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infolinx
records management

Jackson-Madison County General Hospital
Case Study

Superior tracking of Patient Medical Charts
is driving force to partner with
Infolinx on life-cycle management

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–Wade Benton Wright, Operations Supervisor for Health Information Management

Jackson-Madison County General Hospital (JMCGH) is the flagship of West Tennessee Healthcare. With more than 600 licensed beds, Jackson-Madison County General offers comprehensive healthcare and is the only tertiary care hospital between Memphis and Nashville, serving the 17-county area of rural West Tennessee.

Like many other health care facilities, JMCGH is transitioning between a paper-based medical record and a fully integrated and true electronic medical record (EMR). While the patient is in-house, the medical record at JMCGH is considered a hybrid record, consisting of both paper and electronic documentation. Upon discharge, the paper medical record is delivered to the Health Information Management (HIM) department to undergo a document imaging process, producing a comprehensive EMR facilitating subsequent medical care, permanent retention, and information retrieval and release. Although the HIM Department of JMCGH had many manual processes in place to monitor the receipt, tracking, retention, and destruction of charts, the combination of ever higher volumes in conjunction with the labor-intensive imaging process led to increasing instances of 'misplaced' records. Additionally, the lack of a contemporary, automated solution for the timely disposition of the charts led to an increasingly unmanageable file room.

"Prior to Infolinx, finding one paper medical record amongst hundreds of paper medical records was like trying to find one specific needle in a stack of needles" said Wade Benton Wright, Operations Supervisor for Health Information Management at JMCGH.

With the implementation of Infolinx Web, a contemporary, thin-client enterprise physical records management application, JMCGH now has the ability to efficiently track the physical paper medical record throughout its life cycle. By integrating Infolinx with other host systems already in place at JMCGH, processes were also streamlined. "In contrast to our previous manual process subject to human error, Infolinx allows us to know what records are

available for pick up or expected to be received into the department" said Wright. "Infolinx interfaces with our facilities ADT (Admission, Discharge, and Transfer) information system to automatically and electronically identify which patients and where patients have been discharged."

Wright continued, "With the document imaging staff being located in numerous locations across the campus, Infolinx gives us the knowledge of where any given chart is at any given time. This is especially beneficial when specific records are needed while undergoing the multi-step process of document imaging. Additionally, when the retention time for a chart has lapsed, Infolinx gives us the ability to quickly identify the location of those records that we can destroy."

The Jackson-Madison County General Hospital partnership with Infolinx has elevated their standards for compliancy, protected patient information and helped them improve their quality of care to the local residents. Summarizing his experience with Infolinx, Wright commented, "The project manager, software engineers, and other technical support personnel with Infolinx made the system development life cycle a smooth process. The transition between the initiation, analysis, design, and implementation phases of the Infolinx project at JMCGH proved to be a straightforward and trouble-free endeavor. Our on-the-fly requests for customizations or other software demands were met with straight, timely, and thoroughly explained responses. On-going support from Infolinx is prompt and easy to acquire, especially using the instant online support sessions.

Unlike other projects that I have been involved with, now that the system has been implemented, I do not feel abandoned by the staff at Infolinx. It has truly been a refreshing change and a joy to work with the staff at Infolinx System Solutions."

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