

# SN ● CASE ● STUDY

---

Advanced Imaging  
Systems helps MUSC tackle  
a paper nightmare



**SOLVENT**  
NETWORKS

**We've worked with thousands of hospitals to secure millions of medical records, including HR files, patient records, credentials and other mission-critical documents. We've helped hospitals become paperless so that they can improve the patient experience, gain staff efficiencies, and mitigate risk.**

## **Matt Solomon, CEO Advanced Imaging Systems**

As the Medical University of South Carolina hospital's number of facilities and patient population grew, so did its workforce, eventually creating a huge backlog of paper human resources files. Thousands of documents on active and inactive employees, many well beyond their required retention dates, created headaches for the people charged with records management.

Just ask Kim Duncan, MUSC's current payroll services manager who previously served as manager of HR operations.

Here are just a few of the challenges they faced:

- The ability to locate records depended on manual processes, such as having a record of who last touched it and where they placed it, which often led to human error;
- Documents were filed by employee last name, which did not allow for quick searching for other information, such as date of employment or termination;
- Valuable square footage in the high-rent downtown Charleston area was being used like a warehouse;
- Records weren't easily accessible to staff not located near the storage room;
- If records were damaged or destroyed by a hurricane or flood (not uncommon in Charleston), they could never be replaced;
- Keeping records past their retention date created legal risks since MUSC would have to produce these documents if requested for litigation.

Although the HR staff could manage scanning new records, they did not have the manpower to digitize the huge backlog of paper documents that had accumulated

over time and through facility acquisitions. With file rooms bursting at the seams, MUSC considered moving some documents to an off-site warehouse, but that created concerns about accessibility and document security. That's when they turned to Advanced Imaging Systems (AIS) for help.

With more than 45 years of experience in document management, AIS had the resources and expertise MUSC needed to turn what would've been an enormous task for staff into a roughly two-month project.

"We've worked with thousands of hospitals to secure millions of medical records, including HR files, patient records, credentials and other mission-critical documents," said CEO Matt Solomon. "We've helped hospitals become paperless so that they can improve the patient experience, gain staff efficiencies, and mitigate risk."

Solomon recalled working with one mental health system in North Carolina that had more than half a million paper files, requiring two full-time employees just to fulfill document requests. "They didn't even know what they had. They just knew it was overwhelming," he said. "We were able to destroy roughly 215,000 files that were beyond their retention schedule, which reduced their scanning costs significantly. And they were able to redeploy the two staff members to more productive work."

Bulk digital scanning is one of numerous services offered by AIS, either on-site or in their high-security facility. They can also scan microfilm and microfiche so that all records are searchable in the same digital format.

The process starts with a pilot or proof of concept using one or two boxes of files to confirm that the finished scanned data meet the client's expectations and can be integrated

into the hospital's information system. From there, the client can opt for on-site scanning or turn everything over to the AIS team.

"We touch every page of every record, tag each file and determine what can be shredded securely and what needs to be scanned, and we create a complete disposition manifest," said AIS Account Manager Richard Ouzts, "which creates documentation needed for HIPAA compliance and assures the client every record is accounted for and tracked throughout the process." AIS prides itself on having meticulous full-time staff members who are incentivized to provide 100 percent accuracy.

At the end of the process, files are accessible to anyone who has the user rights from their desktop. Document retrieval time drops from days to seconds, and there is no need to worry about a document getting misplaced or misfiled. And in a disaster, the backed-up files can be recreated.

With MUSC, AIS picked up all HR files and moved them to their facility in Pineville, N.C., where they logged, tagged, prepped, scanned every document that required and not required to be retained, indexed documents for searching, created a master data file and securely routed everything back to MUSC to be imported into their existing system.

"The outcomes of that project were pretty simple," Ouzts said. "Now they have a disaster recovery plan, no more lost or misplaced files, and instant access for all authorized MUSC personnel who need it. Going forward, the staff can now keep up with the volume of new documents coming into their office."

"We also converted the previous storage space into cubicles for five people," Duncan said. "When we compared the cost of scanning to the cost of office space in downtown Charleston, it was a no-brainer. The return on investment made it an easy decision."

Duncan also appreciated the team's focus on customer service and reliability. "I really like the people, their business model and how they motivate their employees. It's like a family business. When you're handing over all of your records to someone, there's has to be a lot of trust. I would absolutely recommend them."

To take a [video tour](#) of the AIS facility, watch this [Thought Partner webinar](#) or visit them on the web. To set up a meeting, contact Solvent Networks.

---

**Now they have a disaster recovery plan, no more lost or misplaced files, and instant access for all authorized MUSC personnel who need it. Going forward, the staff can now keep up with the volume of new documents coming into their office.**

**Richard Ouzts, Account Manager  
Advanced Imaging Systems**

---

