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DocumentDynamics

## CTS Squared of Morristown, NJ

CTS Squared Helps Medical Practices Streamline Record Exchange, Insurance Documentation

CTS Squared has been consulting to companies across the eastern seaboard about technical and computer issues since it was founded in 1999. Company owner Dave Cobb works personally with medical practices and other professional services firms to direct their information technology needs.



### The Problem

One of CTS Squared's clients, Allied Surgical Group in Morristown, NJ, was seeking a way to shift to a paperless office in keeping with the advances in computerized medical records. One of the practice's biggest challenges was finding a way to streamline the fax process from several aspects: information management, time consumption and office organization. The firm turned to its IT consultant of 10 years to recommend the best and most effective way to handle faxes that included confidential medical information, getting them to the right people in a timely manner.

### The Issues

Much of Allied Surgical Group's medical transcriptions are handled by outside consultants and it was imperative that the physician notes be entered into patient files effectively. Additionally, billing and insurance departments spent a great deal of time sending and receiving confirmation information to assist with filing claims. Lab work results also came in by fax and needed to be manually placed in patient files.

For a number of years the medical practice used old-fashioned fax technology - walking to the fax machine, dialing the number, waiting for a confirmation from the recipient - and found that staff was using valuable time to handle faxes hands-on multiple times per day. They also needed to address the costs of using paper fax technology.

### The Solution: Zetafax

CTS Squared's owner Dave Cobb was charged with resolving issues created by manual faxing. As a computer consultant, he was already familiar with the capabilities of Zetafax and suggested that the practice use this program.

"I had knowledge of other products but found that the ease of installation and the ability to get up to speed quickly with Zetafax would be the right fit for Allied Surgical Group," Cobb says.

"Additionally, Zetafax has all the components necessary to help the office run more efficiently."

What they say about  
Zetafax

*"Everyone says they find the technology easy to use, an enormous time-saver and the most effective way to manage the mounds of papers, from transcriptions to medical and insurance documentation"*

Dave Cobb  
IT Consultant, CTS Squared

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**ZETAfax**<sup>®</sup>  
Point. Click. Fax.

## The Benefits

Going to a paperless office was a very positive experience for Allied Surgical Group. The set-up and training time was minimal and Cobb is on hand to handle any questions that members of the practice have with the program.

Additionally, the practice is now virtually paperless, with faxes that are sent and received directly from each employee's desk, saving time waiting for transmissions and confirmations.

The hard costs of paper faxes has been eliminated and from a technical standpoint, Allied Surgical Group has now moved much closer to being a paperless office.

"I cannot begin to tell you how pleased the staff - from the administrators to the physicians - appreciates the flexibility and efficiency of using Zetafax in their practice," Cobb says. "Everyone says they find the technology easy to use, an enormous time-saver and the most effective way to manage the mounds of paper, from transcriptions to medical and insurance documentation, that used to flood the practice on a daily basis."

Equisys produces software packages for document production and delivery, including the award winning Zetafax® network fax server and newly acclaimed Zetadocs® PDF software that creates and emails personalized PDF documents.

Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value - backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries, who are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and emailing PDF documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer.

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.

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