



Comprehensive Medical Management Ends Document Dilemma with High-Speed, High-Capacity Solution

The Challenges

- Limited scanning and archiving abilities
- Insufficient document security and auditing
- Document issues could disrupt customer service
- Lacked a disaster recovery plan

ProSource Solutions

- Implemented high-speed scanners with large 1,000-page document feeders
- Provided Konica Minolta MFPs, scanners, and training for all software and hardware
- Installed ACMS document management system, complete with security features that track and protect archived documents

“When we needed a foolproof, high-speed, high-volume document management system, ProSource had the answers, the equipment, and the service we needed — and they had us up and running in no time.”

*— Matt Jansen
Director Information Systems*

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Background

Comprehensive Medical Management of Newport, Kentucky, is a multi-state expert in billing services for anesthesia, emergency departments, pain management, and other independent groups and hospitals. They also offer services in billing, credentialing, cash flow management, managed care contract negotiations, hospital subsidies, and financial services. Consequently, paperwork is a crucial part of their operations.

The Challenges

With such a large volume of paperwork, Comprehensive Medical Management lacked sufficient means to efficiently capture, archive, and retrieve customer files. Disaster recovery had also become a concern, so the need for a fast, reliable system was top priority.

ProSource Solutions

ProSource implemented high-speed scanners with a 1,000-page document feeder, allowing Comprehensive Medical Management to batch-scan large amounts of information at top speed. ProSource also provided MFPs to supplement scanning. Alchemy ACMS was installed for document management and security features that track and protect archived documents by limiting them to a read-only format. The software and scan stations were installed within a few hours, and training was completed within three days. Comprehensive Medical Management has seen its productivity increase dramatically thanks to batch scanning and fully secure data.

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