



# Image-In™ Point of Service

Context-Sensitive Imaging System for  
Scanning Clinical & Non-Clinical Documents



Member of Omtool's Healthcare Suite



## Symptoms

Failure to obtain the appropriate documents during the registration process or in the ER results in negative consequences downstream, affecting not only patient treatment and payer reimbursement, but possibly the hospital's accreditation as well. Did I obtain a copy of the patient's advance directive and the physician's orders? Is there a signed consent form on file? Do I have the latest insurance card images? Was payer authorization obtained for the services that will be performed? Do I have proof the patient signed the HIPAA Notice of Privacy Practices form? These are all good questions registrars should be asking themselves, but unfortunately without prompting it doesn't always happen. When the information isn't obtained each time, the hospital is at risk for treating patients without proper consent and may experience increased payer denials for failure to collect the appropriate insurance information and authorization.

Capturing the CORRECT documents at the point of service is a key contributor to lowering accounts receivable, complying with state and federal mandates and enhancing customer service.

## Solution: Image-In Point of Service

From Registration to the ER, the Omtool Image-In Point of Service system provides a prompted capture for all of the important collateral documents required during the treatment and billing processes.

## Prompted Document Capture

The Omtool Image-In Point of Service screen is automatically launched on the registrar's PC screen, at the time the registrar prints registration documents. Through a series of capture events, based on patient type, service location or other rules-based parameter, the application prompts the registrar to ensure ALL of the pertinent documentation may be captured. Any number of capture windows (panes) may be set up dynamically by the user.

Image-In Point of Service digitally captures, via a scanner, signature tablet and digital camera, any document required at your facility.

Examples include:

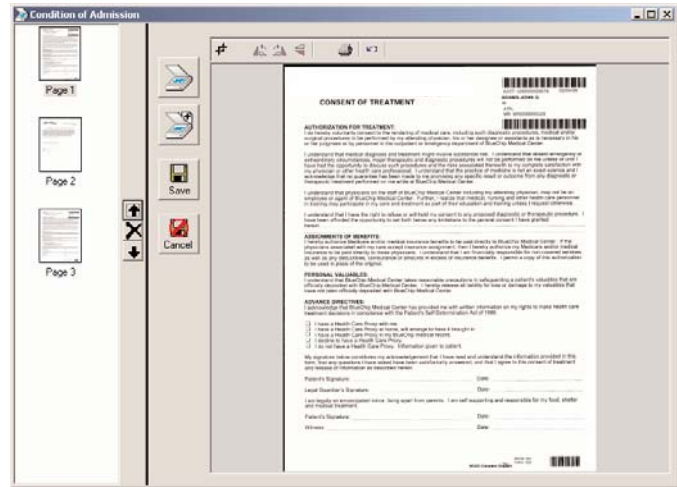
- Driver's License (front & back into the same pane)
- Insurance Card (again, front & back)
- E-mails
- Consent For Treatment (electronically signed)
- Physician's Orders
- Signed HIPAA Notice of Privacy Practices
- Digital Photo
- Web Cam Capture
- ABN
- Living Will
- Insurance Authorization
- Drag-and-Drop Emergency Room (or other) Photos

The screenshot displays the 'Front Office Capture' application window. At the top, it shows patient details: Patient: DRISCOLL, CHRIS; Acct#: U00000000032; MR#: MR0000000021; DOB: 06/14/69; Sex: M; Ins: BLUECROSS 36353231. Below this, there are four document capture panes: 'Driver's License' (showing a Massachusetts license), 'Insurance' (showing a Blue Cross insurance card), 'Eligibility Notification' (a form with various fields), and 'Physician's Orders' (a form with a grid for orders). At the bottom of the window are 'Save' and 'Cancel' buttons.

## Multi-Page Documents in the Same Window

No need to continually recapture the same data over and over again.

Previously captured images are automatically date stamped and displayed along with user-defined red/green action notices to insure recapture based on your hospitals policies. Configuration settings are available for each scan window and may be set to automatically default to the most current image, provide retrieval on-demand or prohibit the user from viewing the previous image at all.

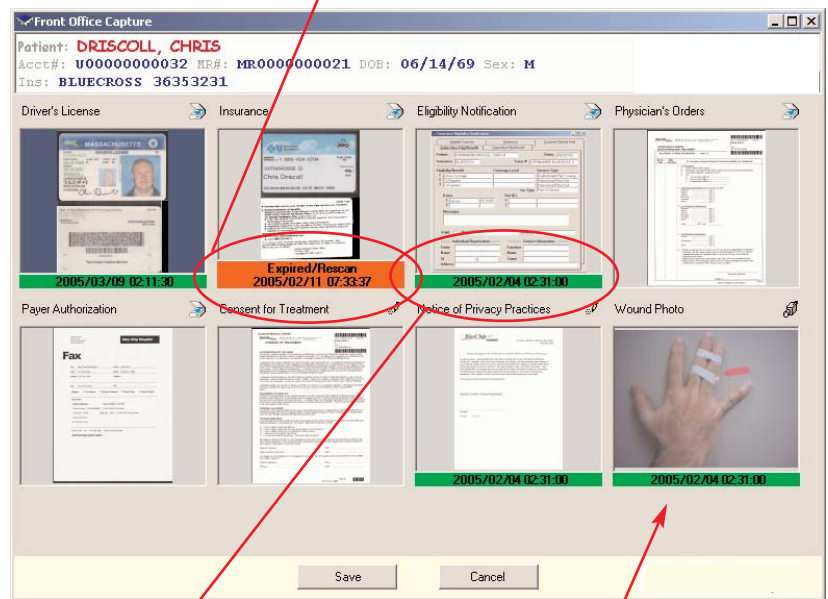


Red Light: Beyond usability date...rescan.

## Insurance Verification

Registration data from the host system is displayed in the Image-In Point of Service capture windows. Insurance eligibility is automatically captured into Image-In Point of Service. When the insurance card being captured does not match the previously scanned image, the registrar can make the required change to ensure the billing information is correct. Quality control performed at this step in the revenue cycle can have dramatic and positive effects on the business office billing and collection process.

- The scanned objects may be displayed in any desired location "pane" on the capture screen
- Any number of "panes" may be displayed
- The scan window descriptions are customizable and may be changed during the scan process to speed registration
- Zoom, magnify and image editing functionality is available through the image viewer
- Images are automatically indexed
- Electronic signatures are merged onto the appropriate documents
- All images are stored in the Omtool ObjectArchive and viewing is permitted by any authorized user anywhere in the facility



Green Light:  
OK...no need to rescan.

Drag-and-Drop  
(photo, e-mail, fax, etc.)



## 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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