



document process automation

Omtool Solutions for Healthcare

- Streamline document processes
- Integrate paper into EHR
- Ensure secure communications



AccuRoute® Healthcare Solution

The Proven Foundation for Streamlined Healthcare Document Workflows

Treating the “Paper Cuts”

From admissions through discharge to post-payment reviews, hospitals and healthcare providers must manage a daunting array of paper-intensive challenges that can directly impact the organization’s revenue, productivity, and patient care. Healthcare providers are under greater pressure to achieve increased levels of clinical excellence while lowering costs and ensuring patient privacy and confidentiality. You need smart strategies to capture charges more efficiently, demonstrate quality outcomes, reduce length-of-stay, improve staff productivity, and accelerate payment processes.

As the volume and breadth of documents grow, it can feel like your facility is enduring a million paper cuts: reimbursement delays; lost documents; HIPAA exposures; copying, faxing, and file runner expenses; and the wasted space consumed by vast file rooms. Instead, providers need innovative, cost-effective, low-risk ways to:

- Streamline admissions processes
- Enhance EHR usage
- Route clinical documents
- Support HIPAA compliance
- Protect fax-based communications
- Transition to computerized physician order entry (CPOE)
- Increase EOB processing efficiency
- Provide auditing and accountability
- Automate ROI processes
- Strengthen archiving and retrieval
- Simplify disaster-recovery plans

The fact is — even as the healthcare industry races to adopt electronic health records, paper will continue to be an ever-present reality for years to come. As a result, more health systems are looking for ways to optimize the way they handle **all the paper**. With streamlined document processes, you can free up clinical resources to focus on quality of patient care.

THE DOCUMENT CHALLENGES FOR HEALTHCARE PROFESSIONALS

- **Electronic Health Records:** Incomplete and paper-laden records are no longer acceptable. How will you manage the transition to paperless EHRs?
- **Privacy and Risk:** Can you support HIPAA regulations by securely restricting access to sensitive documents — without reducing productivity?
- **File Runners:** Whether it’s floor to floor, or inter-facility, trying to get documents and records to payers and other providers can be very costly.
- **File Room Space:** Onsite or offsite, it’s expensive to store paper. Too much time and energy is wasted on records that must be stored longer for future accessibility and others that need to be sent out quickly.
- **Sharing:** It’s hard to collaborate without wasteful, expensive copying.
- **Multiple Document Types:** Vital medical information comes in numerous sources and formats that are hard to search and combine.
- **Cost:** Whether it’s materials, real-estate, or time — managing all the paper can be more expensive than you think.

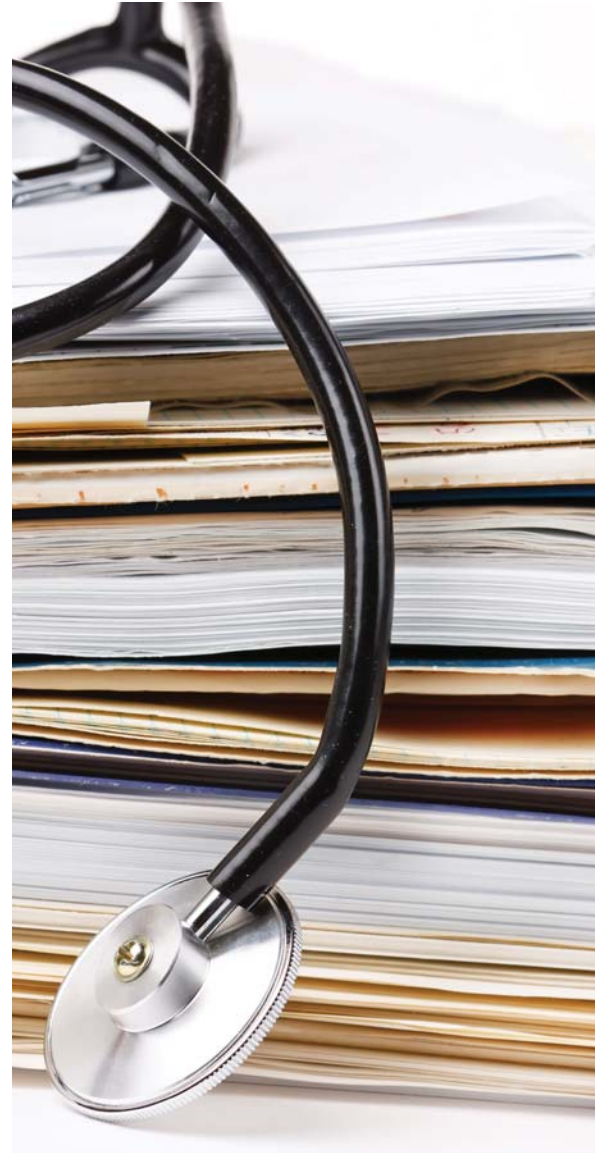
AccuRoute can help to address all of these challenges — and more.



