

Reproductive Medicine Associates of New Jersey

The Challenge

Reproductive Medicine Associates of New Jersey (RMANJ) has offices in Englewood, Morristown, Somerset, Summit and West Orange, NJ to conveniently serve patients in the tri-state area. And with thousands of patients and multiple offices, managing charts and paperwork could be quite challenging.

Database systems support and analyst specialist Brooke Bonser sees couples dealing with difficult situations every day at RMANJ. The last thing she or any of her coworkers wanted to do was add to the patients' stress by delaying services while waiting for a file to be found or retrieved from storage.

RMANJ knew it would be a challenge to get their office to the point of being paperless, but something needed to be done. Between patient charts, physician's documents and accounting papers, RMANJ had tons of paperwork that needed to be organized, filed and stored — preferably somewhere where retrieval would be easy. And, if a patient switched offices, their charts needed to be transferred from one location to another.

"If we don't see a patient for more than a year, we archive their charts at our off-site facility," Bonser said. "If that patient returns, we have to physically go to the storage site and retrieve their chart. And, of course, we can't just retrieve one file. It is typically a box of files that we need to manually sort through to find what we need."

The Solution

RMANJ heard about eBridge from the Atlanta Center of Reproductive Medicine (ACRM). By adding web-based document, RMANJ was able to take charge of their paper files and streamline information for patients and staff.



"I was excited to learn about eBridge for a few reasons," Bonser said. "The first was that ACRM seemed to benefit tremendously by adding eBridge, and the second was that eBridge was already integrated with the reproductive endocrinology patient management system we use called RESource."

RMANJ's in-house IT staff were able to use eBridge's Web Services to create a single-sign-on process that lets staff sign into eBridge and RESource with one user ID and password.

The Result

Initially, RMANJ's staff was apprehensive about the amount of extra time it would take them to scan in new documents and get a handle of how the eBridge system works. That apprehension was short-lived, however, when they discovered how quick and easy the scanning and retrieving process really was.

The physicians were also skeptical about the transition from paper to electronic records. So for a patient's first consultation, Bonser's staff started providing the doctor with a full paper chart. After the consult, the paper is scanned into eBridge and the chart goes paperless — giving everyone time to adjust to the new technology.

"In setting up eBridge, it was important that we first knew what the process would be: Who was going to scan? How could we keep people at their desks?" Bonser said. "The distributed scanning stations give access to anyone who needs to scan and have proven to be very efficient."

"We decided not to go back and start scanning archived documents," Dr. Paul Bergh explained. "Instead, we are going

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Background: Six offices in New Jersey
Thousands of new patients each year

Challenges: Get rid of file cabinets and off-site storage
Sharing documents between offices

Result: Secure, online access to patient records
No need to expand on or off-site storage

forward and scanning in new patient paperwork or new test results and files our current patients receive.”

Their favorite feature is that eBridge is so tightly integrated with RESource — so much so that staff can scan and retrieve right from within RESource with one click. RMANJ simplified integration by only using two index values — Patient ID and Document Type — and those values are automatically passed into RESource.

RMANJ has also been able to implement eBridge into other parts of the office, including the finance and administrative departments. “We like eBridge because it meets our needs and is a simple process,” Brooke said. “It keeps us from having to add to

our existing file cabinets and we know our scanned documents are stored securely online.”

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.