



Records Management System

Electronic Records Management System from TSH



Records Management (RMS), from The Systems House, Inc., is an integrated solution that manages the storage, retention, and retrieval of the various types of records stored at a hospital. RMS is currently in use managing documents as diverse as patient records, X-Rays, fetal monitor tracings, as well as payroll, accounting and human resource corporate records.

Using a web-enabled database approach, RMS manages the entire process – from the receipt of the records, locating the files in storage, responding to retrieval request, and ultimately to document destruction. The system is automated using bar codes and wireless technologies.

The system is multi-facility and multi-department by design. Extensive security is built into the product to insure that only authorized users gain access to the records that they may view and/or retrieve.

Container Storage: When records are ready to be stored off-site, they are cataloged using a web-based program, and placed in bar-coded containers for storage. The container is the primary unit of storage, and can be defined to suit your need. A container may include multiple “folders”. Folders may contain paper records, sleeve(s) of

films or electronic media devices/disks.

As items are placed in containers, the information is entered to build the “container file” on the RMS system. Pertinent information relating to each folder’s contents is entered, so that it can be located for retrieval. (Some examples of information to be recorded: Patient/Client identity, Record type: Paper, Microfilm, Imaging film, etc., Facility, Department, and Group identification).

When the container is “full”, a pickup request is entered to the central storage, electronically over the web.

Container Tracking: The container is tagged with a pre-printed bar-coded label. This label is used by RMS to track the placement of the container in a specific location in the warehouse. The initial scan occurs when the messenger comes to pick up the container. It is scanned once again upon receipt at the warehouse, and lastly with its location when stored in the warehouse.

RMS

Features:

- Web-based system able to service a large population of users
 - In all hospital campuses and physician offices
- Does not require the loading of any software at the clinics
- Uses browser technology to minimize support requirements.
- Manages multiple locations and document types - with differing storage and retrieval requirements.
- Continuously tracks the location of each document in a single secure database, so documents cannot get “lost”.
- Faster retrieval for the Provider using available on-line tools to quickly see what is stored.
- Record confidentiality is maintained by defined user access files with password control. Meets HIPAA requirements.
- Information requirements can vary based upon type of data being stored in each container.
- Uses business process automation to co-ordinate the life cycle (and destruction) of documents stored.

Key Benefits: *Provide these benefits to your users:*

- **Improve record storage and retrieval processes. Provide workflow efficiency:** Establish a more efficient and effective information infrastructure for your users.
- **Cost saving:** On-line retrieval system speeds document retrieval and reduces wasted time searching for documents.
- **Reduce lost documentation and related liabilities:** Reduce liability and risk of costly litigation caused by improper manual records management system.



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continued

Record Retrieval: Requests to retrieve records are made using a web-based procedure. Each user's logon is coded to grant them access only to those documents that they have permission to see and use (by location, department, and record type). A control number is assigned to each request, so their status can be monitored by all parties. To locate the required document(s), the user is able to search the document database by the data elements entered when the container is stored. This might include employee or patient name (or code), birth dates, range of storage dates, document types, etc.

The details of the request are then entered. For example: fax a specific document to a physician, or send the entire patient file via courier. The desired delivery method (fax, ship, stat, courier or regular) is entered on the request and transmitted to the warehouse.

At the warehouse, a ticket is generated with the request details. This information can be downloaded to a wireless or handheld device for wireless fulfillment, or printed for manual retrieval. The status of the request is recorded at each stage, creating transactional files and a complete audit trail for each item. The return of the document is recorded so that the location of each document is always known.

Inquiries: With RMS, you can review the status and transactional history of a specific record or group of records. This includes the ability to see contents of a given container with drill down capability to view the specifics of each document in that container. Similarly, all records pertaining to a patient can be viewed whether they are in paper, file, or X-Ray format.

Billing: RMS allows the Records Management Warehouse to bill users for the services provided. The billing can be based on the number of documents stored for each user (i.e., the number of containers or X-Rays). In addition, transactional services can be billed based on a per task performed basis. These include: pulls and refills, pages faxed, stat requests, courier charges and container pickups. Charges for additional services can be billed as well.

Record Retention: For each document type, the length of time to store the record is maintained. Reports are provided to monitor record retention and advise when records can be destroyed.

Summary: With the Records Management System from The Systems House, Inc., the entire document storage process is managed electronically with security, **efficiency**, and reliability. Our comprehensive system provides a low cost solution to the storage of the hospital's non-electronic documents, while at the same time providing a secure process to view, retrieve, and track the status of each document being managed.

For more information on RMS and Master Distribution System from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email sales@tshinc.com

Published by:
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