# Medical Records Case Study

## JOHNS HOPKINS
### MEDICINE

Johns Hopkins Medicine is a world renowned Medical Center, including an extensive Eye Care practice through its Wilmer Eye Institute. The practice sees a high volume of new patients as well as follow-up visits for existing patients, creating significant demands on the Records Management staff to keep track of file locations and get Medical Records to staff on a timely basis.

## Problem

*Medical Records of multiple styles were assimilated through physicians joining the practice, and differing color-coding methodologies were used over time to produce new patient records.* With so many styles of color-coding, extensive misfiles occurred and files were difficult to find. In addition, there was no file tracking system of folders in circulation so file room staff often could not find folders and get them to the clinical and administrative staff when they were needed.

## Solution

### VirtualDoxx Label Print and Bar Code Tracking System

- Standardized medical record label with bar code keyed to the patient number assigned by the Hospital Information System (HIS)

- VirtualDoxx Records Management software was installed and labels printed for re-labeling existing folders and for printing new labels for new patients while creating database records

- Daily reports of all files in circulation are posted so that staff looking for a file not in the filing system can quickly determine the file's location without having to go to a computer

- Portable bar code reader is used to inventory files in circulation to keep the database and daily "file location reports" updated as to records that have moved from place-to-place or person-to-person after leaving the file room

- Based on success of initial implementation, now evolving to include archiving of inactive records for off-site storage and providing all users browser-based record request functions

*Now staff can quickly access needed medical records and better serve their patients!*

**INDEX**
files with efficient color-coding, text and bar codes

**IDENTIFY**
file locations and status

**TRACK**
files whenever they move or change hands

**FIND**
missing files quickly

**CONTROL**
access to files and retention schedules

# SOUTHWEST**SOLUTIONS**GROUP
*business organization systems*

# Patient Record File Tracking

"When a patient is visiting with their physician, it is critical that the patient's medical record is available for clinical staff to review previously captured medical information housed in the medical record folder. When documents arrive at the clinic through clinical encounters, administrative functions or from third parties, it is important that the associated file folder records can be rapidly accessed for placement of the patient's most recent documentation.

"The absence of consistent color-coding/file indexing and without a file tracking software application, staff sometimes could not locate medical records when they were needed, and filing tasks required excessive time for performance. VirtualDoxx with automated file folder label printing and bar code record tracking helped Johns Hopkins gain control over their medical records, find needed files more quickly, reduce the cost of managing the medical records system and better serve their internal and external stakeholders."

**BERNIE EDELMANN – MEDICAL RECORDS MANAGER**
**JOHNS HOPKINS MEDICINE – WILMER EYE INSTITUTE**

## Mobile-Track
**Portable RFID Reader**
**Finds Files Anywhere**

- Just point Reader around an office or at groups of files — it will BEEP if the file is there and guide you right to it.
- Quickly inventory every file in circulation. Automatically update records management system with file status and location.
- Track files to specific cabinets and automate file purges—keep track of what files go in what boxes.

## Control-Track
**Check In/Check Out Controller**

- IN and OUT openings activate RFID sensors — automatically tracks files in and out of filing cabinets.
- No software to operate—the Controller reads and tracks files automatically.
- With the use of RFID-labeled staff ID badges, file transfers are associated with the responsible person.

## Office-Track
**RFID Tracking Antennas**

- Attach RFID antennas to ceiling tiles and around doorways for office-wide file tracking.
- Install on or inside furniture, on shelving sides or any wall or work surface.
- Files entering offices are read by the RFID antennas and the software is updated with current file locations.

## Portal-Track
**RFID Choke-Point "Read Zones"**
**for Passive File Tracking**

- Portals positioned next to doorways track files without human effort, whenever files pass through the door.
- Portals can be installed at any 'choke point' in a facility where real-time file tracking is desired: who, what, where, and when.
- Lights and sound can alert staff to unauthorized file removal.

## "All-in-One" Labels
**Visual and Efficient Filing**
**with Color, Custom Text,**
**Bar Code and RFID**

- Labels have RFID transmitters built-in. When scanned by a radio wave Reader, the label transmits its ID information.
- Labels are color-coded as a visual guide to file identification — go right to the section you want. Misfiled folders are easily identified.
- Printing All-in-One labels is fast and easy on any standard office color ink jet printer, and are less expensive than other RFID labels.

## Filing System NOW
**Complete Filing System**
**Design and Implementation**

- With VirtualDoxx file conversion services, you can have a turnkey RFID filing system with no interruption in workflow and an instant boost in productivity.
- VirtualDoxx provides Certified Records Management staff to help design your filing system and oversee project management, ensuring your filing system is optimized and your operational costs are minimized.
- Store more files in less space. Use open-shelf filing cabinets and high-density, rolling filing systems for maximized storage capacity and efficient filing.