

Provider Support Services

The Challenge

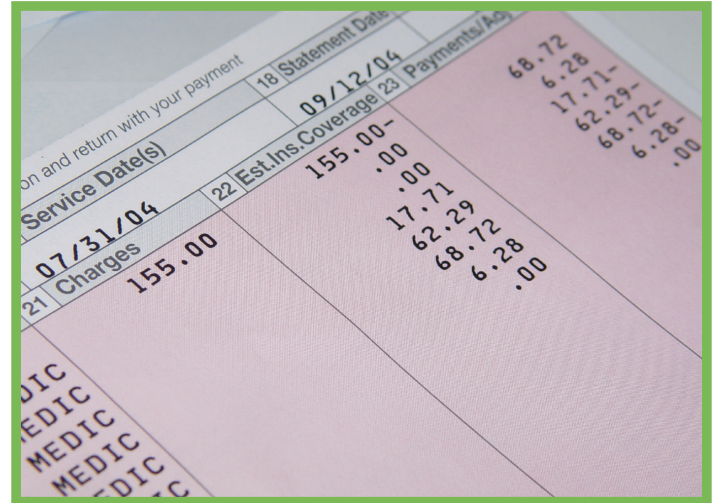
When mail is all a medical billing enterprise has to rely upon to get confidential patient information into the right place at the right time, it's a shaky situation indeed. That's exactly the challenge that Joe Schendel, chief information officer of Provider Support Services, faced at the time they adopted eBridge as their document management solutions provider.

PSS is a Montana-owned company specializing in helping medical practices statewide with practice management and accounts receivable processing, as well as their EMR and IT needs. They serve 30 clients — some more than 250 miles away from their main office — and found over time that the traditional way of handling paper was draining on their time, money and resources.

"To get what amounts to confidential patient information into the medical billing office so that the data can be keyed is difficult to do with mail," Schendel said. "It takes time in transit, and then when you get it, you have the physical paper. Then, when you're done transferring the information, you're stuck with the physical paper hanging around and you have the cost associated with filing it. Also, the ability to access any one piece of paper is a problem."

The Solution

Schendel eventually ran into eBridge CEO Leslie Haywood at a medical trade show — and he was sold. In 2004, the billing and accounts receivable management company began scanning into eBridge, and has since saved tens of thousands of dollars per year, become tremendously more efficient, and reclaimed space once occupied by years of paper records. Perhaps the biggest time saver has been the capability to have clients scan paperwork into PSS' eBridge cabinet, where it's immediately accessible by staff in Helena.



"eBridge also gives us the option of distributing information back to our clients, saving us postage and time. We also use eBridge to archive our own information like contracts, our financial information, and many items related to our disaster recovery strategy," Schendel added.

The Result

Where once Provider Support Services had somebody drive around to local clients to pick up paperwork, they no longer have to bear that expense as the information comes into them each day from clients scanning into their eBridge account. Schendel attributes much of their productivity boost just to that one simple improvement.

He estimated that they've saved at least \$30,000 on a full-time employee due to the switch, as well as \$10,000 per year in storage space. By clearing out the paper storage area, they've also added two production people for two clients.

"When you start adding the inconvenience of finding that piece of paper — I don't know how you put a number on it," he said. "People who don't use this type of technology in their billing business, I don't understand how they can stay in business."

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.

Provider Support Services

Background: Practice/accounts receivable management
20 client offices
Four in-house employees

Challenges: Difficulty obtaining and entering information
Excessive storage space dedicated to paper
Difficulty accessing any given record
Cost associated with filing paper

Result: \$40,000/year savings on manpower and storage
Less time spent tracking down documents