

Bonutti Healthcare

Case Study: Healthcare

Situation

- Serving more than 23,000 patients, Bonutti Healthcare, is comprised of Joint Active Systems and the Bonutti Clinic.
- Devoted to the care of the musculoskeletal system, The Bonutti Clinic offers a range of services including orthopedic surgery, urgent care and physical therapy.
- Joint Active Systems manufactures a static progressive range of motion physical therapy devices.

Problem

- Filing cabinets housing thousands of patient charts were overflowing into valuable office space.
- Expensive off-site storage facilities neared capacity and required a full-time staff member for document retrieval.
- Addressing HIPAA compliance regulations was time-consuming and error-prone.

Implication

- By continuing their current business processes, Bonutti would continue to pay roughly \$400 a month in storage fees. As their business grows so will the need for even more storage space.
- Maintaining current filing procedures slows organizational efficiency.

Need

- Desperate for a solution that would reduce reliance on physical storage space, improve employee productivity, and minimize the costs associated with retrieving archived patient charts from offsite storage.
- The average time spent to process and retrieve charts for Bonutti Clinic was 4 to 5 hours each, and for Joint Active Systems, 2 to 3 hours each. At an average pay scale of \$10 per hour, administrative costs were skyrocketing to hundreds of thousands of dollars per year.

Solution

- Addressing HIPAA compliance regulations is now made easier by utilizing Questys document management, part of the MessageVision platform. Tools include: customizable security options, user activity logs, and secure client/server communication and data transfer with 256-bit encryption.
- Bonutti Healthcare has seen an increase in time, money, and employee productivity. According to Mike Flach, "By streamlining the data archiving and retrieval process, and eventually eliminating the need for offsite storage and a dedicated staff member to retrieve those files, we expect that Questys will save Bonutti Healthcare hundreds of thousands of dollars each year on storage and payroll costs alone. That translates into lower patient costs and better customer service."
- A centralized data repository and OCR functionality allows employees to quickly retrieve information using text searches. "With Questys, our nursing staff can easily check to see if a patient chart has been scanned using specific key words. If the file is in the electronic document repository, it won't need to be retrieved from offsite storage, saving us valuable time and resources," continued Flach.

Overview:

COMPANY

Bonutti Healthcare

HEADQUARTERS

Effingham, IL

INDUSTRY

Healthcare

NO. OF EMPLOYEES

200 within two locations

"Some of the solutions we looked at placed a limit on the number of documents you could store and required expensive upgrades. One of the features that sold us on Questys was the software's ability to store unlimited documents for one low price. We also liked the ability to customize the solution to fit our unique business requirements."

Mike Flach,
Director of Information Technology
Bonutti Healthcare

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