A Complete Solution for *All the Paper*

Savvy healthcare providers rely on Omtool solutions to capture, process, deliver, and archive critical paper and electronic documents. AccuRoute uniquely delivers extensive healthcare-specific capabilities, flexible configurations, and the simplicity to implement basic or comprehensive solutions that involve thousands or millions of documents per month. With AccuRoute, healthcare providers can:

- **Capture** – AccuRoute supports any networked scanner, scan-enabled digital printer, copier, fax, or multi-function peripheral (MFP) in your hospital or clinic to capture all your paper documents — admissions forms, pre-authorizations and referrals, clinical charts, lab results, progress notes, and more.
- **Process** – Interchangeably convert your paper into a wide range of electronic formats: PDF and text-searchable PDF, Microsoft Word and Excel, JPEG, RTF, TIF, and many more. You can even extract data from barcodes, validate the data, and “profile” your documents before archiving in your document management system. That helps you store and find healthcare documents faster.
- **Deliver** – After you scan, AccuRoute can quickly, easily, securely, and automatically deliver your document (by fax or e-mail) to internal colleagues, payers, outside providers, or other authorized stakeholders, and to yourself — all while providing a complete audit trail.
- **Archive** – Finally, electronic images and documents and related metadata will be permanently stored in appropriate network folders, repositories or document archives.



Omtool Helps Smart Healthcare Providers Manage *All the Paper*

Streamline Admissions Processes

Admit patients faster and easier by eliminating redundant paperwork. Omtool captures patient IDs, insurance cards, photos at the point of service, and provides immediate access to patient documents. Eliminating paper forms also reduces security risks and streamlines the admissions process.

Enhance Electronic Record (EHR) Usage

Strengthen your EHR strategy by scanning and storing paper records to speed up care, support meaningful-use standards, and increase HIPAA confidentiality.

Route Clinical Documents

It's hard to share paper charts — and easy to misplace them. Use Omtool to convert paper documents into electronic records and speed up care delivery, improve outcomes, and increase productivity. That translates into shorter length of stay and greater patient satisfaction.

Support HIPAA Compliance

Omtool eliminates the HIPAA risk exposures of paper. Once those documents are scanned, access is securely controlled through your IT infrastructure. That means no more unattended records on the department printer or unsecured faxes coming in with sensitive patient information.

Protect Fax-Based Communications

While fax remains a popular choice in healthcare for both internal and external communication, it's a HIPAA liability. By leveraging your MFPs, Omtool makes faxing secure, efficient, cost-effective, and compliant.

Transition to Computerized Physician Order Entry (CPOE)

If your organization is moving to computerized physician order entry, Omtool can help with the ability to integrate paper and electronic processes. Scan and link orders with patient records to save processing time and reduce medication errors. You can also immediately send orders to the pharmacy department to eliminate delays and lost orders.

Increase Explanation of Benefits (EOB)

Processing Efficiency

Paper EOBs are slow, time-consuming, and inefficient. Omtool lets you scan EOBs, tie them to patient records, and directly manage them electronically. You can eliminate the paper, improve claims documentation, boost productivity, and accelerate the payment cycle.

Provide Auditing and Accountability

Omtool provides the layers of auditing and accountability that regulators demand. You can store documents and associated data in a secure electronic archive that can be accessed in seconds. Omtool delivers a complete paper/electronic audit trail that frees up staff time.

Automate Release of Information (ROI)

Processes

Omtool automates the release of information by providing delivery options, capturing immediate ROI requests, and streamlining document workflows through simultaneous processes. Especially for electronic health records, it's never been easier or faster to collect and select specific data for release.

Strengthen Archiving and Retrieval

After Omtool scans your paper records, charts, notes, and more, they become part of the archived patient record that you can store and retrieve in seconds, either directly from the archive or from virtually any line-of-business application. No more running to file rooms or pulling records for patients being readmitted in the ER. And no more lost or mis-filed records.

Simplify Disaster-Recovery Plans

Paper presents costs and risks if civil or natural disasters strike. But with Omtool, you scan vital documents into any of numerous formats and back-up those records offsite, where they can be electronically archived in secure facilities. It's a smart and effective plan to ensure uninterrupted access and security to your most critical records.

