Case Study

How Pain Specialists of America Retired Legacy Systems and Gained Centralized Access to Historical Records



The Challenge

As Pain Specialists of America (PSA) adopted newer technology, years of patient information remained in Centricity, SIS, and other legacy environments—including hundreds of boxes of physical records.

When an older record was requested, the team first had to determine where it lived. A user might sign in to one application, search the relevant date range, and then repeat the process in another. Sometimes, after searching multiple digital systems, the record turned out to be in a physical file. At the same time, PSA continued paying for aging infrastructure and vendor contracts largely to preserve occasional access to that history.

The issue of managing multiple systems was not a one-time migration problem. PSA's clinics, surgery centers, finance team, and other functions rely on systems built for different purposes—and acquisitions, regulation, and changing business needs continue to reshape that environment.

PSA needed a sustainable way to retire systems while preserving access to records, regardless of where those records originated or how they're stored.

The Solution

Pain Specialists of America chose to create a centralized archive for historical information with Access Unify® | Health. The archive gives authorized users one place to locate records that previously lived across separate legacy environments while also supporting retention, retrieval, and governance across physical and electronic formats.

> Most organizations need continued access to the data, but not necessarily the aging application. An archive allows preservation of information while moving forward with newer technologies." **Kim Tran, Pain Specialists of America**

The capability of Access Unify® | Health that stood out most was the connection between PSA's physical records inventory and its archived digital documents. From a patient's record, users can see the archived digital content and associated physical inventory, along with the available retrieval options. The team no longer has to guess where to find what they need.

About Pain Specialists of America (PSA)

Pain Specialists of America (PSA) focus exclusively on interventional pain management. Its integrated care model brings together clinics, interventional procedures, ambulatory surgery centers, and supporting services with a strong emphasis on standardized processes and accessible information.

> I haven't come across another vendor that brings physical and electronic records together in a single solution for retention, retrieval, and governance. That capability stood out to us and made the decision to work with Access easy." **Kim Tran, Pain Specialists of America**

The Results

The value of the archive became clear when a physician requested records from a patient's 2016 appointment to inform current care. The documentation showed which therapies had already been tried without success, helping the physician consider different treatment avenues instead of starting without context.

The benefits extend beyond the exam room. PSA's compliance team is the archive's primary user group because it oversees medical records requests and legal matters. With the archive's search capabilities, the team can respond to release-of-information requests or legal matters much faster.

> At the end of the day, we weren't trying to preserve old software. We were trying to preserve access to the information." **Kim Tran, Pain Specialists of America**

The archive allowed PSA to retire multiple legacy applications, and the associated infrastructure and vendor contracts, reducing administrative and technical overhead.

PSA can now continue adopting the systems each part of the organization needs without tying access to the applications that created the records. The same archival model can support future system changes, new locations, physicians, and acquired practices while preserving dependable access for care, compliance, and legal obligations.

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.