

Computime Case Study: Touchstone Behavioral Health

Customer:

Recent deployment of electronic medical records (EMRs) allowed Glendale, Arizona-based Touchstone Behavioral Health to eliminate paper charts and dusty file systems in favor of digitally-managed documents. Touchstone, a provider of outpatient juvenile behavioral therapy and violence prevention, has long prided itself on dedication to staying abreast of modern treatment methods while distinguishing itself as an industry trailblazer in the world of information technology.

Challenge:

“We are still one of the early adopters of electronic medical records in Arizona,” states Steven Porter, IT Director for Touchstone Behavioral Health. “Effective July 1st, 2007, we transitioned from a paper-based program to an EMR program.” Soon after the conversion, however, Touchstone encountered a logistical problem that many adopters of EMRs face: Federal and State regulations still require signatures on some documentation.

So how do you sign a document that is stored electronically? What do you do when technology progresses, but government policy doesn't keep up?

Solution:

At first, Touchstone relied on a multi-step process that required them to print the necessary documents, have them signed by the appropriate personnel, and then scan the signed documents back into the system. This process was time-consuming, self-defeating, and created unnecessary paper waste. Hungry for a solution, Touchstone turned to their software vendor, Credible Wireless. Credible, a leading provider of mobile and web-based behavioral health solutions built around ease of use for the clinician suggested they try Topaz Systems® electronic signature capture devices.

Touchstone Behavioral Health received 25 Topaz Systems SigLite® 1x5 signature pads in July 2007. They deployed the pads into physicians' offices, intake offices, and select members of their in-field workforce to capture care givers' and providers' signatures. The devices worked as promised, and Touchstone soon found that 25 units were not enough to cover the needs of their five clinics, administrative office, and field workforce. In August, they ordered 100 more pads.

“The combination of software and hardware has worked extremely well,” says Porter. Porter gives much credit for Touchstone's successful implementation of electronic signatures to the accessibility of the Topaz devices. Porter explains that doctors and therapists are not typically tech-savvy, so Topaz's ease of use has been critical.

Results:

Topaz technology allows Touchstone employees to attach legally-binding, HIPAA compliant electronic signatures to digital documents, which has streamlined their processing.

“Our old process was to go to clients’ homes, come back to the office, write up notes, then schedule another appointment at the client’s home, bring two copies of the notes, and get signatures,” explains Porter. “Now, it is a one-day process. They have allowed us to minimize the number of trips and work with more clients.”

Touchstone Behavioral Health provided outpatient behavioral health services to more than 4,000 Arizona youth and their families through various treatment, therapy, and prevention programs in 2006. The organization is comprised of 5 clinics and one administrative office, but focuses mainly on field work. Touchstone received the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) 2003 Gold Seal of Approval, and is one of only 11 programs in the country to have earned the Blueprints program distinction from the Office of Juvenile Justice and Delinquency Prevention (OJJDP).

With the implementation of Topaz Systems electronic signature capture devices, Touchstone is able to add a new credit to their already impressive resume – technology leader in the behavioral healthcare industry. In 2008, they received national recognition from the Computerworld Honors Program for their achievements in using information technology to benefit society. For more information on Touchstone Behavioral Health, please visit www.touchstonebh.org

About Topaz Systems

Topaz Systems is a leading developer and manufacturer of electronic signature software and hardware, and has been based in Simi Valley, California since 1995. Topaz provides all the hardware, software, intellectual property, and expertise to enable paperless document creation, signing, and authentication of electronic forms with digital handwritten signatures. Topaz is the recipient of multiple industry awards including six-time consecutive wins of the Deloitte Technology Fast 50 award for outstanding growth, Deloitte technology Fast 500 honors, INC 500, and INC 5000 recognition.

www.topazsystems.com

About Computime

Headquartered in St. Louis, MO, Computime has become a trusted source for Topaz Systems electronic signature capture devices by providing appropriate, cost-effective eSignature products for an ever-expanding customer base of Financial Institutions, Government Agencies, Insurance and Healthcare Providers, and the Point of Sale, Point of Delivery, Automotive, and Photo ID/Security industries. For more information on Computime’s services and industry-proven reputation for quality service and customer focus, visit www.computimeonline.com