

Healthcare Provider Digitized Patient Charts for Faster Records Access

A medical facility in Conway, South Carolina, near Myrtle Beach, needed a better way to manage patient charts stored in boxes and file folders. Southwest Solutions Group converted 39 record boxes into indexed digital files, provided encrypted online access, and securely shredded the original paper records after the holding period.

INDUSTRY

Healthcare

Patient records management project for a family healthcare practice.

LOCATION

Conway, South Carolina

Medical records scanning project completed for a family healthcare practice in Conway, near Myrtle Beach, South Carolina.

FACILITY TYPE

Family Health Practice

The records included patient charts used for daily healthcare operations.

SOLUTION

Medical Records Scanning

Paper patient charts were converted into searchable digital records for faster retrieval.

PRODUCTS USED

Patient Chart Scanning and Secure Shredding

The project included scanning, indexing, encrypted delivery, records retention, and final shredding.

OPERATIONAL GOAL

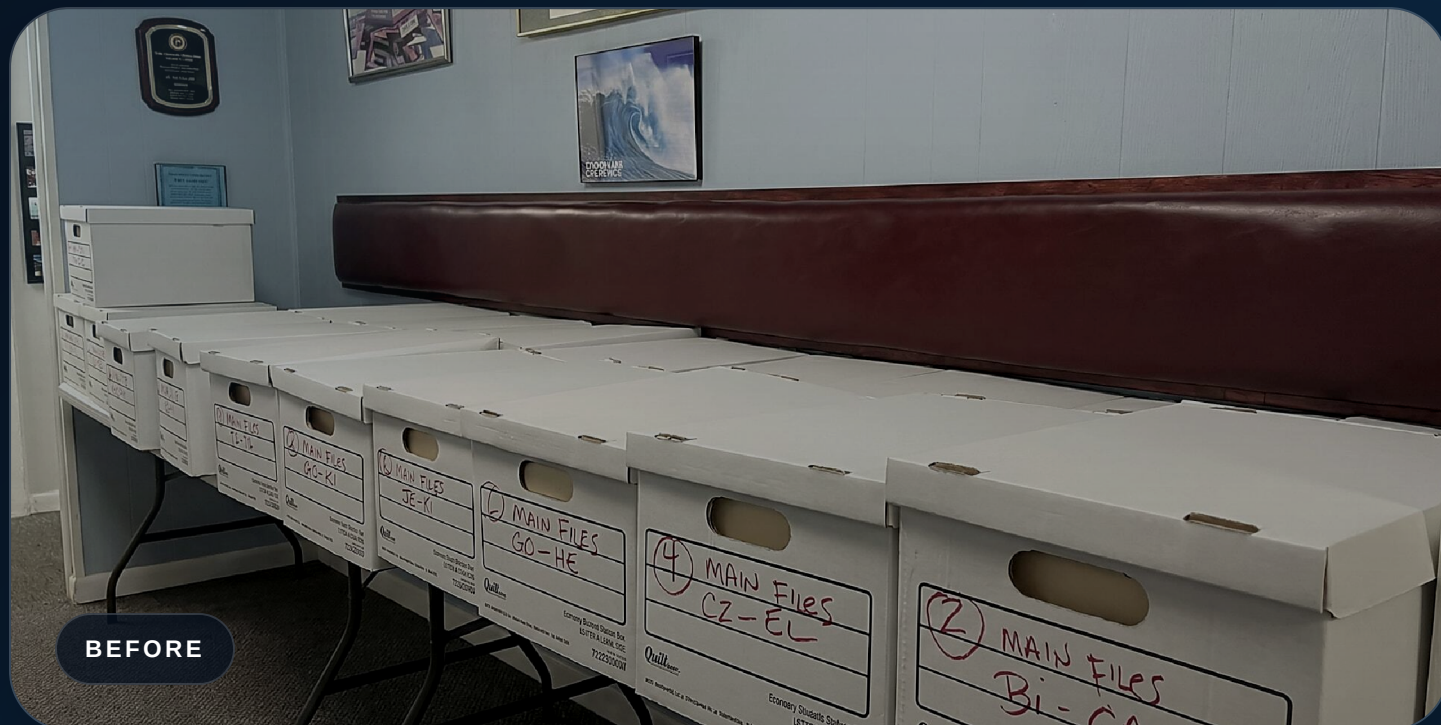
Improve Access and Reduce Paper Storage

The practice wanted to eliminate offsite storage, recover space, and give staff faster access to charts.

THE PROBLEM

Paper medical charts took up space and slowed retrieval

The medical facility in Conway, South Carolina, near Myrtle Beach, managed patient records in boxes and manila folders. The practice wanted to move away from physical chart storage so staff could find, share, and manage records through a more accessible digital process.



BEFORE

01

Boxes of Patient Charts

Patient charts were stored in record boxes and manila folders. These paper medical records used space that could support other practice needs.

02

Offsite Storage Costs

The medical facility was running out of space and paying for offsite records storage. Keeping charts offsite made access slower and added an ongoing storage burden.

03

Limited Chart Access

Paper files made it harder for multiple staff members to use the same chart at once. The practice wanted searchable digital records that could be retrieved from computers instead of pulled by hand.

