



**CASE STUDY**

## 160 emergency clinicians on a strict deadline



### The Challenge

When crisis struck one of the largest health systems in the US, their electronic medical records (EMR) system went offline for a period of several weeks. Once the system was restored, hundreds of thousands of paper records needed to be digitized to preserve patients' results and the client's revenue. 100+ qualified clinicians were required to handle the data entry, and they needed to start in a matter of days.



### The Prolink Solution

Prolink supplied more than 150 allied clinicians on-site within several days of the request, securing 40 in the first five hours. A variety of channels, including social media and referrals, were used to source qualified talent as quickly as possible. Agile internal collaboration was crucial to expedite the process, with compliance, logistics, payroll, and several other departments working closely together.



### The Results

Our clinical talent scanned and uploaded 450,000 total records, ensuring continuity of care for thousands of patients and recovering a significant amount of revenue for the health system. The talent order was 100% filled with qualified, ARRT-certified clinicians like Rad Techs, CT Techs, and MRI Techs.

## Partnership Details

A large, nationwide health system with 100+ facilities across the United States faced an emergency regarding its electronic medical records (EMR) system, resulting in an offline period totaling several weeks. Out of necessity, the organization pivoted to paper charting and record-keeping during the offline period.

However, once the systems were recovered, paper charts, notes, and results needed to be digitized to close the gap in the record. To ensure quality and continuity of care, this work had to be completed as quickly as possible by qualified clinicians. The health system requested Prolink's help with sourcing imaging technicians to digitize scan results. The total data entry workload totaled in the hundreds of thousands of records.

**Building on the success of past and current partnerships, the health system reached out to Prolink to address an urgent need. Our team collaborated closely with Senior Directors and Senior Vice Presidents to devise a project-based solution. Initially, the order was for 50 professionals, but it quickly increased to 80, with the first group set to start in just five days. While the initial request only covered day shifts, it soon expanded to include a second shift for 24-hour processing. Even after the first cohort began, the demand continued to grow. Ultimately, Prolink supplied a total of 160 clinicians to meet all requirements.**

Once the order was received, teams across our organization sprang into action to meet the quick turnaround. From sourcing talent, to booking travel and accommodations, to handling offer letters and vetting references, we met the high level of collaboration and adaptability needed to fill the order on time. Prolink representatives were present on-site to help the talent settle in, understand their role, and address any needs that arose during the assignment.

Statistics as of July 2024

**450K**

Total Records Scanned  
and Uploaded

**160**

Total Clinicians  
Supplied

**40**

Secured in the  
First Five Hours



## Workforce Solution Details

Due to the specific and technical nature of the need, the potential talent pool was limited to skillsets like Rad Tech, CT Tech, MRI Tech, and other allied professionals with proper ARRT certification. Prolink's allied recruiters went deep into their existing pipelines and talent pools to meet the request as quickly as possible. Our team officially received the order at 6:30 p.m., and by 11 p.m., it had already secured 40 qualified clinicians.

Social media also helped cast as wide a net as possible to secure talent in a timely fashion. Facebook groups for travel healthcare and relevant professional areas were utilized to find clinicians with the right skillsets. An Instagram Live stream aimed at allied travelers was broadcast the same day the order was received. Prolink also encouraged talent referrals to tap further into trusted pipelines of clinicians.

In total, the provided clinicians scanned and uploaded 450,000 paper files to the health system's EMR database. The work was completed in just weeks thanks to the volume of talent Prolink provided and a two-shift, 24-hour rotation schedule. This request was the biggest order

of allied talent that the health system had ever filed with Prolink, and it was fully met within deadline and skillset parameters thanks to the diversity and efficacy of recruiting methods employed.

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## About Us

We're Prolink, a premier workforce solutions organization, and we put care in motion. That means providing organizations with high-quality talent and enabling that talent to do their best work. We are known for our responsiveness, our human touch, and our willingness to go above and beyond to deliver on our promises.

From building a sustainable solution that attracts and retains good talent and keeps costs in check, to creating job opportunities that offer top-tier compensation, we connect work and workers in meaningful ways where everyone thrives. Across multiple industries like healthcare, manufacturing, and schools, we find permanent solutions to today's toughest challenges and fulfill comprehensive staffing, technology, culture, data, and talent experience needs throughout the United States.

**Headquartered in Cincinnati and with 14 offices across the country—from Tampa to Hawaii—we understand the power of people and we're ready to amaze you. Find out how at [prolinkworks.com](https://prolinkworks.com).**