

Case Study | Medical Solutions



Rimage Simplifies Release of Information

Memorial Hermann is the largest not-for-profit healthcare system in Texas, serving the greater Houston community through 11 hospitals, a vast network of affiliated physicians and numerous specialty programs and services. The system includes adult and pediatric Level I trauma centers, three heart & vascular institutes, a neuroscience institute, diagnostic labs, imaging and surgery centers, a sports medicine institute and a network of sports medicine and rehabilitation centers.

Customer

Memorial Hermann
Healthcare System

Challenge

- Satisfy Meaningful Use requirements
- Support litigation requests

Solution

Rimage Professional
5400N

"It is less expensive, easier and faster to distribute medical records on CDs than paper records."

Oneyda Cuevas, Director of
Release of Information
Memorial Hermann

The Challenge

The Memorial Hermann Release of Information Department frequently receives requests to release patient data electronically. The information, which may include medical records, billing reports or medical images, fulfills patient requests and often supports patients who are in litigation. As legal offices move toward paperless systems, attorneys increasingly demanded records be released in an easy-to-use electronic format.

Before Memorial Hermann discovered the Rimage 5400N, the release department's method for distributing patient data was outdated and tedious. As Oneyda Cuevas, Director of Release of Information at Memorial Hermann, succinctly describes the process, "Lots of paper and individual CD burners." When requests came through the department, employees had to address them one-by-one, manually recording the data, encrypting the information and then labeling each disc. This labor-intensive process could not be scaled for additional volume.

Cuevas needed an automated solution that would not only

heed the requests across the Memorial Hermann organization, but also provide an audit trail, ensuring patient information is released and distributed securely.

The Solution

Rimage 5400N provided the ideal solution, and Memorial Hermann did not have to go very far to find it. "Our Radiology unit was already successfully using Rimage systems," Cuevas explains. "We needed a system that would meet current demand and not outgrow its capabilities in five years." The Rimage 5400N allows Memorial Hermann to automatically produce discs and release patient data more securely and efficiently than ever before.

The 5400N is a compact, all-in-one disc publishing solution designed specifically for office settings. It has the capability to plug into existing networks so that Cuevas' staff can record and print discs as easily as sending jobs to the office printer. The system also offers Rimage's leading thermal retransfer printing technology, which provides a permanent disc label without using ink.

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The Rimage solution:

- Releases patient information to disc (CD, DVD and Blu-ray™ Disc)
- Satisfies Meaningful Use requirements
- Can be used for RAC audits
- Secures information with Rimage software encryption standards
- Self extracts encrypted files for easy retrieval

The Results

Increased Productivity

Memorial Hermann purchased two Rimage 5400N systems earlier this year, and since their incorporation, the information release process has been dramatically enhanced. “Productivity has increased, and the employee work experience has greatly improved,” explains Cuevas. Rimage’s efficient training services resulted in quick uptime and a minimal learning curve. Once the 5400N systems were up and running, Rimage’s intuitive software interface allowed the staff to carry on with daily tasks without undue interruption. “With the two Rimage systems, we currently produce about 500 discs a month, and we have the ability to grow far beyond this amount,” says Cuevas.

The Rimage system fits right into the release department’s existing workflow. Plus, the system’s hands-free operation gives time directly back to the

employees. With just a click of a button, staff can focus on critical tasks while the system automatically produces multiple disc jobs. Bulky paper files, complicated manual processes and unnecessary costs have virtually disappeared. Even mailing practices have improved. Furthermore, because all data is compressed in a compact space, each disc created with the Rimage system is inherently ready for shelf archive. Large and cumbersome storage requirements are eliminated, and high quality disc labeling enables fast data retrieval.

Effective Data Encryption

With Rimage’s user-friendly software, Cuevas and her staff can secure patient information and maintain each individual’s privacy. Using the built-in password protection component, a standard functionality included in Rimage’s software suite, the Release of Information Department can record and encrypt digital data directly from the end user workstation, guaranteeing that patient information is released safely and securely on every disc.

Thanks to Rimage’s robust and reliable system, Memorial Hermann not only found the solution they needed, but they have furthered their mission of embracing the latest technology to better serve their community.

“In searching for products, I found that competitor brands did not match up to our department’s requirements.”

Oneyda Cuevas, Director of Release of Information
Memorial Hermann