

"My only surprise was all the things the Bottomline solution can do. It not only helps us electronically manage files, it can also convert Medicare 835 files into electronic reports that look like real Medicare EOB reports."

*Joanne McGreevy, Senior Software Engineer
Montefiore Medical Center*

Adaptable Forms Automation Solution Helps Montefiore Medical Center Dramatically Reduce Paper and Decrease Costs

Provider Profile

Provider: Montefiore Medical Center

Type: Academic medical center

Network Size: 133 locations, including four hospitals with 1,491 acute-care beds

Region: New York City metropolitan area

EMR: McKesson® HPF

The Results

- Reduced costs
- Reduced paper
- Increased productivity
- Improved clinician and staff satisfaction
- Improved quality of patient care



Situation

Montefiore Medical Center is the academic medical center and university hospital for Albert Einstein College of Medicine. Located in the Bronx and serving the New York City metropolitan area with 133 locations, Montefiore is nationally recognized for clinical excellence—breaking new ground in research, training the next generation of healthcare leaders, and delivering science-driven, patient-centered care. *U.S. News & World Report* ranks Montefiore among the top U.S. hospitals nationally and regionally.

In 2005, Montefiore was introducing document imaging to capture, store and retrieve medical records. As part of this solution, it needed a forms management system that would enable it to transform a host of different physician reports and other patient data into electronic documents that could be integrated into its new electronic patient folders.

Solution

Bottomline Technologies was selected to provide the advanced forms automation needed to help Montefiore eliminate printing, scanning and storing of paper reports and to act as an interface between the Medical Center's existing GE® Centricity® Enterprise system and its new McKesson® Horizon Patient Folder® (HPF).

"We were printing thousands of pages of physician order reports daily—literally using reams and reams of paper," said Garfield Cummings, McKesson Product Manager at Montefiore Medical Center. "The Bottomline forms automation solution was a big win for us since we no longer have to print these reports unless we are releasing a chart."

Bottomline's advanced forms automation technology takes standard output from the GE Centricity Enterprise system and converts it into attractive, functional and efficient electronic documents. Because they are formatted to match Montefiore's paper reports, they are easy for clinicians and other hospital personnel to use. The system maps inputs, formats data and automatically delivers the reports and indexing information to McKesson HPF for automated filing in the patient's medical record.

Why Bottomline?

Based upon functional synergy and the relationship with McKesson, Montefiore chose the Bottomline solution to meet its forms automation needs. "We were implementing the forms automation piece and the McKesson HPF in tandem," said Cummings. "Bottomline's solution provided the level of mapping we needed to interface with our physician order entry reports and deliver them to the imaging system in the format we required. The Bottomline and McKesson imaging system successfully went live together."

Results

Bottomline has helped Montefiore achieve its goals by eliminating unneeded printing and providing vital data and reports needed for the electronic medical record. Easy to use and extremely adaptable, the Bottomline forms automation and image integration solution effectively bridges Montefiore's systems while producing electronic documents that are essential for patient care.

Managing a Wide Variety of Reports and Data. At Montefiore, the Bottomline solution efficiently converts and manages a variety of reports electronically, including:

- Discharge summaries
- Discharge medication profiles
- Patient activity detail
- Detail observations
- History and physicals
- Progress notes
- Consults
- Laboratory reports
- Radiology reports
- Pathology reports
- Autopsies
- Appeal letters

"We had a wide variety of reports that we wanted to handle electronically, but we needed them to look as much like the printed report as possible," said Joanne McGreevy, Senior Software Engineer at Montefiore. "The Bottomline forms management system ensures that the electronic reports not only capture all the required data but also combine the logos, bar codes and other elements into the right place."

Decreased Costs, Reduced Printing and Other Benefits. Bottomline was invaluable in helping Montefiore decrease costs, reduce paper and printing, and improve efficiency and productivity.

Benefits include:

- Eliminated the cost of printing reports, including the associated expenses of paper, toner, other printing supplies and file room storage
- Eliminated the labor cost associated with filing paper reports and manually scanning them for inclusion in the electronic record
- Improved patient care and patient safety by quickly providing reports that are legible and easily accessed by clinicians
- Supported "green initiatives" by migrating paper processing to electronic delivery and storage
- Improved efficiency and satisfaction within the health information management department
- Helped leverage existing technology investments

Integration to GE Centricity and McKesson. Bottomline is interoperable with several Montefiore health information

management systems. It automatically collects data from the facility's GE Centricity Enterprise system—including the physician order entry, physician documentation, laboratory and radiology systems. After reformatting the data into customer-defined report formats, Bottomline interfaces with McKesson HPF, automatically sending completed reports to McKesson for inclusion in the patient's electronic record. By bridging the gap between systems, Bottomline helps Montefiore get the most out of its technology investments.

Extraordinary Service and Support. Bottomline personnel have provided Montefiore with exceptional support throughout the project. "The contribution of the Bottomline professional service team has been paramount to the success of the project," said Cummings. "We consider them an extension of our team. When we needed them, they were there and made it easy for us."

About Bottomline

For more than 20 years, Bottomline has been focused on software applications that optimize document-driven processes. As a result, Bottomline possesses both the proven solutions and the tested domain expertise to deliver consistent customer value and significant return on investment.

A leader in payment, document and invoice automation, Bottomline's solutions have been successfully installed for more than 9,000 corporations, financial institutions and healthcare organizations around the globe.



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