



CASE STUDY

POWERED BY TECH, DRIVEN BY PEOPLE

DOMA Technologies (DOMA) was founded in 2000 as a Cloud based document management company. Today DOMA serves a diverse range of Federal and Commercial customers with customized business solutions that include Digital Conversion Services, Cloud Services, and Health-care Information Services.

“CHKD HAS HAD A GREAT PARTNERSHIP WITH DOMA FOR THE LAST 10+ YEARS. THE USE OF DOMA SOFTWARE AND SCANNING SERVICES HAS EASED THE SHIFT FOR OUR STAFF AS WE TRANSITIONED FROM LEGACY MICROFILM, TO DOCUMENT MANAGEMENT.”

MATTIE COUSINS | HIM MANAGER

DOMA replaced two on-premise data centers (Richmond, VA and Atlanta, GA) with a single, but fully redundant cloud infrastructure. DOMA completed the migration, and used the following AWS tools and services:

MIGRATION TOOLS:

- AWS Connector for VMWare
- AWS Server Migration Service
- AWS Direct Connect
- AWS Command Line Interface (CLI)

AWS SERVICES:

- AWS Virtual Private Cloud (VPC) with redundant subnets
- AWS Security Groups to restrict/allow certain access
- AWS Identity Access Management (IAM)



Children's Hospital of The King's Daughters

The Children's Hospital of the King's Daughters (CHKD) is the regional pediatric referral center for southeastern Virginia, the Eastern Shore, and North Carolina - a service area with approximately 500,000 children. This 206 bed hospital employs over 2,000 people and is Virginia's only freestanding, full-service pediatric hospital.

CHALLENGE

CHKD was faced with a large volume of backfile paper medical records. This resulted in an inefficient Release of Information (ROI) operation. Additionally, CHKD was making an effort to transition away from their legacy microfilm process to a more efficient digital system.

SOLUTION

DOMA implemented a strategy for the off-site preparation, scanning, indexing, and quality control of CHKD's legacy records. On-site services included record purging, boxing, and the cataloging of medical files into a centralized manifest. The DOMA DX software platform was deployed to allow for HIPAA compliant access to the digitized records.

BENEFITS

DOMA was able to help CHKD transition away from microfilm to a cloud based solution that allows CHKD employees instant, secure access to internal documents and patient records. Over 46 million patient records have been converted into a convenient digital format freeing up physical storage space on 3 different floors of the hospital. DOMA replicated and migrated CHKD's Microsoft web application (MS IIS) and MS SQL databases to EC2 instances, with little to no downtime for customers.

Learn more about Cloud Services at:
DOMAonline.com/CloudServices



THE CHKD STORY

**15
YEARS**

DOMA's solutions have allowed CHKD to successfully administer, update, as well as remotely access, retrieve and manage medical records data for over 15 years.

**46+
MILLION**

To date, DOMA has digitized and managed over 46,000,000 medical records pages resulting in increased productivity, performance and profits.

THE PROJECT STORY

CHKD originally formed a partnership with DOMA in 2004, when a proposal to provide outsourced medical records scanning services was submitted. Since then, DOMA has continued to deliver a full-service solution for medical records management, on-site administrative and clerical support and secure web-based document imaging capabilities.

DOMA'S CONTRIBUTION:

DOMA provided a robust capture and access solution to convert hard copy paper records into digital format. With DOMA's system running parallel to CHKD's enterprise EMR platform, DOMA has been working with additional ancillary departments within the hospital to consolidate the central management of records. In addition, DOMA has worked with the network of pediatric medical practices associated with the hospital to provide a uniform and consistent service and solution.

- DOMA administrative medical clerks and records support personnel have **performed on-site services including record purging and boxing**, as well as manifesting and barcoding millions of medical files.

- At DOMA's corporate production facility, personnel continue to perform **document conversion services including: prepping, scanning, indexing, and quality assurance review prior to processing**. All physical and electronic medical records are reviewed for quality compliance with HIPAA rules and regulations.
- Processed patient medical records are physically stored in a secure DOMA location for 60 days - 1 year and when notified by CHKD management, the records are retrieved for **secure document destruction in accordance with state and federal guidelines**.

CONCLUSION:

DOMA has made a major impact by helping to eliminate older on-site storage areas with the hospital and their network of practices, thus significantly reducing the hard copy footprint dedicated to storing files. DOMA successfully transitioned the HIM department away from microfilming their archive records which has resulting in a more efficient system. With over 46 million records not available for instant access, CHKD serves as an excellent example for how digital transformation equate to better patient care.