



# ADT eForms™

ADT Electronic Document and Form Production System



Member of Omtool's Healthcare Suite



## Symptoms

Patient access departments face a number of challenges in their attempt to provide efficient, patient-friendly registration services. These processes typically consist of many manual steps and require the registrar to deal with many different types of documents. Failure to obtain the appropriate documents during registration can negatively affect patient treatment, payer reimbursement and the hospital's accreditation. The documents used by patient access staff are often supplied by form vendors or print shops and come at great cost to the hospital. They are not only expensive, but must be purchased/printed in large quantities, making them subject to obsolescence. Antiquated patient identification technologies, such as embossers, imprinters and labeling systems are often unreliable and are very costly to purchase and maintain. FTE costs related to document assembly and imprinting are high and manual transport of patient documents to the nursing units increases patient wait times and dissatisfaction. Critical notification processes to managed care payers, physicians and other state/federal agencies carry consequences for failure to comply that range from decreased reimbursement for treatment of the patient to strained relations with physicians.

## Solution: ADT eForms™

The ADT eForms production system combines forms automation, scripted workflows and automatic notifications to produce an efficient registration process and certain compliance, while at the same time helping the hospital achieve dramatic cost savings.

**Shorten revenue cycles and payer reimbursement thorough processing and capturing all crucial patient information — starting with first patient interface.**

## Re-engineering the Process

Studies have shown that up to 70% of healthcare provides performance improvements are driven by changes to the “front end” or patient access component, of the revenue cycle. Omtool begins its engagement by conducting an onsite Process Consulting & Re-engineering Workshop in your registration department. While other vendors concentrate on selling the tools to implement eForms and may define a successful project by the customer's completion of a training course, Omtool works with you to re-engineer the core processes to provide optimal results. Working on-site with the key stakeholders, we assess current processes, provide recommendations for change and implement the automation to improve workflow. The result is a scripted process for handling all patient types. The best part is the workflow changes are transparent to the end user, delivered in a turnkey fashion and the hospital begins realizing their return on investment in as little as 8 weeks.



## Documents and Workflow

Documents are automatically generated from a laser printer, based on a unique, pre-defined “workflow script”. The scripts are generated by the print job received from the hospital’s host system and do not require any intervention by staff. The number of scripts that may be employed are virtually limitless. Selection of the proper media, routing information, quantity and sequence of documents are all built into the script and handled automatically by the Omtool server. All documents are barcoded, contain digital patient identification and may be printed on multiple media types and in multiple languages. Plain paper (letter and legal), carbonless (NCR), card stock, wristbands and labels are all fully supported in the laser environment and often from a single printer. Forms are intelligently routed according to the requirement for the specified patient admit/registration.

## Say Goodbye To Embossers

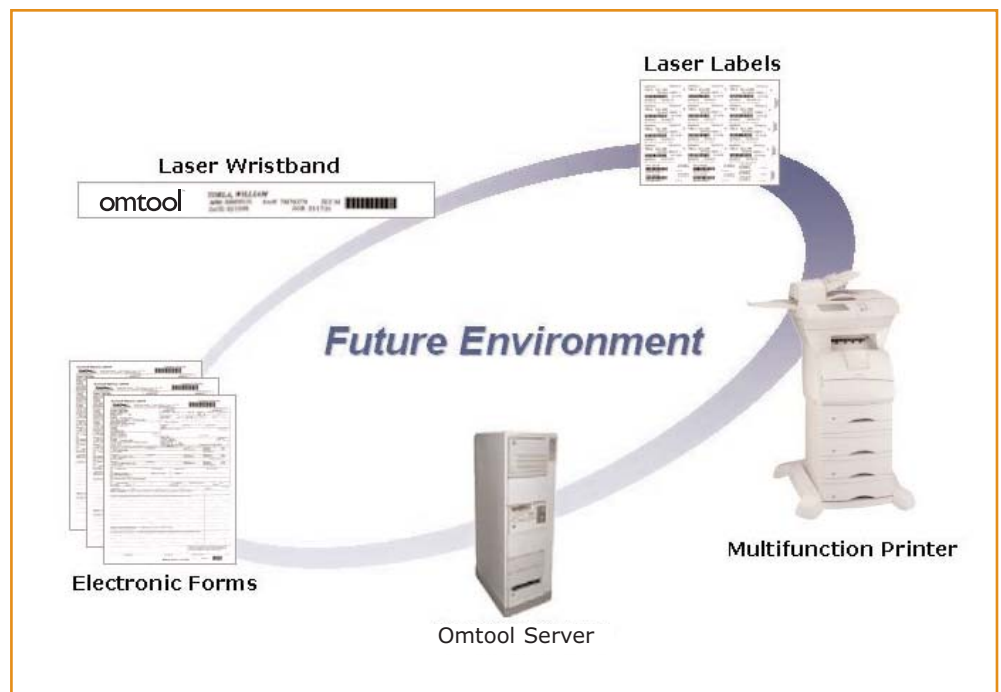
Many hospitals use antiquated embosser technology or labels to handle their form-related patient identification requirements. Embosser technology requires a significant investment in equipment, maintenance and supplies and can be very unreliable. Labels are costly to produce and require the purchase of additional hardware. In addition, staff must complete manual steps when using either of these methods (imprinting/labeling). Omtool’s forms automation products imprint “digital patient identification” and barcodes on every document, enabling the hospital to eliminate or significantly reduce embosser and label related costs throughout the facility.

## Automatic Notification

The notification requirement, whether to payer, physician or other entity, is a vital part of the registration process. Omtool helps ensure compliance by providing “AutoNotification” via fax or e-mail. Customized documents or images are sent automatically to the payers and/or physicians to fulfill Notice of Admission (NOA) requirements. An Activity Report is available to staff that lists full transaction detail. This report may be archived and used later to prove compliance with a particular mandate.

## Outcome: ADT eForms Production System

- Eliminates pre-printed forms and reduces form expense by up to 40%
- Intelligently routes documents
- Improves patient safety by generating barcode-enabled wristbands and documents
- Reduces and/or eliminates need for expensive embossing equipment and related supplies
- Increases customer and staff satisfaction by improving workflow and optimizing productivity
- Reduces staff errors and enables compliance
- Protects hospital reimbursement by automatically notifying payers of the patient’s admission



## Omtool Healthcare Suite

- ADT eForms™ Production System
- eForms Station™ Electronic Forms Library
- Image-In™ Point of Service Image Capture System
- Image-In™ Business Document Capture and Archive System
- Image-In™ Clinical Back Office Scanning
- Image-In™ Queue Document Processing
- AccuRoute® Document Handling Platform
- ObjectArchive™ Electronic Archive

## About Omtool, Ltd.

Omtool, Ltd. is a leading provider of document handling solutions that simplify the integration of paper and electronic documents in enterprise information management systems. Our flagship product family, AccuRoute, streamlines the capture, conversion, communication, and archive of paper and electronic documents, enabling fast, secure, simultaneous distribution to multiple destinations in multiple formats. AccuRoute products deliver faster, more efficient workflows, while reducing cost, complexity and risk. Omtool solutions are used worldwide by businesses in document-intensive industries that demand secure handling, integration and tracking of documents in full compliance with a range of regulatory requirements. Based in Andover, Massachusetts with offices in the United Kingdom, Omtool can be contacted at 1-800-886-7845 or [www.omtool.com](http://www.omtool.com).



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