



For Security. **Forever.**

Acute Care Center out of Space for Records

Client: Acute Care Center

Challenge: Switching to a terminal-digit filing system required a manual purge of medical records. Handwritten logs and extra staff were required during this tedious process.

As one of the larger medical facilities in its area, this acute care center sees more than 25,000 inpatient adults and children a year. It offers 760 beds and 102 bassinets and is staffed with over 700 physicians. A leader in emergency services, it boasts a level I trauma center and a freestanding birthing center.

The medical facility in this study has worked with Underground Vaults and Storage (UV&S) since 1965. It switched to a terminal digit filing system in 1995. The switch created a problem for their internal records center when it became time to purge documents. Employees had to manually go through all of the charts for a purge and keep a handwritten log. The change in records management procedures proved to be tedious and required extra staff.

Underground Vaults and Storage's

consulting service provided a customized solution to their problem.

The clients' Health Information Manager, a Registered Health Information Technician (RHIT), stated, "UV&S worked with us to create a database file that broke down outpatient and inpatient files. We used this printout to double check when we were performing a purge."

"UV&S provided knowledgeable staff to do the organizing, labeling, and packing of the files on-site. The files were then picked up by the UV&S couriers and taken to their nearest storage facility."

This project continues each year. For example, last year UV&S purged one year of medical records or 2,259 boxes for the hospital. Prior to that, UV&S helped open up more filing space by purging 2 years or 4,120 boxes of

patient records.

“Since UV&S helps us every year with this purge project, they have a great knowledge of how our filing system works. They understand how we want our files to be purged and boxed. Their year after year assistance is economical for us because we do not have to train outside people each year on how to conduct our purge,” stated their health information manager.

Once records are purged and delivered to UV&S, the medical facility can access any record they might need. “We use the UV&S refile and retrieval service daily. We call back multiple records for patient care needs and other requests for information. Recalling is an easy process. I can simply order the newer files from my computer, and they bring things in a timely manner,” the manager stated.

At times, records must be retrieved as quickly as possible, often within the hour. “When a file is needed in an emergency situation, we just call them and have them fax it over to us or directly to the requester. They respond

very well to our requests,” said the manager.

Working with UV&S has proven to be a pleasant experience. “UV&S has great customer service. They are most helpful and very responsive to our questions and needs. They are open to working with us in whatever way needed. Most important, they can find the medical records we have stored at their facility. I do recommend UV&S to others due to the good services they provide.”

“They (UV&S) are most helpful and very responsive to our questions and needs. They are open to working with us in whatever way needed.”

-Quote from the RHIM
(Registered Health Information Technician)

