



BEHAVIORAL HEALTH



“The process of record destruction has been streamlined for our Agency because, while we verify the destruction list, the need to pull the records, prepare and pay for the destruction of those records is no longer necessary. The cost for SRS will be recouped very quickly with the efficiencies that resulted in the transfer of these records.”

*– Teri Grace, CIO,
Apalachee Center*

ELIMINATING PAPER

APPLICATION

Apalachee Center is a private, not-for-profit organization. They have offices in 8 counties in Florida that stretch across 5,500 square miles.

CHALLENGE

The team at Apalachee Center invested in a Net Smart Avatar EHR software but continued to straddle an archive of paper HR, Finance, and Medical records in 7 buildings on and off campus. Their frequent access to these records occupied many employees and valuable real estate, hiding the true cost of their internal storage and access approach. Files of adults and adolescents were stored together, increasing the cost and complexity of managing them. They needed help improving their processes to reduce their reliance on paper to complete the digital transition.

SOLUTION

The SRS team was engaged to create a strategy for eliminating paper processes. After meeting with stakeholders and auditing the current processes, we developed a project that would consolidate all records, reorganize them by retention date to optimize retention management, index records into a dynamic, barcoded storage system to make retrievals quick and easy, and made recommendations on records that could be destroyed immediately. We packed up thousands of boxes of records and transported them to our secure facility. Our indexing team developed a database with detailed metadata for each file, organizing records by retention date for more cost-effective management going forward. Through this process, we eliminated many of their hard copy records. We have automated their retention management and digital access using our dynamic storage system to quickly deliver files by HIPAA compliant encrypted scan as they are needed.

RESULT

Apalachee employees are now completely reliant on their EHR software. They focus on creating and managing records digitally, while our team supports them with legacy record requests from the archive by scanning files on demand. The retention management of these records is automated, so they don't have to think about it. Most importantly, they no longer have any physical records onsite.

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