

## THE BACKGROUND

Like most hospitals and medical centers across the U.S., Holy Name Hospital generates an abundance of forms for each patient – many with multiple copies. And they generate even more forms for insurance purposes, for clinical applications, and for internal documentation requirements. Printing and processing the forms was a time-consuming process. Hospital staff printed the form on pin-fed printers and had to burst them manually, separate them into stacks, file them, and mail them to agencies that don't accept electronic transmission of patient and billing data. Added to that time-consuming process were the nursing staff's constant requests for updating forms – no small project when the revision and publishing process for each form took up to three weeks from start to finish.

## THE SOLUTION

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When the hospital staff complained that they needed a quicker cure for their forms ailments, Mike Skvarenina found the EZeDocs/400 iSeries software solution (formerly known as EZPrint/400), from ACOM and knew it was the best remedy.

“Before we started using the EZeDocs/400 software, we had to submit a request to our in-house printing department to have the original artwork for a form changed. Several weeks later, we'd finally have the new form we requested. We had to go through that process for every one of our forms,” explained Skvarenina, Director of Information Services for Holy Name Hospital.

But all that has changed now that the hospital uses the EZeDocs/400 eForms module. Holy Name Hospital's staff now designs its own forms and prints them on more than 40 duplex laser printers located throughout the hospital. “Our forms are more legible and attractive, and the printing process is much more simple,” said Skvarenina. “Using some of the more advanced features of EZeDocs/400 makes it possible for the nurses to print all of the forms necessary for a patient's stay with the click of a button, instead of manually selecting the forms from our list of 150 forms already developed. We even print our W-2 forms using it.”

“And when the nursing staff request changes to a form, they're often treated to same-day service,” continued Skvarenina.

Diane Carlone, I.S. coordinator and primary designer of the hospital's forms, agreed. “EZeDocs/400 allows me to quickly

make changes or develop new forms as the need arises. The forms module is so easy to use that I really didn't need any training to get started. In fact, I really enjoy this part of my job because it's so easy and I see such professional results.”

## SUCCESS!

***“Basically, the EZeDocs/400 software has made all of our lives easier.”***

In addition to streamlining the hospital's form development process, Holy Name no longer has to store the many different types of preprinted forms they formerly used.

This added benefit has resulted in significant cost savings. When new forms are developed, they don't have to scrap existing, expensively produced forms. Instead, each form can be revised online, and available immediately in its new and improved electronic format.

“Basically, the EZeDocs/400 software has made all of our lives easier,” Skvarenina concluded.

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