



Health System Saves \$7.9M on Indexing

Large Health System



A large health system in the Mid-Atlantic region supports millions of patient interactions annually across a network of hospitals, specialty practices, and outpatient facilities. With approximately 49,000 employees, the organization is focused on delivering exceptional care and operational efficiency.

Overview

Manual document indexing had become increasingly difficult to sustain across the health system's ambulatory care operations. Growing document volumes created bottlenecks, increased indexing errors, and strained staff resources. DataBank implemented AI-powered Intelligent Document Processing to automate classification and indexing, improving accuracy, reducing costs, and creating a scalable foundation for future growth.

Challenges

- 1 Manual indexing processes struggled to keep pace with growing document volumes
- 2 High workloads increased the risk of indexing inconsistencies and errors
- 3 Data entry mistakes impacted downstream clinical and operational workflows
- 4 Staffing shortages and burnout limited indexing capacity and scalability
- 5 Rising operational costs created pressure to improve efficiency and resource utilization

Solutions

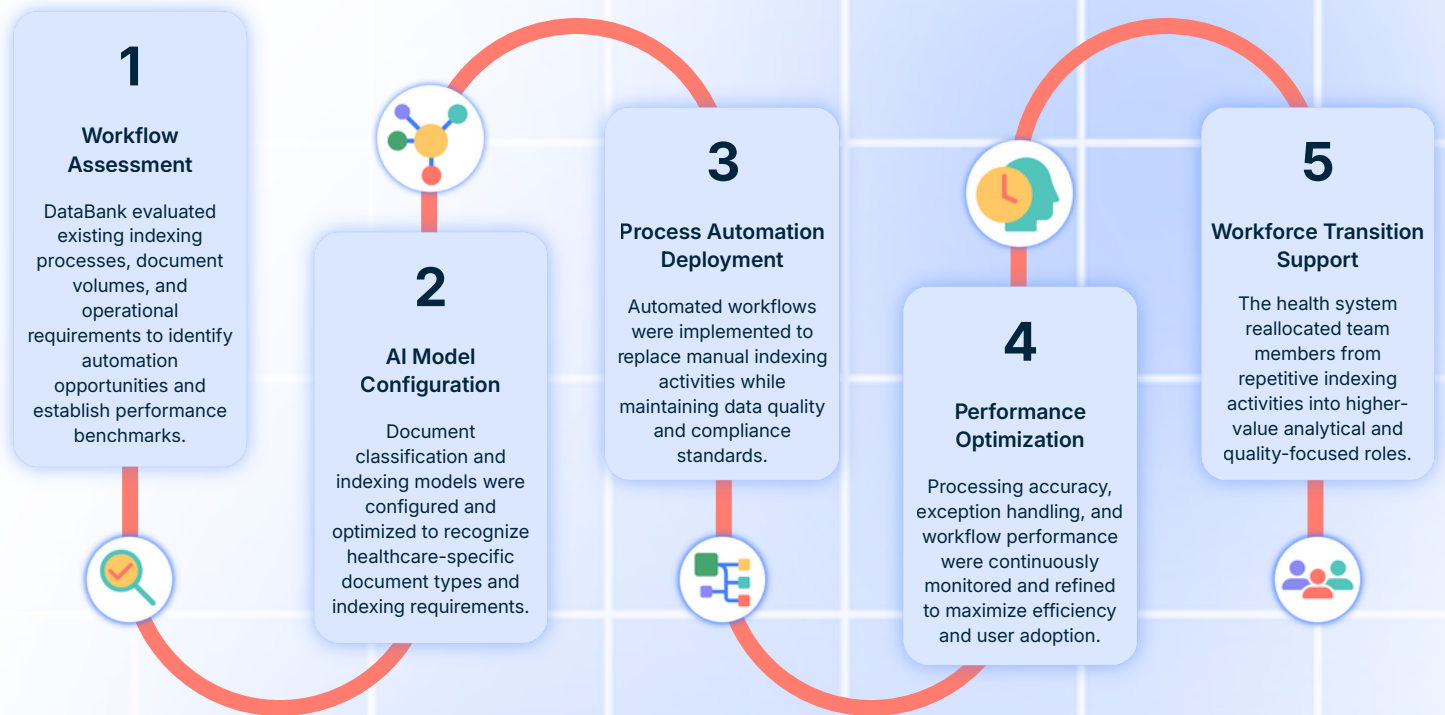


Intelligent Document Processing



Workflow & Process Automation

Implementation



Results



\$7.9M

in projected annual savings



210%

Projected return on investment



55%

Reduction in document indexing costs



98%

Document indexing accuracy



\$1.50 → \$0.68

Cost per document

Conclusion

By replacing manual indexing with AI-powered Intelligent Document Processing, the health system transformed a labor-intensive process into a scalable, cost-effective operation. Beyond the financial returns, it reduced administrative burden on healthcare staff, enabled employees to be redeployed into higher-value operational roles, and improved consistency across document processing workflows. With projected annual savings of \$7.9 million, a projected 210% ROI, and a more scalable foundation built to support future growth, the organization is well positioned for continued innovation and operational efficiency.

More About DataBank

DataBank has spent more than 30 years helping organizations get control of the documents their operations depend on. In healthcare that increasingly means intelligent document processing: classification and indexing models trained on real clinical document types, accurate enough that people stop checking behind them.

We benchmark the manual process before automating any of it, so a savings figure has something behind it, and we tune the models against the organization's own document mix rather than a generic healthcare template. Accuracy is what makes the rest possible: once indexing is reliable, the downstream clinical and operational workflows that depend on it stop absorbing other people's errors.

The technology is usually the straightforward part. What happens to an indexing team once the work is automated is harder, which is why workforce transition is part of the engagement rather than something left to the client. For health systems and payers moving high document volumes through ambulatory care, that is what separates a good pilot from a change that actually sticks.