# Saint Franciscus Hospital archives 6 million records, increases productivity with Nuance.

## Summary

The massive amount of records stored by health care organizations and hospitals makes paper storage untenable. Besides physical space to store the reams of records, when physicians and other employees need to reference something—a bill, a note made several years ago during an emergency room visit—someone has to search through boxes to find the records.

This productivity-drainer drove Saint Franciscus Hospital, located in Belgium, to find a way to electronically archive its paper records.

### Challenge
- Electronically archive patient files
- Automate archiving process of 6 million documents

### Solution
- Nuance® eCopy ShareScan
- Email & Folder Watching Service

### Results
- Eliminated need for basement storage
- Greatly reduced time searching for records
- Dramatically increased productivity

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The 800-employee organization needed something that could not only capture scanned documents but also route them to the appropriate databases, tag them, and make the records searchable for easy reference. Whatever it chose, Saint Franciscus wanted it to be user-friendly for its administrative staff so that they could get caught up scanning approximately 6 million documents.

The hospital turned to its MSP for assistance, and in turn, its MSP recommended using Nuance eCopy ShareScan with Email & Folder Watching Service. As a long-time user of Nuance, Saint Franciscus knew the software would meet its needs, and Nuance products would meet expectations.

**A Platform to Tackle Records**

Scanning the 6 million documents in the basement took precedence for Saint Franciscus. Every time someone needed to look up something in a patient record, that person would have to physically go to the basement and find the record in a box. This inefficient practice took time away from patient care and service. But by adding Nuance eCopy ShareScan to its MFPs, Saint Franciscus could scan the records at a pace of 1,500 per day. Then, eCopy ShareScan recognizes the barcode on the document, integrates with the hospital’s SharePoint document management system, and conducts OCR to make the record searchable.

Saint Franciscus also chose Nuance eCopy Email & Folder Watching Service to automate record captures. The product monitors network folders and email addresses, identifying potential records and routing them into the SharePoint repository. With eCopy Email & Folder Watching, Saint Franciscus found records already scanned into the system and populated them into their existing health record software, saving time for the administrators already tasked with scanning paper records. It also allowed administrative staff to scan directly into folders, which were then monitored by eCopy Email & Folder Watching and routed to SharePoint.

**Improving Productivity by Leaps and Bounds**

All told, Saint Franciscus has run Nuance eCopy ShareScan with Email & Folder Watching Service for approximately two years. In that time, the hospital rapidly archives 1,500 documents per day. Those documents are searchable, so instead of having to dig through the basement storage room, employees find what they need with a few keystrokes in the SharePoint repository. This has saved countless hours and boosted productivity greatly, as well as morale. Scanning is simple, and administrative personnel doesn’t need to remember complex sequences to route documents properly. Additionally, the basement storage area is now clear for other uses.

“Using Nuance software improved our operations on both the human effort and physical storage fronts,” says Koen Bloeman, Software Developer at Saint Franciscus. “Searching and indexing documents has never been so easy.”

For this Belgian hospital, Nuance eCopy ShareScan with Email & Folder Watching Service simplifies the patient record archiving process, increases productivity, and decreases the need for physical storage. They’re better able to serve patients and share critical information among departments, and administrative personnel is able to focus on their work, not on searching for documents in the basement.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit nuance.com

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