

However, it soon became clear that requiring clinicians to locate a single record among the various silos of patient information – including physical storage facilities, and paper and digital formats – could compromise care. This prompted the team at Lahey to pursue a more streamlined, efficient means of accessing this critical data. “Our goal was to ensure clinicians had the right information on hand at the right time,” says Lori P. Jayne, Director of Health Information Management and Privacy Officer for Lahey Clinic. “To do so, we needed to develop a workflow that digitized and delivered paper-based records on an as-needed basis.”

SOLUTION: AN INTELLIGENT, SELECTIVE IMAGING PROGRAM

To realize its goal of delivering the most important data to the point of care, Lahey opted to work with Iron Mountain, its long-time information management partner. Collaborating with Iron Mountain consultants, Jayne and her colleagues developed a paper-to-digital workflow that creates electronic abstracts of the most pertinent areas of paper-based patient records.

“Iron Mountain helped us hone in on the subset of information most critical to patient care,” explains Jayne. “We used the insight gained from this process to define a workflow for extracting that information from the record and creating a digital abstract.”

At the heart of this new process is the Iron Mountain Image on Demand solution. Image on Demand is a core capability of the Iron Mountain EMR Enablement Solution, which helps healthcare organizations connect patient information across silos and streamline the conversion of paper records to electronic form via customizable imaging, backup and storage options.

Image on Demand enables Lahey to digitize select portions of a patient record, develop an electronic abstract and

move these images to its EMR system. This process ensures that, once uploaded, the abstracts are instantly available to all clinicians in a single system throughout the continuum of care.

RESULTS: ACCESSIBLE INFORMATION, REDUCED COSTS

The Iron Mountain Image on Demand solution has delivered significant benefits to Lahey, which has realized greater access to patient information, reduced costs and increased revenue. “Once a record is scanned, we know that it will be available at the point of care, where it is most useful,” Jayne says.

The Image on Demand solution has produced significant results for Lahey, including:

**\$1
million**

in additional annual revenue by removing paper from its facility and converting the space into a laboratory

**2
hours**

of administrative time eliminated – per patient visit – that used to be spent helping clinicians prepare and search for records

**4
FTEs**

reallocated in the records department to higher-value tasks

And, as a key component of the Iron Mountain EMR Enablement Solution, Image on Demand is also playing a significant role in helping Lahey advance its EMR transition. “Adopting Image on Demand is critical to bridging the gap between paper and electronic records and providing the highest standards of patient care. Iron Mountain is helping Lahey Clinic to successfully prepare its EMR, and extend its benefits to our patients,” Jayne says.



ABOUT IRON MOUNTAIN. Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company Web site at www.ironmountain.com for more information.