



A hospital client accumulated approximately 40 boxes of records a year and storage space was becoming limited.

The Challenge

Avalon was contacted by a hospital client to assist with their term files—HR records and medical records of each employee that had ever retired, left for another job, gone on disability, or been terminated. Because they accumulated approximately 40 boxes a year, they were limited on storage space. They were required to keep the term files for a long period of time and also needed to be able to access the documents and find the records quickly by employee name, number, or social security number.

The Strategy

Avalon implemented a process that involves the following:

- Picking up term files every 6 months
- Scanning files at Avalon’s secure offices
- Performing quality checks to ensure accuracy
- Indexing each record by employee name, number, and social security number
- Loading all the images into a document management software self contained on archival grade DVDs

Avalon then provides the client two copies so they can store one set of images off site for disaster recovery purposes. Avalon retains the hard copies for 3 months after delivery to ensure the client received the images and can access them. Finally, Avalon shreds the original documents with a certified destruction service.

The Results

The hospital continues to benefit from Avalon’s process—there is more space to dedicate to patient care; the HR department is able to maintain,

access, and search the term files; and there is a backup copy of each file off site. 📁



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