

### Chesapeake Regional Healthcare Selects ActiveXCHANGE by HealthWare Systems to Enhance the Efficiency of Managing Physician Orders and Supporting Documentation



*"HealthWare's customer service response is second to none. I've never seen anything like it. I couldn't be more pleased. If we ever have a problem with speed or the server, they're right on top of it. I would highly recommend them, bar none."*

-Carol Turnage, IT Telecommunications Manager,  
Chesapeake Regional Healthcare

Chesapeake Regional Healthcare, which services Southeast Virginia and Northeast North Carolina with cancer treatment, cardiac rehabilitation, physical therapy, wound care, and a surgery center, has implemented HealthWare Systems' ActiveXCHANGE across fifteen of its departments in response to the hospital's recent challenges.

#### The Challenge

Before partnering with HealthWare Systems, Chesapeake Regional Healthcare (CRH) had a problem with its cloud-based fax provider: it was inefficient and expensive. The hospital's faxes were stored off-site on servers owned by the vendor, resulting in delivery delays of important data to the registration and clinical staff. On top of this, the hospital was charged per faxed page, which added up quickly.

Recognizing the importance of receiving faxed referrals, physician orders, and insurance authorizations in a timely and cost-effective manner, Carol Turnage (Chesapeake Regional's IT Telecommunications Manager) sought "a more efficient solution to manage all faxes, direct messaging, images, data feeds, and PMS/EMR documentation."

Fortunately, she didn't have to look far as a partner hospital had already experienced great success in addressing these issues through the use of ActiveXCHANGE. Bon Secours Medical System in Norfolk, Virginia suggested the software to Turnage, noting its automation and workflow features, as well as the ease with which it could be integrated with EPIC, a system both hospitals were already using. As Turnage pointed out, "the integration of ActiveXCHANGE with EPIC enables our staff to work more efficiently from improved workflows and automation, allowing us to deliver a more cohesive operation and enhance customer satisfaction. We are extremely impressed with how ActiveXCHANGE automatically releases all of the documents to the EPIC patient folder, eliminating any need to print and scan into EPIC or our Imaging solution."

#### Organization

Chesapeake Regional Healthcare

#### Problem

An inefficient and expensive cloud-based fax provider

#### Solution Delivered

ActiveXCHANGE, a faster and more affordable system for storing, organizing, and accessing the hospital's fax data

#### Key Metrics

- Independent, regional medical center
- Approximately 600 physicians on staff, covering all major disciplines
- Special nursing units housing 310 private beds
- Celebrating 40+ years of service to the community

#### Benefits

- Enhanced workflow designed to enable quicker patient onboarding
- Ensures accurate delivery of information
- Improves cost savings by going paperless
- Increases outbound correspondence automation to referring physicians and third party entities
- Reduces internal workloads by replacing manual processes with readily available, flexible and configurable workflows
- Eliminates timely and costly printing and scanning by using automation to release all documents to EPIC imaging

### *The Result*

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Turnage oversaw HealthWare's installation of ActiveXCHANGE at Chesapeake Regional, which was completed over the course of a single week, and observed the vendor's thorough and accurate training of staff:

"[HealthWare provided] great project managers and they're very knowledgeable about the product. The knowledgeable people on staff make it a huge success, in addition to the prompt customer service. It was very seamless. They took the time to train us and really went into great detail about how it was going to work. They were so good to work with. One week we were on our old system, the next week we were on ActiveXCHANGE."

Now that the system is live, CRH can confidently rely on HealthWare to keep it running smoothly and provide updates as the hospital's needs change.

### *Benefits*

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Thanks to its switch to ActiveXCHANGE, Chesapeake Regional has seen a "substantial ROI," according to Turnage. "Because the application can run on top of our existing RightFax infrastructure and virtual environment, costs have decreased. We aren't charged by the number of pages being faxed, like most other fax server systems. With HealthWare, it's a monthly fixed price."

Using the hospital's own infrastructure came with another benefit- the elimination of delayed information. ActiveXCHANGE was able to integrate easily with the existing technology at CRH, including EPIC, and created a faster, more streamlined system for storing, organizing, and accessing the hospital's multitude of fax data.

Chesapeake Regional is now able to quickly, reliably, and securely send and receive large volumes of faxed information. Faxes are clearly organized and managed so as not to compromise patient care or incur additional expenses due to inefficiencies or missing information. ActiveXCHANGE helps CRH provide information in a timely and structured manner to patients, physicians, and staff, improving overall satisfaction for all parties. As Turnage indicated, Chesapeake Regional Healthcare is extremely pleased with its decision to use ActiveXCHANGE and highly recommends HealthWare Systems to other facilities seeking similar solutions.

### *About ActiveXCHANGE*

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HealthWare Systems' ActiveXCHANGE is a comprehensive, paperless solution for efficiently managing all faxed data and documentation, images, and data feeds electronically. There is no need for referring physicians and third party testing facilities to change their behavior; they simply continue to fax information as they do today. ActiveXCHANGE converts all faxed communication to electronic documents which are then incorporated into electronic workflows for review, evaluation, and acceptance prior to the patient's date of service.

HealthWare Systems specializes in integrating proprietary and third party patient access technologies into a seamless solution that ensures every patient encounter is financially and clinically cleared prior to date of service. Our solutions enforce data and documentation standards throughout the patient encounter. These benefits are provided as extensions to existing hospital information systems and other solutions. We provide the platform to "tie it all together" without replacing your investment in your current products and solutions.

### *Contact Information*

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