



smartFiling

Queensland Hearing Case Study

The Business

Queensland Hearing is a private company owned by a group of working partners with a current turnover in excess of \$4 million per year. The company employs 40 people over 6 sites and has an aggressive growth objective of tripling turnover in the next three years.

Queensland Hearing strives to provide care for patients in the most professional manner by utilising in depth training, the latest in research, the finest products and services, and the best facilities available.

The Challenge

With a rapidly growing client base already reaching 63,000, Queensland Hearing was struggling to find the space to store the high volumes of patient documentation. With most locations based in busy city locations the cost of storing this documentation alone was enough to convince management to seek alternate solutions.

Regularly patients would see physicians at multiple locations, which required the documentation to be copied and freighted or faxed between such sites. Not only was this a costly exercise, but should a file get lost in transit, Queensland Hearing could be in serious breach of legislative compliance.

Each Queensland Hearing site sees an average of 30 clients a day producing 900 new files across the organisation each week. Legislative requirements for document storage meant that these documents need to be stored off-site at great cost and inconvenience when they were required to be located.

If a client requested a copy of their file, Queensland Hearing was forced to pass the cost of retrieval and

document management system



“The way we go about our business today has revolutionised our company! Savings made in administration, business process and customer services have been dramatic enabling quick return on investment.”

Sean Smith, Director, Queensland Hearing

administration onto the client. For a business that prides itself on first class customer service the situation was untenable, and the issue was one Queensland Hearing's General Manager, Sean Smith, was passionate about addressing.

It became obvious to the board that with the aggressive target of tripling turnover in the next three years, client files would also at least triple, and the issues of space and document accessibility were only going to get worse.

The Solution

It became apparent to Sean Smith that client files needed to be scanned and stored electronically and he began looking for providers of software and services that could meet Queensland Hearing's needs. Redmap's software met all of the business requirements, and Sean says, *"We chose Redmap over its competitors because the solution was simple to implement and understand whilst other software, offering similar capabilities, appeared over-complicated and cumbersome"*.

As each patient completes a visit, Queensland Hearing staff add a header sheet to the patient notes complete with filing information such as patient number and name. At the end of each day, an administrator scans the documents and Redmap's CapturePoint product automates the filing into the Redmap ManagePoint database.

All patient files and records are now stored in one central location allowing administrative staff to access the relevant file simply by entering the patient name, patient number, or document type. ManagePoint's 'content' search function also enables the staff to locate files by searching on the document based on the words in it rather than just filing information.

This feature clearly distinguishes the Redmap solution from the paper-based alternative and retrieving patient records is now quick, easy and most importantly free! This also made the documents web accessible allowing staff to access the patient information from any

one of the six Queensland Hearing sites, from home, or from any other Internet access point. This ability to view client information from any location has eliminated the need to send files in the post or by courier and provides a far more efficient service to customers.

Results

The cost of accessing a document from the storage facility within 24 hours was \$45 per retrieval, this cost increased if the file was needed more urgently. In addition to the retrieval costs, the time employees spend retrieving patient files was all but eliminated.

Further this centralised document repository provided a single data store which can be backed-up so that, in the event of a disaster, the documents can be restored with a minimum of impact to Queensland Hearing or the patient.

Queensland Hearing is delighted with how the Redmap solution has reduced the amount of space needed to store files both in the office and off-site. With the client information stored in ManagePoint, the offsite storage space has been decreased and an entire room in Queensland Hearing's offices, previously full of filing cabinets, can now be put to more productive use. Further, the time taken to retrieve a file has decreased from 24 hours to just a few seconds, translating into huge savings in both costs and staff time.

Administration staff can now access information instantly, and there is no longer a need to search for files on co-workers' desks, in untidy filing cabinets or ask for files to be pulled from the offsite storage facility. Not only has the Redmap solution solved Queensland Hearing's space and retrieval issues, it has also eliminated the need to pass on the cost of file retrieval to the patient, thus enabling the business to maintain and improve its customer service to an ever growing client base.