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## ***CASE STUDY: QUALITY ASSOCIATES INC. FOR MAXIM HEALTH SYSTEMS***

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### ***Media Contact***

Wendi A. Klein  
Marketing Communications Manager, North America  
917.237.0390 ext 4034  
wendi.klein@a2ia.com

### ***A2iA Corporation***

584 Broadway, Suite 810  
New York, NY 10012 USA  
917.237.0390 office  
917.237.0391 fax

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## ***QAI Streamlines the Process of Maxim Health Systems with A2iA FieldReader™***

### **OVERVIEW**

Quality Associates Incorporated (QAI), a document management solutions provider and A2iA Value-Added Reseller, utilized A2iA *FieldReader™ Custom Module for Ascent Capture* to streamline the process for one of their largest data-entry projects, Maxim Health Systems. Maxim Health Systems, a division of Maxim Healthcare Services, is one of America's foremost providers of flu shots and wellness services, conducting flu clinics onsite at numerous retail and corporate locations in the United States.

Each year, Maxim Health Systems administers flu shots at over 45,000 locations nationwide, and requires that every Medicare and HMO-insured flu shot recipient complete a handwritten medical consent form at the point of service. This project consisted of processing over 2-million patient consent forms, each with a variety of handwriting styles, in a five-week period. The consent forms included various document types, all providing information such as demographics, insurance name, clinic ID, and whether or not the patient received an influenza and/or pneumococcal vaccine shot.

### **CHALLENGE**

The wide variety of handwriting, which appeared on each form, was slowing down Maxim Health Systems' ability to process the forms in a timely manner. In the past, patient consent forms were processed with manual data-entry -- a process that was tedious, time-consuming and unreliable.

### **SOLUTION**

After investigating many systems that promised to improve this process, QAI replaced a manual process with a complete service-and solution-oriented

### **SOLUTION (CONTINUED)**

information capture, storage and state-of-the-art ASP-based web-retrieval system, and included A2iA *FieldReader™ Custom Module for Ascent Capture*. The customized integration incorporated many different facets of document imaging: scanning, form recognition, handwriting recognition, validation scripting, verification, quality control, release scripting, remote access and image and data deliverables.

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### ***A2iA FIELDREADER'S ABILITY TO READ HANDWRITTEN INFORMATION MORE THAN QUADRUPLED MAXIM'S THROUGHPUT, AND SAVED BOTH TIME AND MONEY.***

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Now, after a document is scanned, A2iA *FieldReader* is used to read and capture the data on each form specified by the client using A2iA's Intelligent Word Recognition, IWR. Each index field is then validated and verified to "double-check" the accuracy of the validator and eliminate the human-error factor. Following verification, a quality control module is set-up to perform checks throughout the conversion process. Image files are then indexed for easy and future search and retrieval by authorized Maxim staff via a secure online connection. This "thin client" environment provides remote access to all processed records. Finally, a complete data file is delivered electronically to Maxim at the close of each business day, and Maxim's internal database team can then pull the released data into a Sequel database for billing purposes.

## **RESULTS**

“Because the *A2iA FieldReader* toolkit is easy to implement, non-cumbersome, and extremely detail oriented, A2iA has saved Maxim Health Systems money for the overall project, by helping QAI streamline the validation and verification processes therefore, reducing overhead,” said Andrew Rampolla, Systems Integrator, Quality Associates, Inc.

After the *A2iA FieldReader* integration, QAI’s throughput for Maxim Health Systems more than quadrupled, and the time it took to process one document decreased to 24.3 seconds per page. QAI also spot-checked the insurance name through a drop-down menu within *A2iA FieldReader*, and captured the insurance number during verification. With *A2iA FieldReader*, validation time has decreased from almost two minutes per document to 7.21 seconds.

“*A2iA FieldReader* has been the key component to the Maxim Health Systems project because there are so many variances in handwriting.” said Rampolla.

*A2iA FieldReader*’s ability to read handwritten information allowed QAI and Maxim Health Systems to capture an average of 84% of all consent forms received on a daily basis, more than quadrupled their throughput, and saved both time and money.