AccuRoute Value: Better, Faster, and Less-Expensive Healthcare Document Processing

Dramatically Lower Costs

- Cut your consumption of paper and related consumables
- Reduce your energy costs
- Decrease your real-estate and storage needs for paper documents
- Eliminate courier and overnight mail service fees
- Remove analog fax lines and traditional hardware to deliver documents
- Preserve your investments in hardware infrastructure
- Support heterogeneous environments

Improve HIPAA Compliance

- Comply with corporate privacy record-retention requirements, government regulations, and industry mandates
- Convert documents to required formats and sizes for compliance
- Access a complete, time-stamped, confirmed audit trail of who received documents and when

Increase Productivity

- Improve access and sharing of documents for easy collaboration and immediate action
- Create electronic copies to reduce lost documents and mis-filings
- Use your current applications (such as MEDITECH, EPIC, McKesson, Cerner, and more) without the need to learn or adopt new systems
- Send documents to multiple locations in multiple formats from a single scan
- Accelerate your processes to improve patient care and satisfaction
- Facilitate capture of e-signature when required

Reduce the Facility Footprint

- Eliminate multiple paper copies to support green initiatives
- Preserve electronic copies of documents to prevent the complete destruction of documents due to a disaster



Our Suite of Acclaimed Technologies to Streamline Healthcare Document Workflows

AccuRoute

Omtool's enterprise-class, document process automation platform lets you cost-effectively capture, process, deliver, and archive critical clinical and non-clinical documents. AccuRoute goes above and beyond with out-of-the-box solutions for the four most popular document capture tasks: scan-to-self, scan-to-distribute, scan-to-store, and scan-to-business applications. AccuRoute solutions seamlessly integrate paper documents with critical business processes so that organizations enjoy faster, more efficient, and compliant document processes, while reducing associated costs, complexity, and risk.

AccuRoute Fax

AccuRoute Fax builds on Omtool AccuRoute to make faxing and archiving documents easier, faster, and cheaper. AccuRoute Fax lets you send faxes directly from the MFP device with all of the manageability, usability, and cost effectiveness of a centralized digital fax infrastructure.

Image-In™ Connect

Image-In Connect seamlessly integrates your paper documents with line-of-business (LOB) applications so that you can scan, upload, and view paper and electronic documents directly from within your business applications, such as MEDITECH, EPIC, McKesson, Cerner, or other systems, without programming or changes to those business applications or redundant data entry.

ObjectArchive

ObjectArchive is a high-performance file system that stores the documents, images, and metadata captured by AccuRoute in virtually any type or format. It provides immediate access to documents, forms, and records where and when they are required, while ensuring enhanced levels of security and full support for retention policies.

