

Introduction:

Image Advantage Solutions Inc., founded in 1998 offers the FileHold electronic document and records management system along with document scanning services.

Image Advantage was awarded "FileHold Partner of the Year" in both 2012 and 2014 and is the only partner to have won this award twice.

Problem:

Ontario Health Units are made up of different departments such as Administration, Public Health, Human Resources, Finance and Accounting, Media and Public Relations, etc ...

Many of these departments have to access and share the same documents and records. Each department tends to store the documents on their own computer or common drive so multiple copies of the same document exists and it is often time consuming to locate needed file. When one department needs to access a document from a different department it is sometime difficult to do. Also, if a staff member leaves or retires it is very difficult to find documents that that person has filed and left behind. The problem of not finding the correct or most recent version of a document in a timely manner or at all can cost the Health Unit significant time and money from wasted staff time and litigation costs.

There is also significant time spent in responding to MFIPPA and PHIPA requests.

About Image Advantage Solutions Inc.

Image Advantage Solutions Inc. was founded in 1998 and is recognized as Ontario's premier document scanning and electronic records management centre. Our clients include 70+ Municipalities along with Health Unit's, Conservation Authorities and many other business and government clients.

About FileHold

FileHold is an electronic document and records management system. A full featured system for storing and managing all of the documents and records of an organization.



Solution:

Image Advantage Solutions Inc. performed a consulting phase that included creating a file classification system for the Health Unit. The file classification system includes:

- ◆ Department
- ◆ Document Type
- ◆ Index Fields
- ◆ Security
- ◆ Retention

This classification system was built into the FileHold electronic document and records management system so that every document and record has a specific place to be stored and all staff are accessing the correct unique document from the proper location. This system will manage all electronic documents and records along with email and paper records.

Benefits:

- ◆ Save employee time in finding documents;
- ◆ Make MFIPPA and PHIPA requests much easier;
- ◆ Move documents off-site freeing up valuable office space;
- ◆ Compliance with government standards;
- ◆ Easy to distribute documents inside organization and to the public;
- ◆ No more lost files;
- ◆ Saves on wear and tear of paper records;
- ◆ Reduce paper records filing costs;
- ◆ Increase security to confidential documents;
- ◆ Improve decision making in organization.

Reference 1

Hastings & Prince Edward Public Health Unit

Tom Lockhart

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Reference 2

Leeds, Grenville and Lanark District Health Unit

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