

## HOW SPRINGCM IS SERVING HEALTHCARE

### OVERVIEW

A New York based psychiatric hospital maintains a record system to manage basic data entry and patient information. However, the organization did not have a central source for patient records, accompanying doctors' notes, x-rays or other relevant information.

### IMPLEMENTATION HIGHLIGHTS

- At the end of a patient's stay, a patient records clerk scans the patient's records to a local drive. Each record is then uploaded to SpringCM by way of file synchronization technology embedded in the SpringCM solution.
- SpringCM pulls a summary form of metadata (also known as indices or key attributes) that includes patient name, social security number, stay number, and doctor's name from the hospital's patient record system.
- Through SpringCM, the hospital is able to facilitate the process of matching the data in its existing patient record system to each new stay folder. The SpringCM system then assigns the relevant metadata to each document in the stay folder and moves the documents to the appropriate patient records folder.
- If no immediate match is found, the SpringCM system alerts an administrator at the hospital who can manually input the metadata directly into SpringCM.



**Increase Efficiency, Streamline Processes**  
Centralize, manage, and share information across a variety of document processes through SpringCM's on-demand document management solution.



“SpringCM is a natural fit for those Healthcare organizations that need to improve document processes, collaborate and communicate more effectively both inside and outside the organization — that also need to leverage their existing network infrastructure and realize a rapid return on investment.”

**Christine Mason, SpringCM CEO**

- For any future stay, a fully searchable view of all patient files is immediately available for physician, support staff, or claim administrator reference.
- In the future the hospital intends to utilize SpringCM to handle claim dispute resolution, human resource records and collaborate in real time with other healthcare providers and specialized care teams around the world.

### BENEFITS

- Through SpringCM, the hospital gained instant visibility into the breadth and depth of patient information through a single Web-based environment. As a result, the organization has realized business efficiencies in the form of improved information flow, claims management, HIPAA and SOX compliance.
- The organization also realized a rapid return on investment, through an affordable monthly subscription service, without having to purchase additional hardware or software. The ability to leverage its existing hardware and software infrastructure was a win-win scenario.
- The ability to streamline routine processes helped the hospital focus on higher value tasks — as a result, the organization has identified other areas in which it could realize process efficiencies.

### ABOUT SPRINGCM

SpringCM is the leader in on-demand document and content management, helping companies of all sizes, both domestically and internationally, transform the way information is managed inside and outside their company walls.

SpringCM meets the real need of businesses to manage the explosion of documents and other content types — offering an integrated solution for content capture, storage and search, with complete collaboration, workflow, and document process automation capabilities.

Today, customers such as GE Medical Systems, Rush Presbyterian Medical Center and others are utilizing SpringCM's unique solution to solve their document management needs.

To see how SpringCM can serve your needs, call 877.362.7273 and speak to an associate or visit [www.springcm.com](http://www.springcm.com)