

Enterprise Content Management for **Healthcare**



Achieve Operational Efficiency and Responsiveness

Long deployment schedules and a lack of systems interoperability present two key challenges to the successful implementation of healthcare technology. And yet, quickly connecting staff with critical information is the key to cost-effectively delivering quality care.

Leading healthcare organizations of all sizes are turning to Laserfiche to dramatically improve the business productivity and responsiveness of the entire organization—not just the areas that deal with patient charts.

By standardizing on an agile ECM system from Laserfiche, you will improve information access across your organization—all without sacrificing the quality of patient care.

Learn More Inside

- ▶ Centrally and securely manage patient records.
- ▶ Reduce the cost of compliance.
- ▶ Improve patient service.
- ▶ Enhance back-office processes.
- ▶ Accelerate payment cycles.

ECM: A Critical Complement to EHR/EMR

Many organizations believe that EHR/EMR systems promote organizational efficiency, but they are limited to managing structured content, leaving providers with no way to store, locate, route, review or approve unstructured content such as:

- ▶ **Supporting patient information** including admissions items, outside lab reports and medical history files.
- ▶ **Back-office documentation** including EOBs, invoices, purchase orders, compliance records and employee files.

Laserfiche allows healthcare organizations to centrally and securely manage all of their content, providing a critical complement to EHR/EMR, HIS and other clinical and back-office applications.



How Laserfiche ECM Complements EHR/EMR

Capabilities	EHR/ EMR	ECM
Improve chart accessibility.	✓	✓
Increase record security.	✓	✓
Decrease the cost of handling and storing paper records.	✓	✓
Offer preliminary diagnostics.	✓	
Offer advanced diagnostics.	✓	
Offer e-prescribe functionality.	✓	
Offer practice management functionality.	✓	
Manage patient records.	✓	✓
Scan doctors' handwritten notes into patient records.		✓
Electronically capture and store EKGs.		✓
Link scanned patient documentation to electronic medical records.		✓
Automatically route information.		✓
Offer audit trail tracking for HIPAA compliance.		✓
Retrieve encounter forms, charts, EOB forms, checks and correspondence directly from billing applications.		✓
Automatically route documents—with e-mail notifications and time-out alerts—through verification, coding and claim-preparation processes.		✓
Scan and organize payer applications, diplomas, licenses, CVs and CMEs.		✓
Digitize paperwork in employees' personnel files and provide employees with secure access to their HR records.		✓
Manage partnership and joint venture agreements, case files, contracts, compliance records and correspondence.		✓

Business Benefits: Agile ECM in Everyday Use



Centrally and Securely Manage Patient Records

Whether or not your organization has an EHR/EMR system in place, Laserfiche increases efficiency by providing a central and secure digital repository for all patient information, including:

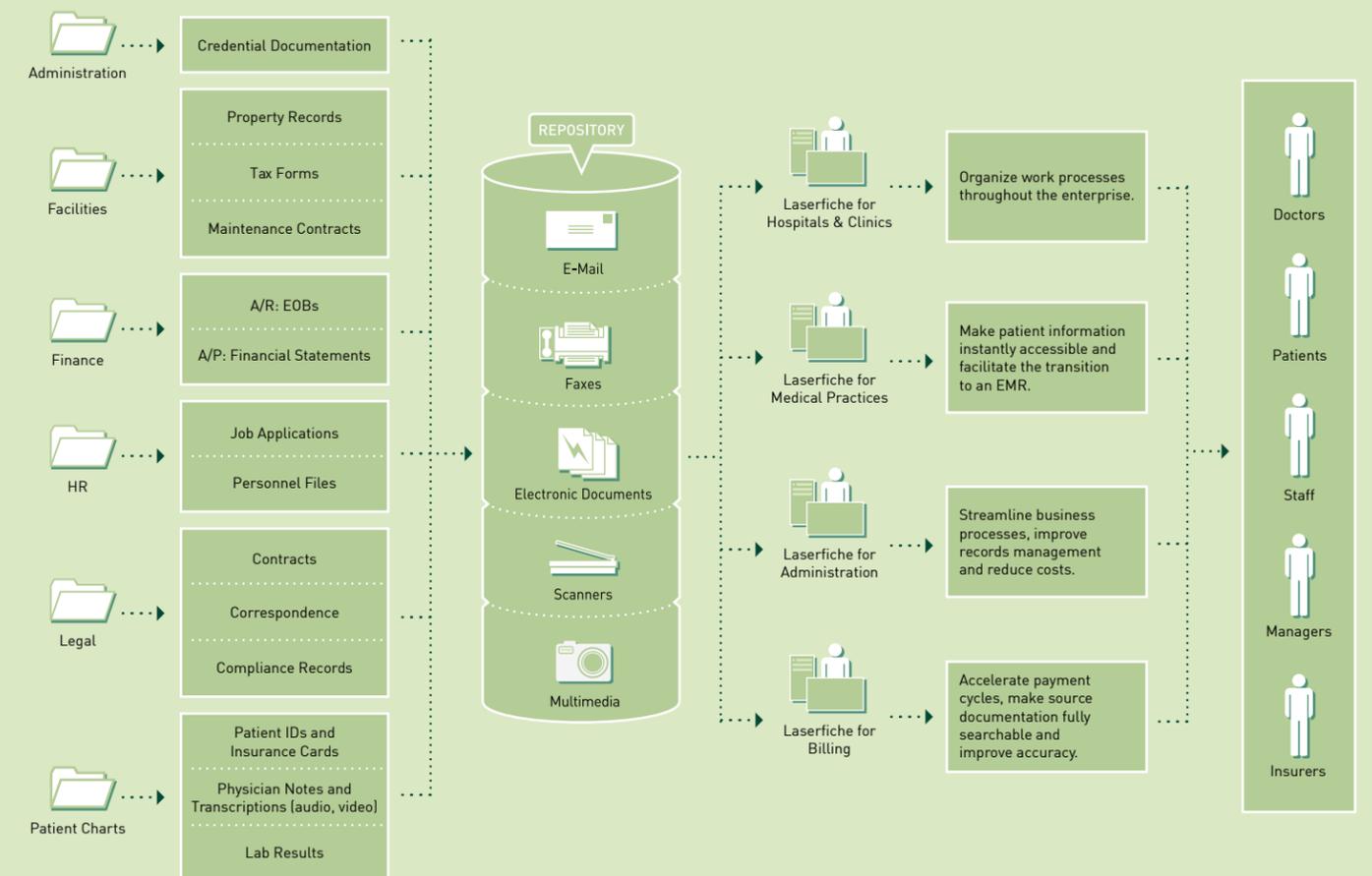
- ▶ EKGs
- ▶ Pathology reports
- ▶ Lab results
- ▶ Advance directives
- ▶ Ultrasounds
- ▶ X-rays
- ▶ Medical history files
- ▶ And more

