



CPU Medical Management Systems

Customer Success Story

Montgomery Radiology Associates Reap Benefits of CPU's Integration



By now most, if not all, of us are aware of the benefits and cost savings of implementing a document imaging system: reduction in storage space, ease of retrieving documents, and decreased paper costs. But, what are the benefits of going beyond the basic document imaging systems? What happens when a document imaging system and a practice management system are fully integrated?

Brian Castleberry, Director of Billing Operations, with Montgomery Radiology Associates (MRA) of Montgomery, Alabama, was already in the market for a document imaging system when he attended CPU's 2005 User's Conference. Castleberry's goal was to become a paperless organization, but what he saw at the CPU conference went beyond scanning and searching documents. CPU had developed an integration of their MED/FM practice management system that worked in conjunction with the Laserfiche document imaging system. The combined power of these applications working together would provide countless, ongoing benefits and cost-savings beyond other similar products. CPU's integration allows users to view electronic documentation associated with a patient, claim, charge, or payment in seconds. Castleberry had found his solution and made the decision to go with CPU's integrated document imaging solution.

In September of 2005 MRA implemented the new integration with the help of CPU and their partner, JPI Data Resource, a certified Laserfiche value added reseller. "JPI did an outstanding job of implementation and training," stated Castleberry. "I was very pleased with

their support, and the additional guidance they provided regarding our processes went above and beyond what I expected. JPI made sure we had everything we needed, including extra scanners and allowed us to exchange scanners to fit our changing needs."

Within a few months Mr. Castleberry was already able to calculate significant savings. "My staff is able to retrieve documents directly from a MED/FM screen in 2-3 seconds instead of the 5-10 minutes it used to take them to manually find documents," stated Castleberry. "We have reduced one-third of our shredding costs." In addition, MRA eliminated 1,500 square feet of storage space by scanning three years of pre-existing patient and billing documents.

Because MRA scanned the pre-existing documents into Laserfiche based on the MED/FM batch number and the patient's last name, the MRA staff now has the ability to search for these documents via automated MED/FM functions instead of having to manually go through paper files.

One of the most beneficial features of CPU's integration for MRA is the side-by-side data entry capability. MRA data entry clerks and coders are able to enter data into MED/FM from electronic documents stored in the Laserfiche system and simultaneously link the electronic documents to the MED/FM patient account and/or claim. According to Castleberry, "we reduced our coding and charge entry time by 20%, and this method of data entry provides us with a permanent copy of any reports and remittance documentation."

Brian Castleberry and his team use CPU's document imaging integration to eliminate incoming daily paper documents. For example, MRA receives a 450-page fax of dictated reports every day, which costs \$25/day to print. With CPU's integration the entire fax comes in electronically through Laserfiche, and with the use of Quick Fields the document is separated into individual documents by patient. Each document is automatically created and named based on the patient's last name in a matter of seconds.

In the first year Castleberry projects that MRA will experience \$45,000 in cost savings and will be able to reduce their staff by 2.5 full time employees (FTEs). The following year he predicts Montgomery Radiology Associates will be able to save over \$65,000. Eventually, he plans to eliminate almost all document handling – copying, printing, or storing – all documents will be electronic.

"One benefit of CPU's solution that I can't quantify is our disaster preparedness with the new integration," says the MRA Billing Operations Director. "With all of our paper documents coming in electronically or being scanned in electronically and our ability to store the backups off-site, we are no longer at risk for losing them due to a fire or other disaster. This comfort and security is priceless."

Montgomery Radiology Associates is comprised five locations, over 190 employees, and 46 radiologists. MRA has been a CPU client since 1994 and is currently on MED/FM version 6.0.



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