



Bonutti Healthcare

Customer Success Story-Healthcare

The Bonutti Clinic, a medical facility devoted to the care of the musculoskeletal system, and Joint Active Systems, which manufactures Static Progressive Range of Motion Physical Therapy devices, are part of Bonutti Healthcare based in Effingham, Illinois. Serving 10,000 patients each year, the Bonutti Clinic offers a range of services including orthopedic surgery, urgent care and physical therapy. It also employs six physicians, four athletic trainers, two physical therapists and two occupational therapists. Joint Active Systems serves an average of 13,600 patients per year. In addition, there are more than 180 support staff that serve the Bonutti Clinic and Joint Active Systems.

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Mike Flach,
Director of Information Technology,
Bonutti Healthcare

Healthcare’s Director of Information Technology Mike Flach selected Questys Document Management Software. Unlike competitive offerings, Questys Document Management Software had all the features the firm needed, at a price point that was thousands less.

“Some of the solutions we looked at placed a limit on the number of documents you could store in the system and required expensive upgrades to raise storage capacity. One of the features that sold us on Questys was the software’s ability to store unlimited documents for one low price,” said Flach. “We also liked the ability to customize the solution to fit our unique business requirements.”

For example, Bonutti Healthcare’s associates can use Questys’ OCR functionality to quickly retrieve information using text searches. Prior to Questys, the average time spent to process and retrieve charts for Bonutti Clinic was four to five hours each, and for Joint Active Systems, two to three hours each. At an average pay scale of \$10 per hour, administrative costs were skyrocketing to hundreds of thousands of dollars per year. “With Questys, our nursing staff can easily check to see if a patient chart has been scanned using specific key words. If the file is in the electronic document repository, it won’t need to be retrieved from offsite storage, saving us valuable time and resources,” continued Flach.

Today, 40 concurrent users across all departments are now using Questys at the Bonutti Clinic and Joint Active Systems to scan patient charts into a centralized data repository. Since it was installed, Questys has increased employee productivity by 15 percent within the first two months of deployment, which enabled the firm to serve approximately 30 more patients on a monthly basis. “By streamlining the data archiving and retrieval process, and eventually eliminating the need for offsite storage and a dedicated staff member to retrieve those files, we expect that Questys will save Bonutti Healthcare hundreds of thousands of dollars each year on storage and payroll costs alone. That translates into lower patient costs and better customer service,” concluded Flach.

With more than 23,000 patients to serve, Bonutti’s expensive off-site storage facilities were nearing capacity and filing cabinets housing patient charts were encroaching on valuable office space. The clinic was desperate for a solution that would help the company: reduce its reliance on physical storage space, improve employee productivity, and minimize staffing costs associated with the time-consuming process of retrieving archived patient charts from offsite storage.

After researching its options and determining the need for an electronic document management solution, Bonutti

Overview:

COMPANY

Bonutti Healthcare

HEADQUARTERS

Effingham, IL

INDUSTRY

Healthcare

NO. OF EMPLOYEES

200 within two locations

BUSINESS CHALLENGE

Filing cabinets housing thousands of patient charts were overflowing into valuable office space at the Bonutti Clinic and its sister company, Joint Active Systems. The firm’s modest budget was stretched with the expense of off-site storage facilities nearly filled to capacity and consuming roughly \$400 per month in storage fees and retaining a full-time staff member whose sole responsibility was retrieving charts from its off-site storage facility.

SOLUTION

Questys Document Management Software: An intelligently designed, flexible electronic document management solution that improves productivity by simplifying the process of filing, storing and retrieving files.

RESULTS

- An accurate and cost-conscious document scanning system that streamlines data archiving and speeds the retrieval process.
- A 15 percent increase in employee productivity during the first two months of deployment due to the firm’s ability to search for and quickly retrieve documents electronically and onsite.
- An anticipated 100 percent reduction in storage requirements by the end of 2007.
- Bonutti Clinic/Joint Active Systems now saves thousands of dollars per month in labor and storage costs.

