



Providence Streamlines Faxed Physician Orders and Reduces Physician Complaints with ActiveFAX

“HealthWare Systems has been a Godsend to us. They went above and beyond to get our implementation done quickly and completely, and the number of complaints we received about faxed physician orders from our physicians and their offices has decreased dramatically.”

Patricia Baldwin
Director of Patient Access, Providence Hospital

The only seaport in Alabama, Mobile boasts a rich history and a variety of cultural entities. The people of Mobile, or ‘Mobilians’ as they’re called, also have access to a more than 150-year-old, full service hospital, Providence Hospital. Providence is part of Ascension Health, which is the nation’s largest Catholic and largest non-profit healthcare system.

Serving south Alabama and southeast Mississippi, Providence admits more than 15,000 inpatients annually and exceeds 150,000 outpatient and emergency room registrations each year. With this high patient volume, the facility had numerous registration locations with multiple fax machines, some departments with three each. A solution was needed that allowed faxed physician orders to be available when necessary and reduced the number of misplaced orders.

CHALLENGE

Providence had researched various solutions to fit its needs for a couple years but didn’t want to spend a bulk of its budget on such a solution. Physicians within Providence were increasingly complaining about orders getting lost or not being able to access certain medical records when needed. In addition, a solution that was simple, user-friendly and could be seen by more than one department within the facility was integral to meeting the challenge.

“We have multiple registration sites, so having one hard copy located in one location created problems,” explained Patricia Baldwin, Director of Patient Access for Providence. *“We needed something that would be pleasing to our physicians and that their offices could use with ease.”*

Pat and her staff wanted a solution that ensured HIPAA compliance. In addition, the amount of paper passing through the facility’s various offices made the orders hard to track. To meet these specific needs, Providence decided to go with a solution that managed the faxed physician orders electronically.

ORGANIZATION

Providence Hospital

SOLUTION DELIVERED

An innovative document management solution that collects and maintains physician orders electronically for easy access throughout the facility.

KEY METRICS

- ✓ Located in Mobile, Alabama
- ✓ Serves south Alabama and southeast Mississippi
- ✓ Full service, 349-bed medical/surgical facility sponsored by Ascension Health
- ✓ 150,000 outpatient and E.R. registrations annually

BENEFITS

- ✓ Increased physician satisfaction
- ✓ Streamlined workflow
- ✓ Increased reimbursement
- ✓ Simple HIPAA compliance

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SOLUTION

Through streamlined workflow capabilities, ActiveFAX for Physician Orders allows Providence to manage all faxed physician orders electronically. Its orders can be reviewed for accuracy and routed to the appropriate departments, all with one mouse click. Also, ActiveFAX offers Providence an extremely secure platform through which personal and confidential patient data is accessed only by the physician and any other approved recipients.

"HealthWare Systems offered ActiveFAX at a price we could afford and assured us a short turnaround in being able to use it," remarked Baldwin. "We didn't have a lot of time to put resources into modifying a product, so we were pleased that only a little bit of training and modification were needed to get the solution up and running. The product was good, the price was good and they got it in here quickly."

RESULTS

According to Baldwin, ActiveFAX has greatly reduced the number of complaints received from physicians and their staff members in regard to lost or incomplete orders, and the productivity in the physician offices has increased. If a physician or his or her staff thinks their order is lost, Pat and her staff can research and respond to the incident by pulling up the order on ActiveFAX. They have the ability to set up a table of fax letters and e-mails that can be sent to a physician's office if that office mistakenly sent the order to Pat and her staff with missing, required information.

With no hard copies laying around the facility and easy access to each faxed physician order, ActiveFAX aids Providence in being very HIPAA compliant. There is no longer a manual log of the physician orders, and authorized staff members can easily research who has read or handled the faxed order. Physicians have access to faxed orders at the same time as Baldwin and her staff.

The ability for faxed physician orders to be seen by more than one person has also come in handy for Providence in meeting The Joint Commission (TJC) requirement of a patient history and physical by a physician before a procedure. ActiveFAX provides Providence with a single point of access, allowing faxed physician orders, including critical errors, to be sent and received at a central workstation.

In the area of reimbursement, having ActiveFAX has enabled Providence to increase its reimbursement of physician orders. The software is installed on the facility's coders' computers so they can pull up a missing order and code it correctly, saving them the time and money of reworking an order. For incomplete or inaccurate orders, Pat and her staff can immediately fax back a rejected order to its sender with a single click right from their computer. Through this process, the registrar is able to provide an explanation for the rejection on the cover page of the outbound fax.

"With ActiveFAX, there is no delay in getting what we need to get charts ready for the next day," stated Baldwin. "I would recommend it to my peers in the healthcare industry for the convenience, ease of use and especially the time savings it provides. We rarely have to call HealthWare Systems for support with ActiveFAX, but they respond to any requests we do have quickly. One of our hospital's programmers that helped with the installation said it is one of the easiest products she's worked with getting installed!"

Contact HealthWare Systems

Web: www.healthwaresystems.com

Email: sales@healthwaresystems.com

Phone: 877.362.7772
