Secure Records Solutions

BEHAVIORAL HEALTH

$300,000 IN SAVINGS

APPLICATION

Georgia Pines, based in Thomasville, GA, is a 12-location behavioral health system providing an array of support services for those affected by mental illness, addictive disease and developmental disabilities.

CHALLENGE

After failing with their first EHR software, Georgia Pines was gearing up for a second conversion. They'd tried to scan everything on their own the first time, hiring additional staff to meet the demand. One of the primary reasons their implementation failed was the additional burden they put on their staff to scan thousands of boxes of archival records on top of all new patient charts. Because most records were still in physical form, their staff began working around the software and continued using hard copy charts instead of relying on the EHR software they'd invested in.

SOLUTION

Hoping to avoid the same mistake on the second go-round, the management team called for proposals to outsource scan-ning all records. SRS studied their system and made the recommendation that they index the files before scanning them to identify what actually needed to be scanned.

RESULT

Three years later, Georgia Pines has only paid to scan 5% of the files they intended to completely digitize, at 20% of the cost to scan everything upfront. SRS saved them $300,000 in capital expense, and amortized the cost of digitization over several years to fit into their operational budget. Most importantly, they are proud of the fact that no one on their campus has permission to have a physical chart. According to CEO Heather Hatchett, "We were very fortunate to find SRS. They've helped us eliminate paper, at a fraction of the cost of scanning it all. They removed a huge volume of paper from our facilities, and give us convenient digital access to charts in a timely manner."

"We trust SRS. Their staff have the highest level of work ethic and integrity."

– Heather Hatchett,
Chief Executive Officer,
Georgia Pines

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