Margaret Mary Health Chooses a Fast Track ChartMaxx Implementation
September 9, 2013

Margaret Mary Health, a not-for-profit critical access hospital providing inpatient and outpatient services to surrounding Batesville, Indiana communities, provides a broad scope of services including 24-hour emergency, family-centered maternity, outpatient rehabilitation, home health, hospice and oncology.

As part of the hospital’s mission to be the best health care provider for the local communities, Margaret Mary Health announces the beginning of their ChartMaxx implementation project that includes seamless Meditech integration, migration of records from their Valco system, eForms, and an outbound document interface to their existing customer portal.

Beth Rohlfing, Manager of Medical Records and Project Manager at Margaret Mary Health for the ChartMaxx implementation, commented that “Seamless integration with our Meditech system was important to us. With ChartMaxx’s iLaunch integration, our physicians will have access to all the information they need from Meditech. They won’t even be aware that some of the information and images will be coming from other systems.”

The eight-time Best in KLAS award winning ChartMaxx system will be used by the Health Information Management department to provide one source for the complete legal medical record, automate clinician deficiency completion, enable physicians to edit scanned documents, and provide selected documents for patient viewing via the patient portal.

Margaret Mary Health will also use ChartMaxx’s Registration Assistant features and workflow to ensure that essential documentation and information is gathered during the registration process, thereby accelerating their billing processes and revenue capture. Using a signature pad with ChartMaxx at registration will also eliminate several pieces of paperwork for each patient and make the patient registration experience quicker and smoother. In addition, ChartMaxx cabinets, drawers and folders will be used for storage and retrieval of faxed orders – streamlining the current cumbersome, paper-based process.

The coders at Margaret Mary Health will also benefit. The current process is paper-based and begins with printing a daily report and using it as a check off list. Automating coding with ChartMaxx will provide customized work lists of items for the coders that will indicate if the necessary documents have arrived and the chart is ready for coding, or if specific documents have not arrived in a timely fashion and require follow up. Beth anticipates that the hospital will be able to achieve its vision of allowing coders to work from home after the ChartMaxx system is in place which often increases staff satisfaction.

There are also plans to expand the role of ChartMaxx into clinics and potentially the home health setting, “ChartMaxx is easy to use and flexible so we plan to take advantage of its features, workflow and 24/7 document access in many different departments and settings,” she added.
The ChartMaxx system including eForms and workflows will also be pivotal in automating key processes for the Patient Financial Services department, resulting in reduced denial rates and Accounts Receivable days. Donna Metz, Director of Business Office, said “ChartMaxx was the best solution for us to use in the back office to shorten timeframes, provide the information that we need from the point of registration and automate time consuming processes like denials management and refund requests.”

Trisha Prickel, Manager of IS Systems at Margaret Mary Health, adds “ChartMaxx is the right solution to meet our needs. Unlike the other systems that we evaluated, it met all of our core functionality requirements.” Specifically, Margaret Mary was looking for a comprehensive, enterprise-wide solution that provides a seamless interface with Meditech, strong workflow capabilities, and healthcare domain expertise. “ChartMaxx was the only system we evaluated that focused exclusively on healthcare, and we felt that was an important requirement for a system that we are counting on to meet our current and future needs,” said Trisha.

Additionally the ChartMaxx system will be used enterprise wide to automate processes and manage data for Human Resources, physician credentialing, orders management, labs and radiology processes, and Materials Management. Trish remarked that “ChartMaxx is the perfect system to support our Lean Initiative – we plan to use it to automate manual processes that currently rely on paper throughout the enterprise.”

For more information about the ChartMaxx Enterprise Content Management solution with Business Process Management, visit ChartMaxx.com or call 800-444-6235. For more information about Margaret Mary Health, visit MMCH.org

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Quest Diagnostics Contacts
Karla Sartori (Media- ChartMaxx): 513-204-2625
Wendy Bost (Media-Quest Diagnostics): 973-520-2800
Dan Haemmerle (Investors): 973-520-2900