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\$6.99 USA • Printed in USA



DISPLAY UNTIL FEBRUARY 16, 2010

FEBRUARY 2010 • PCWORLD.COM

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TECH AUDIT

Paperless-Office Software Rescues Ambulance Service

WHEN THE FIRST responders at Georgia-based National EMS (nationalems.com) go to work, they save lives. They also produce a mountain of paperwork, all of which must be accurately managed and securely stored for a minimum of seven years.

The storage of these documents was a monumental task, and the labor required to handle them was overwhelming the 12-person office staff. Every few months, the office filing cabinets filled up, at which point the files had to move to a warehouse. Also, since the company works with Medicare and Medicaid, staffers had to make copies of documents for use in multiple files. A few dozen times a day, employees had to take time to pull files from storage.

To get the paperwork under control, National EMS called Computer Troubleshooters NRD. Our solution simplified the process while meeting the stringent requirements of the Health Insurance Privacy and Portability Act and other government regulations.

Smarter Document Management

To digitize the paperwork, we installed Kodak double-sided sheet-fed scanners. All billing personnel now have scanners at their desks, and two larger Kodak i1220 scanners are available for common use. Remote workers have the small scanners, as well, and can scan to the server.

We also deployed Cabinet NG document management software (www.cabinetng.com), which provides a secure, audit-driven system that allows staffers to comply

STAFFERS AT NATIONAL EMS now have Kodak i1220 duplex scanners to digitize files.

with regulations more easily. We recommended the Synchronizer and Retriever options for integrating the software into the existing infrastructure. Synchronizer permits either a one-time import or an ongoing synchronization with a database such as that of the company's billing software. Retriever links Cabinet NG to existing programs and Web apps; when an employee calls up a customer in a program, Retriever pulls the appropriate documents in Cabinet NG.

The electronic workflow allows staffers to perform tasks—such as routing time sheets to a single manager for approval and moving folders to someone for review—quickly. Future plans include automating some of the document creation and instantly routing files to the person who needs to handle them next. We will be able to create alerts and conditions for any document necessary.

By reducing the amount of paper produced, and by eliminating high-volume copy machines, National EMS will save about \$6000 annually. The company will also regain roughly 80 labor hours per

Learn how Georgia-based IT pros streamlined document processing for first responders.

week, since employees no longer need to file and retrieve paper documents. Electronic tracking features in Cabinet NG will improve worker accountability, as well. And over the next few years, the company will be able to repurpose its warehouse space as existing paper archives reach the required seven-year storage period.

—Doug Smith, *Computer Troubleshooters NRD*

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MEET THE PROS

Computer Troubleshooters



DOUG SMITH (far right) is the owner and proprietor of Computer Troubleshooters NRD, a Covington, Georgia-based IT firm with more than 50 years of combined IT experience on staff. Together, the team holds more than 50 industry-standard certifications, including multiple MCSEs. Contact the firm at 404/477-1302 or visit www.comptroubnrd.com.