

case studies

Monarch Office Solutions creates a fully electronic, immediately retrievable document storage system for Impel Medical Management

problem

A medical management company overseeing 18 clinics wished to improve its document storage system—but the initial solution entailed transferring the documents to microfiche, then storing the fiche at an off-site warehouse.

solution

Toshiba dealer Monarch Office Solutions created a system using Questys software, plus Toshiba e-STUDIO units that enabled the clinics to scan and archive documents on-site.

***In brief:** When Impel Management Systems sought to upgrade its existing printers, copiers and fax machines, Monarch Office Solutions took the opportunity to introduce the company to Toshiba's new line of digital equipment. So impressed was Impel's CIO that he asked Monarch to create its own solution for document storage...a request that resulted in all-electronic storage and immediate retrieval.*

With headquarters located in Dallas, **Impel Management Services, LLP**, provides billing, patient management and IT services to 18 medical clinics in the Dallas-Fort Worth area. In the first quarter of 2002, Impel issued an RFP for all new print, copy and fax equipment, prompting a sales representative from **Monarch Office Solutions**, of Addison, Texas, to meet with the company's CIO.

Impel's CIO was impressed by Toshiba's new line of digital equipment, realizing how printing and copying from the same machine could greatly improve the company's productivity, as well as reduce costs. The company placed an order for eight new e-STUDIO units, ranging from the e-STUDIO35 to the e-STUDIO65—all earmarked for corporate headquarters.

The challenge

At the same time, Impel was re-examining its document storage system. As a medical provider, Impel is required by law to store documents relating to adult patients for seven years; documents relating to juvenile patients must be stored for up to 18 years.

One type of document, an Explanation of Benefits (EOB), details the reasons that an insurance benefit was approved or denied and is referenced sometimes years into the future.

Under Impel's current system, the company processed EOBs in batches, filed the paper documents by batch number and stored them at headquarters for six months. EOBs were then packaged and shipped to an off-site warehouse.

Impel had already contacted a local company regarding an upgraded document storage system, but the proposed solution involved transferring paper documents to microfiche and storing the fiche in a nearby warehouse. Start-up costs would be \$35,000, with an additional monthly fee of \$1,200.

Now that they understood the benefits of enterprise printing, Impel was open to improving on this plan.

The solution

Monarch proposed its own solution, which was twofold. First, to manage billing and payment information, Monarch would install Questys in Impel's corporate headquarters.

And second, Monarch would install Questys at each of Impel's 18 clinics, along with Toshiba e-STUDIO units so that documents could be scanned and archived on-site.

solutions

Impel Medical Management

To ensure that the solution was in compliance, Monarch worked with the medical regulatory commission. And yes, electronic storage complied with the law.

Monarch demonstrated Questys in a net-meeting with Impel's CIO, who was extremely impressed. Soon Impel had signed an agreement worth \$170,000 for the software, twenty-two fully connected Toshiba devices and service for four years.

Once the deal was closed, Monarch's integration team met with Impel's CFO, its IT Group, and managers in the collections/billing department. The processes that Impel already had in place integrated seamlessly with the Questys system.

Now, when an Explanation of Benefits must be referenced, it is available immediately. There's no need for the EOB to be located in a warehouse, transferred from microfiche to paper, and sent to billing. It's all there, available virtually at the touch of a button.

Once the installation was complete, Impel quickly began discussing plans to move forward with a software upgrade, so that in addition to EOBs, patient records could also be stored using the same system. This upgrade would entail installing the full version of Questys at headquarters as well as at each clinic, and would require additional Toshiba scanning devices at each site.

It's all made possible by Monarch's creative partnership with Toshiba and Questys, giving Impel a total solution for document storage that includes hardware, software and service all coming from one source.

About Toshiba America Business Solutions

Toshiba America Business Solutions, Inc. (TABS), manages product planning, marketing, sales, service support and distribution of copiers, facsimiles, multifunction printing products, network controllers and toner products throughout the United States, Latin America and the Caribbean. Headquartered in Irvine, California, TABS comprises four divisions: the Electronic Imaging Division, Toner Products Division, Document Solutions Engineering Division and TOPAC, a subsidiary which operates a network of office equipment dealers.

Named the most favored manufacturer in six of the past seven years by the Business Technology Association (BTA), Toshiba's entire product line, customer support and marketing distribution policies are a marker for the industry. Among the many other awards garnered in recent years, Toshiba was named the "Copier Manufacturer of the Year" by the Marketing Research Consultants (MRC) in 1997, 1998 and 2001 and received the CIO Web Business award for its leading edge intranet site in 1998, 1999 and 2000.

TABS is an independent operating company of Toshiba Corp., the fifth largest electronics/electrical equipment company and the world's 44th largest company in terms of sales. Toshiba Corporation is a world leader in high technology products with more than 300 major subsidiaries and affiliates worldwide. Fiscal year revenue in 2000 was approximately \$54 billion.

For more information on Toshiba copier, facsimile and printer products, or for a local dealer, call 1-800-GO-TOSHIBA or visit the TABS Web site at either www.copier.toshiba.com or www.fax.toshiba.com.

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