



OrthoNet

White Plains, NY

**Client:**

**OrthoNet**

**Vertical Market:**

**Medical Billing**

*The following was OrthoNet's projected work volume and system configuration:*

- ?? *The daily volume of case management files would be 3,000 pages faxed in and 1,500 pages faxed out*
- ?? *The average size of a case management report would be 4 pages*
- ?? *Automated form data capture required for case management files*
- ?? *All database and index files would be placed on the existing corporate NT server*
- ?? *Scanning was to be used to process paper forms received in house*
- ?? *Integration work required to interface with existing EZ Cap System*
- ?? *Image storage and retrieval of case management records on RAID System with nightly tape backups.*

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## Client Situation:

**OrthoNet** is the nation's leading musculoskeletal disease management company that provides orthopaedic services to a number of health and managed care plans in the health care industry. Due to the large quantity of faxes both in and outbound, medical case management firms rely on the accuracy of information. Success depends on a solid medical information management system. OrthoNet realized the existing system required a solution to increase productivity, reduce costs and enhance their bottom line, so they began searching for an electronic solution to assist them process, store, and retrieve case management records more effectively. The need for a system with higher capabilities had arrived.

## The Business Challenge:

The majority of OrthoNet's client activity was directed and received through a manual fax and printer system. The daily volume of case management faxed files would be 3,000 incoming, and 1,500 outgoing. Client records were manually processed by OrthoNet Case Handlers, and stored in traditional file cabinets, which became time-consuming, costly, and inefficient. The existing procedures also restricted disaster recovery safeguards to protect vital information from loss.

## The Liberty IMS Solution:

The chosen solution was the LibertyNET™ Imaging and Document Management Turnkey System along with Cardiff's TELEform and RightFAX. LibertyNET provided on-site installation, and coupled with Cardiff's TELEform and RightFAX, leaders in document fax, form processing, archival and retrieval solutions. By investing in a combined LibertyNET-TELEform-RightFAX system, OrthoNet's staff could now receive, process, archive and search for documents from multiple independent sources of access, including Windows 95(98) or NET, fax, modem, and the Internet.

## OrthoNet's Benefit:

The LibertyNET-TELEform-RightFAX system, operating in a client-server environment, provided a streamlined system for processing, filing, and retrieving case management records. The system utilization was seamlessly scaled to address expanded forms processing and related data with any future dynamic increase in workflow.