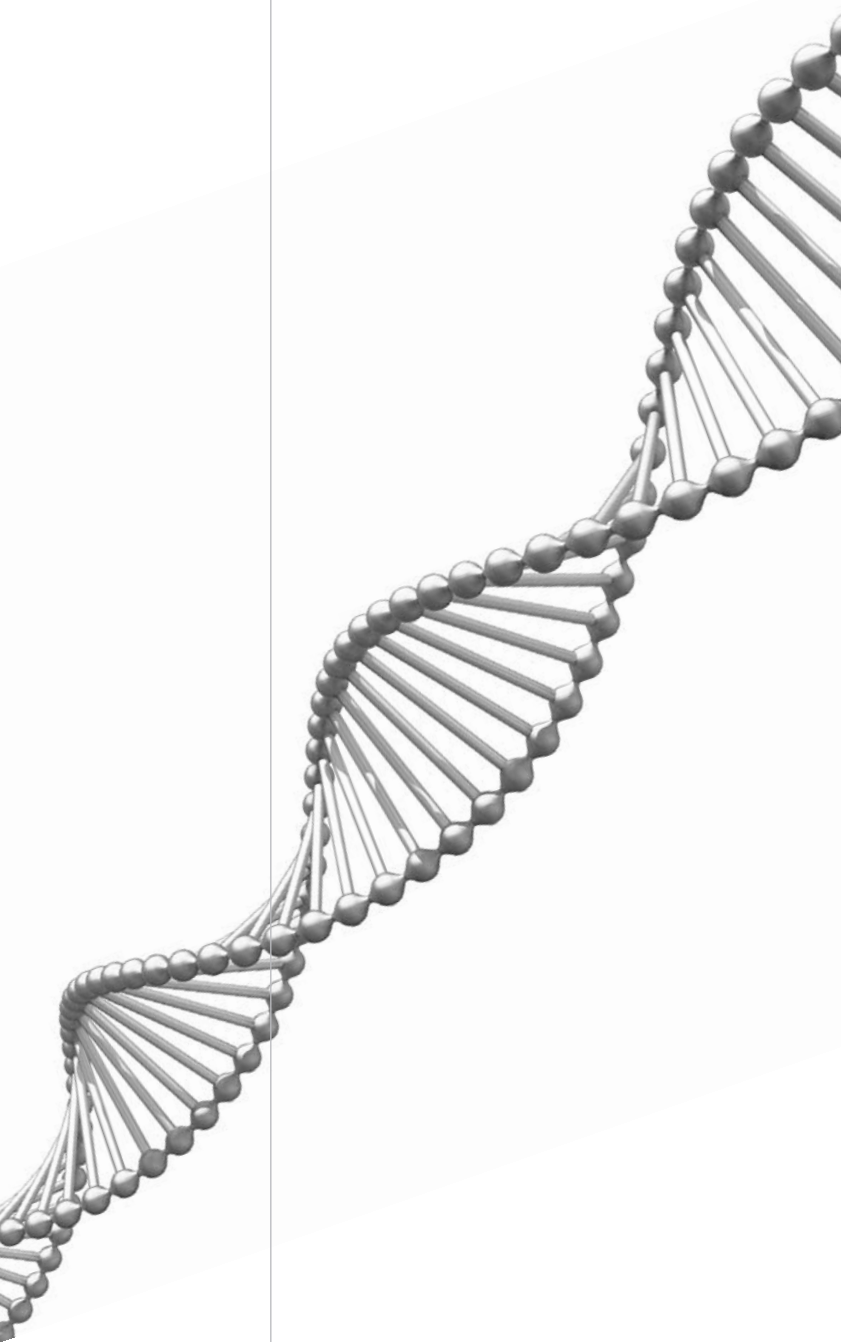


Image-In Queue

Some document workflows require a personal touch to review or handle exceptions — such as missing approvals or signatures. Image-In Queue lets you view in-process documents requiring manual intervention and add a level of review and expert intervention for numerous types of paper document processes.

Image-In Direct Capture (ID Capture)

During patient admission, Image-In Direct Capture automatically prompts registration staff to capture required patient-related documents and signatures, such as IDs, insurance cards, payer authorizations, consents, eligibility notifications, and other documents. This lowers denials from payers, improves HIPAA compliance, and shrinks accounts receivable, while improving the patient experience. Image-In Direct Capture also supports critical compliance requirements such as advanced directives, signed HIPAA Notice of Privacy, and more.



"Investing in our infrastructure and information technology has been the key to our mission at our hospital. We are committed to using and expanding our information technology capabilities as it has shown to increase our cost-effectiveness and efficiency, coordinate and expedite the delivery of patient care, create less waste, and decrease medical errors. Omtool is a partner that helps us achieve that goal."

Chief Financial Officer
at a 192-bed acute care facility

"Not only were we able to meet our original goal of saving thousands of dollars immediately and realize considerable savings on an annual basis, my users are thrilled with the ease of use and improved productivity from using the intuitive desktop application of Omtool's AccuRoute solution. The result is better cost management for the hospital and improvement for the overall patient experience, which is our top priority."

Office Services Executive
at a 988-bed hospital

"In the pharmacy, we were dealing with a 33% rate of unaccounted for faxed prescriptions. Our nursing team was negatively impacted by this on a daily basis and our standard of patient care was compromised. Once we implemented Omtool's AccuRoute for Healthcare solution, significant improvements were immediately realized. We currently have a less than 1% rate of unaccounted faxed prescriptions!"

Director of Pharmacy Services
at a 164-bed medical center

The Leader in Healthcare Document Process Automation

For more than 20 years, Omtool has helped some of the world's largest corporations and leading healthcare providers cost-effectively manage their document-intensive process automation challenges. Continually refining its technology innovations, Omtool offers a healthcare solution platform that incorporates our extensive experience in high-volume document processing to address *"all the paper."*

Today, AccuRoute provides the infrastructure for automating document processes in hundreds of healthcare facilities worldwide. Our solutions are now a standard for organizations looking for enterprise-wide automation of their paper-centric processes. With our extensive experience automating processes involving millions of documents per month, multi-function device vendors, software and service providers, and healthcare firms trust Omtool to handle all their paper-document process automation needs.

Find out more about how Omtool can help your team. Visit www.omtool.com or call 800.886.7845.



www.omtool.com

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