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Barring Complications.

At South Georgia Medical Center, FileX bar coding answers complicated HR requirements with ease.

The numbers were daunting: 2400 employees, with each employee file organized into six subsections, which meant nearly 14,400 discrete subfiles. And to make the challenge even more complicated, HIPAA and other privacy mandates dictated a complex protocol for access, restricting certain types of information to certain categories of staff. With so many files and so many requirements, how would the HR department at South Georgia Medical Center ever manage to digitize its records successfully?

It turns out all SMGC had to do was take a swipe at it—with the convenient bar coding offered by FileX from Digital Filing Solutions (DFS).

With FileX, the hospital is now making its HR digital conversion with ease and confidence, according Diane Mauldin, SGMC Human Resources Director. “It all just fell into place,” Mauldin says.

In fact, the system works so well and so simply, she says, that the department has been able to add to those six original subsections—pre-employment, licensing, salary information, job descriptions evaluations, competencies and miscellaneous—brand new subsections to cover areas such as legal and benefits, so that now an employee file may have as many as 15 subsections, all with access that precisely fits the hospital’s needs.



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Mauldin notes that initially she considered a drop and drag system; however, choosing both the bar codes and FileX was the result of a careful deliberative process.

Scanning the options: It began with a six-person committee search which identified three potential digital systems, a list that was then narrowed to two.

“Once we went on-site to observe another FileX customer and saw the system being used hands-on, it was an easy decision to make,” Mauldin says.

Leon Tucker, Senior Systems Analyst/Programmer at SGMC was also on the committee, and while he notes that “FileX was at the top of my short list from the beginning,” after the on-site visit the committee’s decision was unanimous.

Ease of use was an important factor in the choice, but so, too, was the flexibility and customization that FileX offered. As Mauldin points out, “No two organizations are alike, and FileX was able to respond to our uniqueness and to the specifics of what we wanted to do.”

The bar code was a case in point. “We really like the FileX methodology behind it,” Mauldin says. “My initial fear was that we would have to scan each piece of paper but it’s been very simple.”

No hang time: FileX training, notes Mauldin, has been “very, very thorough. We felt like we had all the information we needed to be sure our decision was the right one, but once the training began it really gelled.”

Tucker is also pleased with how user-friendly the system has proven to be. “A couple hours of training and you’re ready to go,” he says. “People leave the training session and they can do the job.”

DFS service has also proven as prompt and as client-centered as the FileX product, Mauldin says. “We’re never left hanging. I’ve been through several system conversions, and I can say we couldn’t have asked for better service.”



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To save the cost of a new hardware purchase, the hospital put FileX on a server on existing hardware, and when a hardware problem resulted in a loss of system recognition, Tucker says, “I sat down in front of the machine, called DFS and they walked me through it right then. No waiting at all.”

An investment hit that covers more bases: Making wise economic choices, like stretching the life of hardware, is important to SGMC, a 335-bed not-for-profit hospital that provides, full-service acute care to a multi-county area in South Georgia and North Florida. The hospital’s critical mission—which includes six centers of excellence, among them open heart surgery and the area’s only Level II neo-natal nursery—means every investment must more than pull its weight.

That’s another reason FileX has proven to be a good choice. Although there are no figures yet for the return on investment, “we fully expect the system will provide us what we need,” Mauldin says, Not only with the elimination of off-site paper storage but also with the creation of cost centers offering managers secure access to respond to any particular situation at the time they need to.

And while the two scanning stations are currently in use to eliminate the HR paper backlog, Tucker notes they will be used in the future for other departments now eagerly awaiting their own digital conversions with FileX. “Payroll, employee health, training and education—they all have information that’s separate from HR,” Tucker points out.

In the meantime, Mauldin’s department is working through different combinations of its human element to come up with the best scanning procedure. “That’s another thing we like about FileX,” she says. “DFS doesn’t pressure us. They work at *our* pace.”

In fact, she says, “They’ve made sure we’re comfortable each step of the way.”