Extensive search capabilities enable staff members to quickly locate information buried deep within records, while flexible workflow rules automatically route records to the providers who need them. This saves time and effort for your staff, and it also reduces gaps in communication between healthcare providers and decreases duplicate testing.

“ With Laserfiche, our physicians don't have to piece together a complete patient record from a variety of sources, wait for someone else to finish reviewing a chart or wait for my department to make them a copy. They just log into Laserfiche and everything is right there! ”

Michelle Rosson / HIM Director / Regional Medical Center at Memphis

Improve Efficiency, Security and Patient Care Enterprise-Wide



Improve Patient Service

Laserfiche streamlines admissions procedures and simplifies the work of front-desk personnel by allowing them to quickly scan and retrieve admissions items such as driver's licenses, referrals, insurance cards and more.

Laserfiche also automates the filing process, accelerating admissions and making it easy to link digital content in the Laserfiche repository to electronic medical records stored in an EHR/EMR.

- ▶ Accelerate information retrieval and answer patient inquiries faster.
- ▶ Reduce misfiling and document loss, along with their related costs.
- ▶ Eliminate the expense associated with copying, filing, transporting and storing paper documents.
- ▶ Automatically route test results and updates to physicians as soon as information is entered into Laserfiche.

Reduce the Cost of Compliance

Laserfiche serves as the records management cornerstone of your HIPAA and Joint Commission compliance initiatives. It provides comprehensive security that protects sensitive patient data while still allowing authorized personnel instant access to the information they need to deliver outstanding care.

With Laserfiche, healthcare organizations:

- ▶ Use audit trails to demonstrate adherence to established retention and access procedures.
- ▶ Ensure proper destruction of expired patient records.
- ▶ Minimize the risk of non-consensual release of protected health information (PHI) by limiting access by user, role, folder, document and/or data field.

“It's much safer having patient information in a secure, electronic repository than to have paper copies of records lying around on people's desks. No one can access Laserfiche without a log-in and a password. Even then, everyone's level of access is tailored specifically to their role and responsibilities.”

Tracy Guzman-Barron / Administrative Services Supervisor / Fertility Centers of Illinois

Enhance Back-Office Processes

Although there is currently a great deal of focus on the efficiencies that can be gained by employing EHR/EMR systems, these systems are focused exclusively on patient records. In contrast, ECM provides back-office benefits across the entire organization, including:

- ▶ **Accounting:** Simplify the payment cycle by automatically routing requisitions and linking documents that must be matched or reviewed for payment, such as purchase orders, bills of lading and invoices.
- ▶ **Credentialing:** Streamline the credentialing process by scanning and organizing payer applications, diplomas, licenses, CVs, CMEs and contracts, and then routing application packets to reviewers such as department chairs, the medical executive committee and/or the board.
- ▶ **Facilities Management:** Manage property and equipment purchase records, warranties, tax forms, lease agreements and repair and maintenance contracts.
- ▶ **Human Resources:** Automate the hiring and HR onboarding process, secure paperwork in employees' personnel files and manage record retention schedules.
- ▶ **Legal:** Manage partnership and joint venture agreements, case files, business and employment contracts, compliance records and correspondence.

