

CUSTOMER STORY
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VP2020 Printer enables automated color coding to streamline Welborn Clinic's massive medical file relabeling

Renumbering more than 100,000 medical files was a seemingly insurmountable undertaking for Welborn Clinic administrators. For years the Evansville, Indiana clinic had left patient filing to the staff of its eight satellite offices, all of which manually created and labeled patient files with a color-coded system.

However, as Welborn Clinic undertook plans to centralize its patient filing system, they found themselves tackling the challenge of how to relabel all its 100,000 patient files to reflect one number for each patient. The main obstacle facing Welborn Clinic - How to efficiently renumber and relabel all files without adding a tedious manual step of reapplying three color labels per file.

Keeping Color on the Shelf

- Welborn Clinic is a multi-specialty clinic with more than 100 providers representing more than 30 medical fields. In addition to the main campus in downtown Evansville, Welborn Clinic operates eight satellites in Southwestern Indiana.

Prior to their centralization project, Welborn staff would create files based on each new patient as they came into a location. Patient file numbers were developed using a standard records management system called Terminal Digit. The last three numbers of each chart were used to determine the combination of color peel and stick labels that would be applied to the file folder. The resulting color combination determined the file folder's location on the shelf and then it could be conveniently identified at a glance from a distance.

Because color was so important to Welborn Clinic's shelf filing system, administrators realized as they changed patient numbers in the computer to reflect a new centralized numbering system, they needed an

QUICK FACTS

Customer:	Welborn Clinic
Product:	VP2020 Digital Color Label Printer
The need:	To take more than 100,000 patient files, spread throughout the Clinic's nine locations and renumber their color file labels to reflect a medical record number for each patient.
Key Benefit:	The VP2020 allowed Welborn Clinic's IT department to create an automated renumbering and color coding system which then prints out custom file labels in colors that match the clinic's current color-coded filing system.
Customer Kudos:	"Welborn Clinic is achieving a 12 cent per chart savings for supplies using the VP2020 versus the manual method of applying a cover-strip label and three individual color number labels," said Greg Stevens
Customer Fact:	Nationally-recognized for the highest quality in patient care, Welborn Clinic has more than 100 providers representing more than 30 medical fields. Providing care since 1947, Welborn Clinic now operates in nine offices in Southwestern Indiana.

automated way to recreate their labels and specific color-coding for each of their 100,000 files.

"There were two choices," said Greg Stevens, programmer analyst for Welborn Clinic. "We could embark on a mass manual re-number of over 100,000 charts throughout our system - which is problematic on many levels including time involved; buying stock of individual color strips and the possibility of mislabeling; or we could find a more automated method."

"An innovative solution found was with the VP2020 to assist in our seemingly insurmountable change in operations," Stevens concluded.

VP2020 Streamlines Shelf Labeling

- By employing the VP2020, Stevens and his team were able to create custom labels that corresponded to the color codes of Welborn Clinic's existing filing system.

"Our 10 person project team has been able to relabel and refill nearly 3,000 charts in less than 8 hours," Stevens said. "This includes any computer related work for the record that's involved in relabeling. One key factor to making this process even simpler was the ability to print out new labels sorted in the old chart

number order, thus allowing the person pulling charts to work in a sequential manner through the shelves. If we had undertaken the peel and stick approach, it would have been a much greater undertaking."

Now instead of applying three separate color strip labels, an employee has only to apply one strip.



Other benefits Welborn Clinic has realized by purchasing the VP2020:

- Savings of time and money:** "Welborn Clinic is achieving a 12 cent per chart savings for supplies using the VP2020 versus the manual method of applying a cover-strip label and three individual color number labels," Stevens said.
- Reduction of file management errors:** "With the VP2020, the errors associated with the renumbering of a chart have also been greatly reduced," Stevens said. Now instead of applying three separate color strip labels, an employee has only to apply one strip, meaning there's less of a chance of a file being labeled incorrectly. In addition, being able to keep color on the files means finding medical files on the shelves is simple - a quick glance at the shelf tells employees where files with a certain number are located and if a file has been replaced incorrectly on the shelf.
- High-volume color printing:** One of the things Stevens said he appreciates most about the VP2020 is its ability to handle the large amount of printing he and his staff throw at it. "This machine is designed for the long haul."

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VIPColor Technologies is a leading-edge provider of innovative solutions for the production, management and utilization of package, product, promotion, logistic and location labels across industrial and retail supply chains. We enable onsite digital label printing for day-to-day operations. The company's application focus is on networked, shop floor batch printing of sophisticated labels to

meet mass customization and personalized packaging needs. Targeted at companies dissatisfied with the long lead-time and large print-run constraints dictated by current label delivery methods, VIPColor is dedicated to creating a new level of labeling value around packaging and identification activities.

VIPColor Technologies, USA Headquarters:
Phone: 1-800-404-3185 - Email: info@vipcolor.com