

Case study

RiverSpring Health

Home healthcare provider selects HP Mobile Print and MaxxVault for wireless printing and scanning of patient records



Industry
Healthcare

Objective

Print, scan and retrieve patient notes and home healthcare visit information from wireless Microsoft Surface Pro¹ tablets

Approach

Engage HP Partner MaxxVault to integrate scanning and workflow software with RiverSpring Health's tablet devices, mobile printer/scanners and Netsmart Homecare EMR (Electronic Medical Record) solution

IT matters

- Print patient notes and forms from Netsmart Homecare EMR
- Scan completed forms for signature capture and upload to MaxxVault ECM (Enterprise Content Management)
- Submit documents immediately to RiverSpring Health corporate offices for processing
- Retrieve documents and forms available by Patient ID

Business matters

- Notes and forms are printed and scanned while home healthcare associates are onsite with the patient
- Delays and errors associated with paper forms processes are eliminated
- Home healthcare associates benefit from tablet and mobile based workflows and processes
- Patient care and satisfaction levels are increased



“Our vision was to migrate our remote home healthcare workers away from paper-based processes to tablet and mobile printing. HP and MaxxVault helped us execute on this vision with a cost effective, efficient ‘mobile aware’ scanning and workflow solution.”

—David Finkelstein, CIO, RiverSpring Health featuring the Hebrew Home at Riverdale

HP mobile printing and scanning supports digital workflow

With a comprehensive and caring approach to healthy aging, the RiverSpring Health family of care solutions offers help and support for 13,000 residents, patients, and members, empowering them to live the fullest lives they can each and every day. As its home healthcare business grew, it became apparent that the organization needed to accelerate its evaluation and testing of mobile devices and digital technology to increase productivity and control costs. After extensive reviews of mobile devices RiverSpring Health selected a Microsoft Surface Pro tablet and the HP OfficeJet Mobile 250 MFP.



Customer at a glance

Application

Patient notes and forms printed by home healthcare associates are scanned for digital storage, workflow and retrieval

Hardware

- HP OfficeJet Mobile 250 MFP
- Microsoft Surface Pro

Software

- MaxxVault Enterprise ECM

HP Partner

- MaxxVault



Founded in 1917, RiverSpring Health began providing shelter for poor, aging immigrants in a small synagogue in Harlem. Today RiverSpring Health offers many options to meet the evolving needs of older adults. In addition to the award winning nursing care at its beautiful 32-acre campus in Riverdale, New York. RiverSpring Health's care solutions include assisted living, independent living, rehabilitation services, care management, home care options, and specialized programs including elder abuse prevention.

The home healthcare industry is document-intensive with patient forms and notes that must be processed after in-home visits. RiverSpring Health quickly realized that it must embrace tablet and wireless print solutions to automate and expedite these manual processes.

RiverSpring Health aimed to gain 'real time' insight into home healthcare decisions while also supporting employee productivity. RiverSpring Health turned to HP and MaxxVault as strategic partners to execute this vision. After extensive reviews of mobile devices RiverSpring Health selected the Microsoft Surface Pro tablet and the HP OfficeJet Mobile 250 MFP.

Paper to digital requirement

After a detailed RFP was released for Enterprise Content Management (ECM), MaxxVault was selected for its workflow, records management, web and mobile functionality.

"We tackled our transformation one priority at a time, ensuring that we addressed compliance and regulatory requirements for HITECH and HIPAA, such as securing data at rest," says David Finkelstein, CIO at RiverSpring Health.

"Our HP software partner is awesome. If we bring a challenge like integrating secure mobile wireless printing and scanning, their response is fast and effective."

—David Finkelstein, CIO of RiverSpring Health

HP combines innovative hardware, software, and services to help organizations migrate from paper to digital workflows.

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