THE SOLUTION

Medical records scanning with indexed digital delivery

Southwest Solutions Group scanned 39 record boxes of patient charts for the medical facility. The healthcare provider supplied a data file with searchable fields, including patient name, date of birth, insurance code, allergies, and other chart criteria. Scanned PDFs were reviewed for quality, connected to indexing data, uploaded to an encrypted access site, and followed by secure shredding of the original paper charts.



SOLUTION

DIGITIZATION STRATEGY

Paper patient charts became searchable PDFs

Southwest Solutions Group converted the medical charts into digital PDF files. Each record was connected to the medical facility's data file so staff could search using familiar patient record fields.

WHY THE PROCESS FIT

Batch scanning supported active records access

The healthcare provider sent boxes in manageable batches. Completed files were uploaded to an encrypted site as they were digitized, helping the practice keep access to charts while production continued.

OPERATIONAL IMPROVEMENTS

Less paper storage and better chart availability

Digitizing the charts helped the practice remove offsite storage, recover floor space, and reduce dependence on physical files. Staff could access records from computers, including simultaneous access by multiple users.

A controlled patient chart scanning process for 39 record boxes

The project converted paper medical charts into organized digital records through a structured document scanning workflow. SSG used batch handling, manifest checks, indexing, scanning, quality control, encrypted delivery, document holding, and final shredding.

01 ON-SITE ASSESSMENT

Confirmed the patient chart conversion scope

The project was scoped around 39 record boxes of patient charts and the medical facility's goal of reducing physical records storage. The healthcare provider also supplied a data file with the fields needed to identify and search each chart.

02 SECURE DOCUMENT TRANSIT

Received medical chart boxes in batches

The medical facility sent boxes of medical charts for scanning, including an initial batch of about 20 boxes. This approach supported controlled processing as records moved through the digitization workflow.

03 DOCUMENT PREP

Matched charts to the customer-provided data file

Southwest Solutions Group performed a manifest and quality control check to confirm patient charts matched the ASCII delimited file provided by the healthcare provider. This step aligned the paper files with the indexing structure used for digital retrieval.

04 INDEXING BLUEPRINT

Defined searchable fields for chart retrieval

The indexing plan used the medical facility's search fields, including last name, first name, date of birth, insurance code, allergies, and other chart criteria. Those fields were connected to each scanned PDF.

05 PRECISION SCANNING

Converted paper charts into PDF files

The paper patient charts were scanned and converted into digital PDF records. The project data notes production capacity of about 7 to 9 boxes per day per team.

06 IMAGE PERFECTION CHECK

Reviewed scanned images before delivery

A quality control team visually reviewed the digitized PDF images before the files were made available. The process also included adding a data field so the full set of searchable fields could connect to each scanned chart.

07 CUSTOM DIGITAL DELIVERY

Uploaded scanned charts to an encrypted access site

Completed files were uploaded to an encrypted site with username and password access. The medical facility could download the charts for use in its own system or keep them in the encrypted cloud-based system.

08 FINAL DOCUMENT DISPOSITION

Held original records before secure shredding

The original documents were held for about 60 days after scanning. After the healthcare provider selected shredding services, Southwest Solutions Group securely shredded the boxes of medical patient charts.

RESULTS

Searchable digital charts replaced physical records storage

The project helped the medical facility move patient charts from boxes and file folders into searchable digital records. The practice reduced paper storage, improved staff access, eliminated offsite storage, and recovered floor space previously used for files.

PRIMARY OUTCOME

39 record boxes converted into indexed digital files

Southwest Solutions Group scanned 39 record boxes of patient charts and provided digital access through an encrypted site. The project helped the practice replace physical chart storage with a more accessible records process.

WORKFLOW

Faster retrieval without pulling physical charts

Digitized charts could be accessed from computers instead of searched manually in boxes or file folders. Multiple people could access the same record at the same time.

ORGANIZATION

Searchable PDFs connected to patient data fields

The scanned PDFs were connected to indexing fields from the medical facility's data file. This made charts searchable through the patient information the healthcare provider already used.

LONG-TERM VALUE

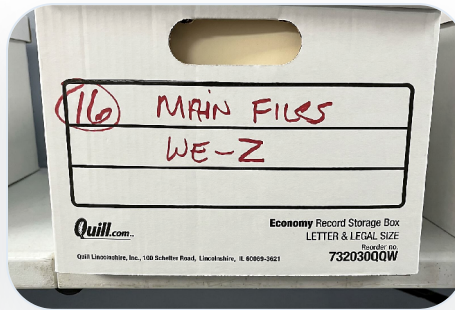
A cleaner records management process

Moving from chart boxes to digital patient records gave the practice a more usable way to manage access. Secure shredding removed the remaining paper after the holding period and completed the transition.

PROJECT PHOTOS

Before and after photos from the patient chart scanning project

The gallery shows paper chart storage before scanning and the completed records conversion work for the medical facility.



READY TO SOLVE A SIMILAR PROBLEM?

Need to digitize patient charts or business records?

Southwest Solutions Group helps organizations scan, index, deliver, and securely dispose of paper records after review.

Request a consultation to discuss your document volume, access needs, indexing fields, encrypted delivery options, and final disposition process.