



SIMPLE.  
SENSIBLE.  
SECURE.

## RMMI Helps National Jewish Medical Center Streamline Processes While Maintaining HIPAA Compliance

National Jewish Hospital realized the following results by choosing RMMI for their digital document solutions:

- Saved 450 hours of productivity in claims processing per month
- Decreased storage space devoted to documents by 340 square feet
- Devoted full facility to staff and patient care as a result of decreased storage space
- Improved information security in compliance with HIPAA regulations
- Reduced days spent in processing by 50%
- Reduced paper generation by 50%

### CASE STUDY FACTS

**Client:** National Jewish Medical and Research Center

**Problem:** Quantity of paper records and difficulty of managing protected health information overwhelmed staff and processes.

**Solution:** ImageSilo®

“The implementation of ImageSilo® has streamlined our recordkeeping processes while allowing us to maintain full compliance with HIPAA regulations. We have access to everything we need when we need it, and we are saving money.”

**John Frantz**, Reimbursement, Contracting, and Patient Business Office Manager

As the nation's #1 respiratory hospital, National Jewish Medical and Research Center handles 38,000 patient visits annually, generating tens of thousands of documents. As the medical records landscape has changed with the advent of HIPAA, National Jewish wanted to implement an electronic records system that would allow them to quickly locate and retrieve patient records while maintaining full security and confidentiality of protected health information (PHI).

In compliance with HIPAA, National Jewish kept paper records under lock and key access to preserve the confidentiality of protected health information. Employees legitimately needing to see records had to sign out access to each file. Although the coding system was sophisticated, files were often difficult to locate due to incorrect filings or they were in use by another individual.

The manual, paper-based filing process was time-consuming and expensive. An increasing amount of expensive square footage was devoted to storage. Turnaround time of locating documents could take days, so batching, posting, and matching financial records with medical charts and receivables resulted in decreased productivity.

National Jewish installed RMMI's document management solution ImageSilo®, the industry-leading on-demand Enterprise Content Management (ECM) system, in May 2001. All of their records are now securely accessible in an instant from any internet-accessible computer. As a hosted system, it had minimal impact on their IT resources. They did not have to invest in servers and other hardware to store the electronic files, and the IT staff did not need to devote time and energy to maintaining the ECM system.

John Frantz, Reimbursement, Contracting, and Patient Business Office Manager, said, "Our goals in implementing ECM included improving document retrieval times and reducing the costs associated

with records management. We also wanted to implement a process that allowed us to comply with HIPAA security and audit trail regulations while creating a defined process for the document lifecycle." ImageSilo has facilitated the development of a defined document lifecycle, which makes all records instantly accessible regardless of age or frequency of access. Frantz continued, "We have reduced the time spent on records management, improved recordkeeping accuracy, and enhanced the security of protected health information."

Security is a valuable feature of ImageSilo. A key concern in today's medical industry is compliance with HIPAA regulations. ImageSilo's multiple security levels make it easy to provide secure access for more than 50 daily system users, who see only the information they are preapproved to see. An enhanced auditing feature tracks access and activity by system users—including when they distribute records outside the system—by logging the name of the individual receiving the records and the purpose.



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## About RMMI

RMMI is a full-service digital document solutions provider based in Denver, Colorado. We provide simple, sensible, and secure solutions that dramatically improve the digital document management experience for government agencies, businesses, and nonprofit organizations throughout Colorado and surrounding states.

**To learn more about RMMI, call 303.427.0625 or visit [www.rmm-i.com](http://www.rmm-i.com).**

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