



NYS OFFICE OF MENTAL HEALTH

PAPERLESS RECORDS AND PURPOSEFUL EMPLOYMENT

The New York State Office of Mental Health manages New York's public mental health system from multiple psychiatric facilities located across the state. Collectively, these facilities work in conjunction with a variety of local governments and non-profit agencies to offer more than 2,500 programs and initiatives that serve over 500,000 individuals yearly. In order to maintain adequate health care to such a significant number of people, it is important that patient records be easily accessible to medical staff while simultaneously maintaining strict confidentiality and security.

THE CHALLENGE

An inefficient, obsolete record keeping system and a displaced workforce

In 2008, OMH began to realize the difficulty of maintaining efficient and effective control over a large (and rapidly growing) volume of medical information in the form of paper records. The burden of thousands of paper documents was mounting as OMH began running out of storage space in locations around the state – 78,000 boxes worth of patient records, spanning over 80 years of health cases. The need for an across-the-board efficient and standardized record management system was apparent – not simply for convenience, but more importantly, for patient health and safety.

OMH was also concerned about fulfilling their goal to help find gainful employment for potentially hundreds of otherwise displaced New York State OMH consumers. As an important recovery element, employment can provide consumers with "personal satisfaction" as well as "increased personal independence and a meaningful role in society."

THE SOLUTION

Paperless record-keeping, file compression

eBizDocs' objective was to convert OMH's inefficient paper records into electronic documents which can be maintained in a single, centralized, and secure Electronic Record Management (ERM) system. An effective, well

"Gainful employment is an important element of recovery and, as one recipient of mental health services recently told me, it is the best stigma buster of all time."

**SHARON
CARPINELLO**

FORMER OMH COMMISSIONER



VERTICALS: MEDICAL & GOVERNMENT



SERVICES: MASS SCANNING & CONSULTING

THE SOLUTION (CONTINUED)

managed paperless system greatly reduce the risk of medical errors and improve the quality of medical care and treatment. When OMH notified us to their concern for server space, we introduced them to electronic file compression. Using Luratech's PDF compression software, we were able to compress OMH's 300 DPI color PDFs to 10% the size of the originals while maintaining exceptional quality.

Equal in its commitment to superior quality service and cutting-edge electronic record management is eBizDocs' passion for serving the needs of the community. As a New York State Industries for the Disabled (NYSID) partner, the company has consistently provided gainful employment for many New Yorkers with disabilities, including U.S. military veterans. eBizDocs immediately recognized an exciting opportunity to team with OMH to provide jobs for those with a history of mental illness.



THE RESULTS

Instant access to records, reclaimed storage space, and gainful employment opportunities

Digitizing OMH's paper into electronic records effectively eliminated the risk of misfiling or even losing important information. Storage space was reclaimed at multiple facilities. And rather than spending time searching for a patient's record, staff can now access medical information instantly. There is also minimal file storage and load time thanks to PDF compression. Besides going paperless, OMH was also able to fulfill their mission. Traditionally displaced workers found meaningful jobs. And many of them participated in the OMH record conversion project.



eBizDocs is an award-winning electronic content solutions provider. Services include: cloud and premise software solutions, paper and microfilm conversion, scanner sales and service, and process consultation. With a strong commitment to quality and service, eBizDocs has been a center of excellence since its inception in 1999. eBizDocs serves both private and public-sector organizations, and is a preferred source contractor for NYS entities. eBizDocs has received numerous honors and awards, which, paired with satisfied customers, solidifies its status as a dependable leader in the content management industry.

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