



AccuRoute® Document Routing & Distribution  
For Healthcare Organizations

# The Document Handling System for paper and electronic information for the healthcare industry.

AccuRoute®

As a professional who is responsible for the IT infrastructure of a healthcare organization, you probably have a good idea of how many pieces of paper are handled in your environment every day. As technology progresses and the adoption of electronic and wireless systems becomes more pervasive, a transformation in the healthcare industry is taking place as paper-based processes and electronic technologies merge.

According to recent Gartner research ("The Hype Cycle for Healthcare Provider Technologies"): "With rising costs, personnel shortages, and legislative and funding changes, healthcare providers must know which standards and technologies will enable better decision making. Continuous speech recognition and document imaging will have the fastest and broadest impact on the industry." Traditionally, the healthcare market has been extremely paper-intensive. Many of these paper-intensive business processes are expected to migrate into processes that are initiated in paper, but with documents imaged (or captured) to become part of the electronic workflow and medical records.

## Regulatory Implications

Healthcare industry legislations such as HIPAA require healthcare providers to implement administrative, physical, and technical safeguards to protect the privacy of personal health information, including reasonable standards to verify the identity and authority of persons requesting patient information. Access to a patient's health data should be limited only to those employees with the need to access it. Compliance is most easily



satisfied through an automated technology solution, allowing easy and quick access to patient records, while maintaining security of the collected and stored data.

For healthcare organizations, the challenges of achieving compliance with HIPAA can be daunting. A key element of these government mandated regulations is electronic communications. To keep up with the speed of patient

communications required today, healthcare organizations use fax and e-mail. While traditional fax machines can be convenient and cost-efficient, they are not secure because the faxes can be intercepted or misdirected resulting in a breach of patient confidentiality. Standard e-mail and unsecured fax machines - as they are used today - do not conform to the standards for privacy as outlined by HIPAA. For healthcare providers handling healthcare information via fax, these mandates signify a considerable change from hallway fax machines or unsecured, standalone fax devices that now exist to handle patient/medical data.

## The Impact of Electronic Medical Records

Electronic Medical Records (EMR) have been generating a great deal of attention recently within healthcare facilities. Adoption has been cautious and the lack of interoperability has stalled recent initiatives. Without interoperable EMRs, all relevant parties such as providers, pharmacies and independent physicians cannot share patient information necessary for timely, patient-centered and portable care. Therefore, technology absorption must be based on industry standard and widely pervasive solutions.

Health and Human Services (HHS) has also published proposed security standards to protect all electronic health information, including e-mails, from improper access or alteration and to protect against loss of records.



## Insuring Business Continuity and Disaster Recovery

Whether naturally occurring or man-made, disasters have a direct impact on healthcare providers and their ability to resume normal operations and insure the security of their patient information. Disasters such as Hurricane Katrina are forcing healthcare providers to further evaluate their current practices and to adopt business continuity plans. In order to recover quickly and effectively, healthcare providers should consider document replication stored in a secure offsite location and electronic “back-ups” of all paper documents. Many healthcare providers are opting to capture hardcopies and store them electronically to ensure immediate access in the event of a disaster.

## Paper-Intensive Processes

Best business practices require that healthcare providers retain full and accurate records of every patient interaction or communication, including both paper and electronic records, ideally in one central location.

Given the statistics cited in a recent PricewaterhouseCoopers study, an average organization:

- makes 19 copies of every document;
- loses one out of 20 documents;
- spends 400 hours per year searching for lost files;
- and spends another 25 hours re-creating each lost document.

As a result of these findings, the case for converting paper records to digital files becomes more compelling. Further, the ability to distribute those records to multiple systems simultaneously saves significant employee time and resources and can potentially avoid errors due to lack of information. Readily available access to patient records through text search and redistribution of those records, that may be compressed, have also become imperatives. In response, Omtool delivers AccuRoute to healthcare enterprises worldwide.



## AccuRoute® for Healthcare

AccuRoute is a document handling system that integrates the capture, conversion and distribution of paper and electronic information – allowing for a simple, efficient and controlled electronic distribution into a variety of information systems simultaneously. Implementation provides a cost-effective, practical approach to document distribution in even the most complex and heterogeneous healthcare environments.

