



Newton Clinic Finds the Perfect Match for Streamlining Document Management

Document management can be a tedious and time-consuming process for healthcare providers. When files aren't updated right away, it can lead to complaints from physicians who are unable to find the necessary information to make informed decisions. This was the experience for one group of providers, who found that they needed a more efficient solution to fix a slow, manual process.



Challenge

Newton Clinic was overwhelmed during a worker shortage with a growing number of documents that needed to be indexed to patient files in the EMR.

Mark Thayer realized he had to make a change in his medical records process. He was getting tired and frustrated of hearing negative complaints at each monthly board meeting from his physicians. They had upwards of 2,500 documents piling up on desks and in bins that needed to be scanned and then attached to patient charts. Existing staff plus local student workers wasn't leading to a solution – a problem exacerbated by a worker shortage during the pandemic. In search of a solution, the provider reached out to InDxLogic.



Solution

InDxLogic was able to automate document management for Newton Clinic to ensure that all documents are properly tagged, organized, and ready to access when they are needed.

InDxLogic allows for accurate matching of patient information to their files, which makes it much easier for clinicians to access and make clinical decisions in a timely manner. By using InDxLogic to automate their indexing processes, Newton Clinic can save time and resources, allowing their staff to focus on other important tasks.



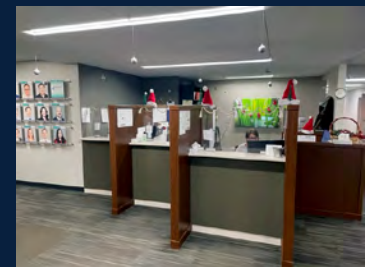
Results

Within 6 months, Newton Clinic was sending 85% of their documents to the chart automatically and the backlog was resolved. Documents are now being indexed typically in under 2 minutes. The physician are very happy.

Newton Clinic physicians now have access to all of a patient's relevant medical information and don't have to wait for this information to be manually filed later – sometimes even weeks later. This way the facility can make treatment decisions that are in the patient's best interests without delays. The provider was so pleased with the results that they "plan to make the success of InDxLogic a monthly discussion topic at board meetings."

Newton Clinic

Newton Clinic is a multi-specialty clinic serving the citizens of Newton, Iowa and the greater Jasper County area. Twenty providers offer health-care services in the areas of family medicine, obstetrics, gynecology, internal medicine and podiatry. Newton Clinic is owned by the member physicians and employs about 60 full-time employees. Their 17,000-square-foot facility includes a full-service laboratory, full-service X-ray department, obstetric ultrasound unit, fetal non-stress testing unit, video flexible sigmoidoscope unit, treadmill, and three surgical procedure/casting rooms. The physicians of the Newton Clinic primarily admit patients to MercyOne Newton Medical Center.



"Our patients were provided better care by having documents in their file faster and not just sitting in a pile."



Mark Thayer
Practice Administrator
Newton Clinic