

## CASE STUDY

# Achieved Exceptional Results & Met Compliance Goals in Electronic Archiving of Documents

## Type of Organization

One of USA's largest  
Home Infusion Service providers

## Location

65 locations across USA

## Size of Organization

1,001-5,000 Employees



## The Challenge



Lack of synchronicity in  
patient records arising from  
physical to digital archiving



Huge backlog of documents  
for indexing on the new  
electronic platform



Lack of workforce capability  
due to cost constraints



Incorrect indexing of  
documents



Exponential increase in filing,  
re-filing and retrieval  
processes



## HelioNext Solution



Implemented offshore processing to save costs and deliver high-quality services



Introduced unique technology, training and standardization initiatives



Incorporated seamless processing for error free and up to date work



Ensured time management



## Results



Streamlined information access and improved timeliness with unified and consistent methodology for records classification



Improved documentation quality, archiving and retrieval using a new platform



Achieved compliance goals related to document security and patient privacy



Indexed more than half a million documents for more than 65 client locations every month