### AccuRoute's Key Features enable:

- Capturing documents and converting them into a variety of formats
- Making documents text searchable
- Creating customizable instructions or embedded directives for full control of formats, delivery recipients and locations
- Archiving embedded directives for ‘re-use’ eliminating the need for redundant work
- Distributing paper and electronic documents to multiple recipients and multiple electronic information systems simultaneously including e-mail, fax, document management systems (DMS), records management systems (RMS), enterprise content management, knowledge management, business intelligence systems, PDAs, desktop or network shared files and/or printing to a network device
- Working with any networked, scan-enabled digital printers, desktop scanners, copiers, or multi-function peripherals (MFPs)
- Providing a user-friendly desktop interface that leverages familiar (native) user interfaces from existing applications
- Flexible access: from either the PC workstation or an MFD directly
- Delivering comprehensive security, tracking, and distribution confirmation functionality to handle secure electronic, bi-directional information delivery

AccuRoute provides full access, flexibility and digital security as healthcare providers struggle to cope with the challenges of regulations, disaster recovery and paper-intensive workflows.

## The Benefits of AccuRoute

AccuRoute is helping healthcare providers to address and solve key business challenges today. Some of the common themes that run through the growing number of AccuRoute customers include the following:

### Faster, More Efficient Workflow

AccuRoute's scalability and ease-of-use allows for immediate return on investment while laying the foundation for future electronic medical record and healthcare information management systems and integrations. This, coupled with the availability to archive and re-use document routing rules, eliminates the need for redundant work and significantly enhances productivity of your staff.

### Business Without Boundaries

Being able to work with any networked, scan-enabled digital printer, desk-top scanner, copier or multi-functional peripheral allows for enterprise-wide deployment quickly and cost-effectively. AccuRoute's flexibility protects your software against the inevitable changes of future, cost-effective hardware upgrades or new purchases.

### Improved Accountability and Compliance

Document tracking and security are critical; knowing who is handling patient information and when is a business imperative. By its very nature, AccuRoute is designed to be fully self-documenting – ensuring the ability to audit and retain every document. When considering new and changing legislation and the need to both retain and archive records, AccuRoute provides tremendous value.

### Reduction in Cost, Waste and Risk

It is simply cheaper to control scanning and routing projects in-house than it is to outsource to an agency. Having the tools to manage sensitive patient matter, control distribution and delivery, reduce unnecessary paper documents (via electronic storage) and provide enterprise-wide connectivity is a significant cost savings and one that can not be ignored.

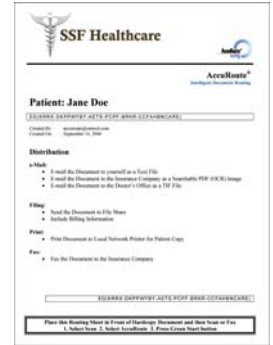
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## Electronic Intelligence: AccuRoute's Embedded Directive

An embedded directive is a label consisting of a string of characters that provide intelligence to your documents so they know where to go and how to get there. The embedded directive contains all the routing and delivery specifications (including recipient data, method of delivery, final file type, profile of data and destination) encoded so that the AccuRoute server can understand and execute them.

An embedded directive can be displayed on an individual routing sheet or stored electronically on your desktop for both convenience and a controlled method of document management. Lastly, AccuRoute's embedded directives can be accessed directly from certain MFD models equipped with the necessary embedded technology.



### Compression

Through Adobe, AccuRoute provides advanced image file compression capabilities as part of its document routing and distribution solution. AccuRoute's image compression engine within its Compose process takes the images from the server and compresses them with either a JBIG2 or JPEG compression technique. The result is a dramatic reduction in document size up to 50%-80% smaller.

### AccuRoute is the product of choice when you:

- Have continuous and spontaneous document integration requirements
- Require patient information be captured from a number of different devices and of different types (i.e. would like hardware independence)
- Need distribution of medical information or documents into multiple destinations such as fax, e-mail, document/health information/records management systems etc. — simultaneously
- Integrate paper into electronic file structures to capture both paper and electronic-based documents ("mixed mode" documents)
- Desire de-centralized document integration and scanning functionality
- Wish to reduce administrative involvement and empower end users with their personal embedded document directives (or embedded directives)
- Have existing electronic information systems you need to integrate with natively

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