Access

How Digitization Allowed Penn State Health to Reclaim Space and Improve Access to Records

PennState Health

The Challenge

At Penn State Health's facilities, charts and other patient records were completely paper based. Over time, the thousands upon thousands of records grew into millions and became incredibly burdensome to store onsite.

Managing all this paper demanded time-consuming processes and intensive manual work, leading to high overhead and frequent training costs for new staff. There was also a major disconnect with the electronic medical record (EMR) system, which had been implemented in Penn State Health's physician clinics. The new system was there, but the records were still on paper, offering limited visibility and causing difficulties in retrieving patient records.

> Prior to Access, our records were completely paper-based. Our process was labor intensive and systems were limited."
>
> **Tony Wood, HIM Program Manager**

The Solution

The organization knew it had reached a point where documents needed to be converted to digital and into a system that could improve access and scale with future growth. The task ahead was daunting as they had over 1.4 million records spread across 40+ locations, so Penn State Health relied on its established relationship with Access to guide the transition.

The project to convert hundreds of thousands of paper records to digital required expertise in security, chain of custody, and regulatory requirements that Access was ready to provide.

About Penn State Health

Industry Sector
Healthcare & Hospitals

Location
40 centers across Pennsylvania, United States

Company Size
Enterprise, 13,000+ employees

Access packed, picked up, transported, and inventoried over 1.4 million records across 40+ different locations, making their physical records available digitally. Over 800 file requests are processed monthly, and records are delivered electronically to their portal and enterprise content management (ECM) platforms. Penn State Health is largely digital now, and the HIM team has online access to their records inventory and order processing.

The Results

- Freed up significant physical space, including a full file room and basement storage

- Enabled fast, remote access to records, saving time for physicians while improving patient care

- Delivered measurable cost and time savings through a streamlined records retrieval process

> Access has helped us inventory over 1.4 million records across 40 different locations."
>
> **Tony Wood, HIM Program Manager**

About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.