

## CASE STUDY:

### *Total Respiratory and Rehab*

Total Respiratory and Rehab is one of Nebraska's leading medical equipment suppliers. Their business is rooted in a commitment to provide customers with the highest quality products and first-rate customer service.

Part of that premium-level customer service is based on their ability to successfully manage the increasing number of medical billing records that were coming into and going out of their office. Medical billing procedures can be complex and involve vast amounts of paperwork.

As business increased at the Total Respiratory and Rehab office, that paperwork was beginning to back up as staff found themselves without enough time to digitize (scan) the documents in a timely or efficient manner. Records that needed to be digitally archived and stored in specific places were in danger of being overlooked or misplaced. Total Respiratory and Rehab was in need of a system that provided the ability to speed up the scanning process and ensure that documents were accurately routed to the proper places within the company's network.

"We had been working with another company for our office technologies," said Jon Novak, owner of Total Respiratory and Rehab. "We asked Capital Business Systems to bring in one of their experts. He took the time to understand our entire workflow and helped us see the larger issues by asking questions – not just the *right* questions, but questions about our scanning and printing environment that *we hadn't even considered.*"

Capital Business Systems worked directly with Total Respiratory and Rehab to identify the pain points that they were experiencing. By diagnosing the deficient areas in Total Respiratory and Rehab's document management process, Capital Business Systems developed an updated scanning system that included new scanning hardware, printing hardware that correctly prints on the HIFA and other standard insurance forms, and document routing software.

This new system gave office staff the ability to easily scan documents at a number of accessible workstations, name those documents as they are scanned, and then automatically route those documents to the proper folders within Total Respiratory and Rehab's existing network structure.

As a result, Total Respiratory and Rehab's staff is now able to scan the documents in a prompt manner and proactively manage and access customer information as necessary.

Not only did this help support Total Respiratory and Rehab's commitment to superior customer service, it helped them shorten the time required to process insurance documents and helped them collect payments quicker for the services they provided.

Based on their lower overall document processing costs, Total Respiratory and Rehab has been able to surpass their ROI in just 6 months.

"Capital Business Systems has saved us a tremendous amount of money and time," said Novak.

"I would not hesitate to recommend Capital Business Systems to anybody. They will assess your business processes and workflow, then their experts will take the time to understand them and offer the smartest, most cost-effective recommendations. In fact, we will continue working with Capital Business Systems to deploy similar services at our other locations."

*Jon Novak,  
Owner, Total Respiratory and Rehab*

## The Capital Business Systems Commitment

Capital Business Systems is committed to understanding and addressing our customers' needs. By investing ourselves in the effort to learn about you, how you do business, and how you want to grow, we are able to apply over 30 years of experience working with customers just like you to match your needs with the optimum office technologies. The results will allow your business to maximize productivity while saving money.

## Contact Us

To learn more about how Capital Business Systems can help manage your print and document environment, contact us:

sales@capitalmds.com

1-800-742-7331

[www.capitalmds.com](http://www.capitalmds.com)

