

Charleston Denture Center

CASE STUDY

Company Challenge:

The Charleston Denture Center, part of the Piedmont Denture Center group, suffered major water damage to their business and patient records. Their facility was flooded when a broken water pipe caused severe damage resulting in major business and patient disruption. Kimberly Barfield, the Charleston Denture Center's Office Manager, explains, "Our facility had more than two feet of water throughout the entire office. Everything was soaked and/or sustained water damage. One area that was severely impacted was our patient medical records. They were in bad shape." Needing a fast resolution, the Denture Center turned to The DRS Group for help with medical record scanning.

By converting critical patient records to a digital format, the Denture Center improved not only their workflow but work efficiencies as well. They now enjoy several benefits:

Cost Savings - It has been proven that managing documents in digital format vs. paper can cut cost by as much as 40%.

HIPAA - The security and control of confidential patient information is of utmost importance.

Immediate Access - Uninterrupted availability to patients' records at any time.

Remote Access - Patient Medical Records can be accessed even while away from the office.

No Misfiles - Lost, misplaced, misfiled and/or damaged records are a thing of the past.

Space Saving - Improved use of space as a result of no longer having to store/manage paper medical records.

IT Infrastructure - Maximizes the use of existing IT investment.

Patient Service - The ease of access to patient information offers significant improvement to overall service.

Disaster Preparedness - By storing a digital copy of patient records offsite in a secure location, the Denture Center is now much better prepared for disaster recovery.

DRS Solution:

DRS quickly arrived at the Denture Center facility and transported the damaged paper documents to their secure Atlanta facility. There, they were carefully scanned, indexed and placed on CDs. Knowing that time was of the essence, DRS worked around the clock to complete the document recovery process. Barfield adds, "We opted for The DRS Group's Document Management Solution and within just a few days we received our patients' records on CD's. The service and quality we have experienced with The DRS Group is outstanding."

Return on Investment:

Now, the staff of the Charleston Denture Center has instant access to all patient medical records from PC's within their office. The digital records can be quickly accessed by user-name and a secure password for viewing, printing or faxing as necessary.



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