

# CustomerSuccessProfile

## Florida Heart and Vascular Associates



### OFFICE SYSTEMS AND APPLICATIONS

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## Florida Heart and Vascular Associates Moves to Electronic Filing and Consolidates Digital Imaging Fleet with bizhub MFPs from Konica Minolta

**INDUSTRY:** Healthcare

### PRODUCTS & SOLUTIONS

- One bizhub C451 Color MFP
- Three bizhub C353 MFPs
- Open Text Fax Appliance, FaxPress Edition
- PageScope Data Administration Utility
- bizhub vCare



### BACKGROUND

The adoption of an Electronic Health Records (EHR) system by medical practices is a move largely encouraged through monetary reimbursements from the government as provided by recent HealthIT Rewards legislation. Medical practices across the U.S. however, continue to use paper-based medical records due to the insistence of practicing physicians and/or the time and cost associated with such a transition.

Florida Heart and Vascular Associates estimates that they could earn nearly \$125,000 in government reimbursements by 2017 by adopting an EHR, but the costs and lost productivity involved with such a move would outweigh this benefit. While the office is digitizing new medical records, there remain existing paper-based files to manage. Nonetheless, increasingly demanding HIPAA regulations and ongoing issues with productivity remained key concerns and finding a solution to these weaknesses was necessary.

Operating for more than five years on a combination of 11 laser and inkjet printers, Florida Heart relied on numerous maintenance contracts and suppliers to keep operations intact. Additionally, all corporate letterhead printing was necessarily outsourced. Four desktop devices with proprietary software offered limited scanning of paper documents to enable electronic storage. Faxing, one of the most heavily relied on capabilities for Florida Heart, operated on three fax machines that were constantly back logged with both inbound and outbound faxes. The current configuration was insufficient for their workload.

Florida Heart determined that by consolidating their digital imaging practices and adopting electronic document management practices, such concerns could be addressed. Further, productivity would be improved and tremendous savings could be realized.

### RESULTS

- Replaced a combination of 11 laser and inkjet printers, four desktop scanners, and four fax machines with four color bizhub MFP's
- Realized 66 percent reduction in print-related costs
- Eliminated need for excessive paper inventory with transition to electronic document management processes
- Reduced paper use by at least a ream, 500 sheets, per day
- Streamlined fax capabilities with Konica Minolta's OpenText Fax Appliance, FaxPress Edition and Pagescope Enterprise Suite to eliminate lost productivity
- Reduced reliance on external vendors for corporate letterhead production
- Saved nearly \$600 per month in patient chart storage costs
- Saved \$90 per month in fax machine toner
- Established digital document storage system and remote back-up of paper documentation
- Improved adherence to strict health record legislation including Health Insurance Portability & Accountability Act (HIPAA)
- Improved overall office productivity with less downtime of digital imaging technology

## Florida Heart and Vascular Associates

**SOLUTION** To first consolidate Florida Heart's hybrid print fleet, the local sales representative from Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta) installed one bizhub C451 MFP and three bizhub C353 MFPs which enable the medical practice to not only increase in-house functionality, but also establish a single maintenance and consumables provider. The networked MFPs and Konica Minolta's Universal Print Driver allow more efficient routing and routing of print jobs throughout the office even when a machine is down for repair or out of paper. Further, higher-quality output reduced the reliance on external vendors for much of the letterhead and printed forms, consequently reducing excessive paper inventory and cutting Florida Heart's print costs by 66 percent.

As one of the most heavily used and important functions of the medical practice, Florida Heart sends and receives nearly 3,000 faxed pages each week and required a fax solution that would perform flawlessly during periods of high activity.

Employees now handle faxing, directly from the Konica Minolta bizhubs integrated with Open Text Fax Appliance, FaxPress Edition, via Open Text Fax Appliance, incoming records as well as confirmations for delivered consults arrive as PDF files to email addresses assigned to each Konica Minolta MFP. The files are routed to a public folder in Microsoft Outlook where employees have convenient access to view, forward, store and print faxes, as needed. Open Text Fax Appliance aids communication with other healthcare providers. While many are shifting records to electronic data, there is no way for all systems between separate offices to "talk" with one another. Digital fax is the only consistent technology that enables communication between disparate systems, while keeping the information electronic.

PageScope Data Administrator Utility available on all the bizhub MFPs has further improved fax capabilities with a single address book propagated to all the networked devices thereby eliminating the need for manual input of the more than 5,000 individual addresses that can be required by a physicians office.

To significantly improve scanning capabilities, Konica Minolta's MFPs have also permitted more large-scale electronic document capture. Florida Heart has saved over \$600 per month in storage costs for paper files that have now been moved to the electronic back-up system.

**DECISION FACTORS** Since purchasing bizhub MFPs from Konica Minolta, Florida Heart has experienced a dramatic improvement in the everyday operations of the medical practice. In addition to supporting a transition to electronic document management practices including establishing a remote digital back-up system for paper documents and eliminating the excessive waste and paper inventory associated with former printing and faxing practices, Konica Minolta has also streamlined productivity by improving the overall digital imaging capabilities of the practice.

Florida Heart also benefits from Konica Minolta's bizhub vCare™ Device Relationship Management (DRM) system that provides the highest level of service and maintenance for the bizhub systems. bizhub vCare collects data directly from the MFPs, to deliver proactive service and facilitate intelligent supply management. Technicians are automatically called when maintenance issues arise.

The dedicated customer service provided by Konica Minolta, coupled with the innovative technology to transform their digital imaging practices, has allowed Florida Heart to provide higher-quality care to their more than 100 patients a day.



**KONICA MINOLTA**

Konica Minolta Business Solutions U.S.A., Inc. ([www.CountOnKonicaMinolta.com](http://www.CountOnKonicaMinolta.com)), a leader in advanced imaging and networking technologies for the desktop to the print shop, brings together unparalleled advances in security, print quality and network integration via its award-winning line of bizhub® multifunction products (MFPs); bizhub PRESS and bizhub PRO production printing systems; magicolor™ desktop color laser printers and all-in-ones; and pagepro™ monochrome desktop laser printers and all-in-ones. Konica Minolta also offers advanced software solutions, wide-format printers, microform digital imaging systems, and scanning systems for specialized applications. Headquartered in Ramsey, NJ, Konica Minolta delivers expert professional services and client support through an extensive network of direct sales offices, authorized dealers, resellers and distribution partners in the United States, Canada, Mexico, Central America and South America. Konica Minolta is a trademark of Konica Minolta Holdings, Inc. All other trademarks mentioned in this document are the property of their respective owners.