medical Imaging's centralized Accounts Receivable (AR) department experienced a high volume of paper-work to manage and a variety of incoming requests from other locations. The process to file patient and AR records was a manual daily process that included locating records, copying them and then forwarding the request on to the requesting company. This was a full-time job and the AR department was on the verge of being overrun with filing cabinets and faced with a backlog of almost a month's work.

In order to efficiently manage the AR department, TRA considered hiring additional staff to maintain the filing and request procedure. TRA knew there had to be a better way to manage the AR department and to sustain their outstanding customer service and minimize days in AR. TRA sought a technology solution for managing files electronically, providing easy and immediate access to everyone who needed these documents and protecting the documents from those who were not authorized to view them.

"We were looking at two or three systems and weren't feeling great about them," recalls Becky Gerlach, accounts receivable manager at TRA. "Amicas (TRA's solution provider) told us about their relationship with Hyland Software and after seeing OnBase® at a Radiology Business Management [RBMA] meeting, we felt it met our needs." OnBase is an enterprise content management software used by thousands of organizations to streamline operations, reduce costs and share information with employees, partners and customers.

After learning about OnBase, TRA quickly learned through Hyland, a Fujitsu Computer Products of America, Inc., reseller, that in order to have a complete enterprise content management solution, they would also need hardware to accompany the OnBase software. Hyland recommended the Fujitsu *fi-5110C* color duplex workgroup scanner to assist with transferring hard copied original data goes into an electronic format without losing its authenticity. TRA received a Fujitsu *fi-5110C* scanner demonstration and knew that was the document imaging solution to use.

The compact Fujitsu *fi-5110C* desktop scanner leverages high-end scanning technology from Fujitsu and is ideal for decentralized or workgroup scanning applications. The scanner offers TRA with reliable paper-handling and the ability to scan everything from business cards, checks, legal-sized, and other long documents up to 34" in length. With the Fujitsu *fi-5110C* scanner TRA can quickly and efficiently transform paper documents into manageable digital files without losing true image quality and centrally store the documents on a password-protected network, allowing better file management and minimizing unauthorized personnel accessibility.

## **Enterprise Content Management Solution Maintains Staff and Decreases Paper Backlog**

TRA implemented the enterprise content management solutions in stages, initially scanning Explanation of Benefits (EOBs) from insurance companies using the Fujitsu *fi-5110C* scanner, but gradually expanded to all patient correspondence – capturing patient information practically from the moment they walk in the door. By creating a comprehensive electronic repository of patient information from the outset, AR has a more complete and accurate patient file that supports faster access and research.

When a patient enters a TRA site, his/her information is entered into the provider's Medfax system upon registration, as was the case prior to implementing OnBase. Medfax is integrated Radiology Information Services (RIS) and Practice Management Services (PM) software provided by Amicas. However, instead of making copies of insurance cards, drivers' licenses and other documents, clerks scan them into OnBase using the Fujitsu *fi-5110C* scanner. OnBase Front Office Scanning and Application Enabler modules allow clerks to automatically associate data from Medfax with the supporting documents.

The patient information captured at registration is placed in virtual patient files, which eventually include all related documents such as EOBs, patient mail, denials, adjustments and refunds. This allows employees to respond quickly to customer service inquiries or handle denials management.

"There aren't many employees that aren't using OnBase or the Fujitsu scanners," notes Ms. Gerlach. "Currently, we have 75 users scanning pertinent information."

Though Amicas set up the initial install, Ms. Rene Sherry, assistant accounts receivable manager at TRA, says the ease of use makes it possible for her to oversee many of the immediate changes. "It's nice to be able to do things when you want them done, such as scanning documents instantly and adding users and departments." The Accounting Department at TRA, for instance, is evaluating how an OnBase and Fujitsu document management implement can address the needs of their Accounts Payable department.

Ms. Gerlach credits the Fujitsu scanners and OnBase implementation in conjunction with the introduction of new coding software with the elimination of the AR processing backlog, even though the volume of work increased because of population growth and the addition of new facilities. Not only did TRA not have to increase staff to accommodate this growth, but it also cut an estimated 15 days in AR and anticipates a significant increase in productivity.

Adopting an electronic document management strategy has also improved access to documents, while increasing security and decreasing storage costs. In the past, documents were sent from billing to longterm storage. As the number of documents increased, the date range that could be stored onsite decreased. Offsite storage fees increased and when a document had to be retrieved, clerks would be required to wait for the file and the practice would have to pay a retrieval fee to the storage vendor.

Fujitsu scanners and OnBase security features allow TRA to enforce strict rules of controlling access to documents, reducing the risk associated with securing paper files. This helps to support TRA's ongoing HIPAA initiatives.

## **Overall Productivity Increase and Ease of Use Pleases Staff and Customers**

TRA is also pleased with the customer service gains achieved with Fujitsu scanners and OnBase. For instance, returning patients may not have to provide supporting documents if there is a current copy in OnBase, improving the registration experience and reducing wait times. When a patient calls the billing office, about 90 percent of inquiries are answered on the first call because the documents are immediately available in a central location for all applicable employees to access.

“This has resulted in very positive comments from our staff,” comments Ms. Gerlach. “Their patient interaction has more professional presentation, and looking good to patients makes them feel better about their jobs and accomplishments.”

And TRA is pleased with the results of its Fujitsu and OnBase implementation as well. “We’ve been able to maintain staff levels, which was our real goal,” states Ms. Gerlach. “It has made many of our job functions more efficient, such as phone inquiries and appeals, and eliminated pulling and copying records.”

**For more information:**

- Scanners: [fi-5110C Sheet-Fed Scanner](#)
- [TRA Medical Imaging](#)

[Top of Page](#)

- Case Studies
  
- [By Customer](#)
- [By Industry](#)
- [By Solution Area](#)
- [By Service / Product](#)
  
- [Home](#)
- [News](#)
- [Services & Products](#)
- [Support & Downloads](#)
- [Contact](#)
- [Shop](#)
- [Site Map](#)
  
- [About](#)
- [Privacy](#)
- [Accessibility](#)
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