“After implementing Laserfiche, the speed at which we can process applications skyrocketed. We're currently completing approximately 1,500 applications a month, which is up from just under 800 a month a year back.”

Ryan Boe / Corporate Credentialing Manager / Molina Healthcare



Automating Billing for Speed, Service and Competitive Advantage

Laserfiche **streamlines the billing process** by eliminating time-consuming searches and providing claim processors and service representatives with on-demand access to EOBs, claims, statements and remittance information. It also **increases efficiency** by adding staff members who can work remotely.

- ▶ Scan charts and other documents at the point of service, and automatically route them through verification, coding and billing workflows.
- ▶ Shorten billing cycles and enable faster discrepancy resolution with on-demand access to EOBs, claims, statements and remittance information.
- ▶ Perform electronic ADT-to-chart reconciliation.
- ▶ Manage interactions with primary, secondary and tertiary payers more efficiently.
- ▶ Simplify integration with coding, billing and other applications with an open architecture and support for the HL7 protocol.

“ At the end of just two weeks, we had a fully functional system and the coders were coding remotely. Getting this kind of technology in place normally takes months. ”

Marsha Hunter / Medical Records Director / Iredell Memorial Hospital

Automate Billing Work Processes — and Get Paid Faster

1. Document Types

- Paper documents.
- Electronic documents.
- Faxes.
- CDs.
- FTP upload.
- E-mail.
- HL7/ANSI.

2. Import and Capture

- Import electronic documents.
- Monitor network FTP, fax and e-mail folders for automatic import.
- Sort and scan paper documentation.
- Convert electronic documents to non-proprietary TIFF format for long-term archival.
- Automatically name, file and index documents.
- Extract information from your billing application to fill in template fields.

3. Billing and Coding

- Record billing codes, notes and annotations on the archived image.
- Input billing information manually from annotated charge forms, or integrate your billing application with Laserfiche to automatically pull billing codes from the annotated images.

4. Workflow and Work Lists

- Route charge forms to appropriate personnel for verification, coding and billing input.
- Create work lists based on client, date of service, follow-up flags or other user-defined fields.

5. Claim Submission

- Transmit electronic claims via a clearinghouse.*
- Mail hardcopy claims to payer.*

6. EOB Management

- Scan payer EOBs for easy search and retrieval.

7. Payment Posting

- Scan checks.
- Post checks in billing system.*

8. Secondary and Tertiary Filings

- Locate original EOBs and related documentation.
- Electronically redact as needed for submittal.
- Send documents directly from Laserfiche to secondary and tertiary payers.

9. A/R Analysis

- Analyze accounts by referring to source documents in Laserfiche.

10. Payment

- Transmit collection reports from Laserfiche to provider.

* Occurs outside Laserfiche.

Bottom-line Benefits

By leveraging the power of an agile ECM system from Laserfiche, healthcare organizations enhance their ability to securely manage all organizational content—without hampering the productivity of their clinicians, IT staff or front- and back-office employees.



Doctors

- ▶ Centralizes and stores electronic medical records without forcing major changes to the clinical workflow.
- ▶ Minimizes the need for training with a user-friendly system that includes familiar Windows features such as right-click menus and flexible folder structures.
- ▶ Adapts to the way doctors already work rather than requiring them to use computers in the exam room or spend time typing notes into the system after appointments.

IT Group

- ▶ Provides centralized control over information storage, security and disposition while still empowering other areas of the organization to configure the system to meet their needs.
- ▶ Simplifies system maintenance and administration with Microsoft®-standard administration tools.
- ▶ Enables role-based access rights and permissions to be assigned directly to Active Directory groups.

Front Office

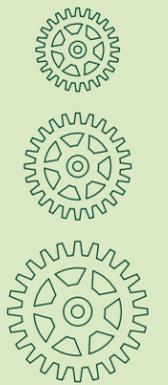
- ▶ Streamlines admissions procedures by enabling instant search and retrieval of patient information.
- ▶ Eliminates the need for copying, filing, transporting and storing paper documents.
- ▶ Enables staff to quickly respond to patient inquiries.

Back Office

- ▶ Minimizes manual data entry when digitizing employee records, legal contracts, compliance records, tax forms and more.
- ▶ Automates accounts payable processing.
- ▶ Streamlines the credentialing process.

Billing

- ▶ Shortens billing cycles by automatically routing information through the verification, coding and billing workflow.
- ▶ Enables faster discrepancy resolution with on-demand access to EOBs, claims, statements and remittance information.
- ▶ Eliminates lost and misplaced files.



About Laserfiche

Since 1987, Laserfiche® has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 30,000 organizations worldwide—including hospitals, medical groups and Fortune 1000 companies—use Laserfiche software to streamline document, records and business process management.

The Laserfiche ECM system is designed to give organizations central control over their information infrastructure, including standards, security and auditing, while still offering business units the flexibility to react quickly to changing conditions. The Laserfiche product suite—built on top of Microsoft® technologies to leverage your existing technology investments—deploys rapidly, enhances efficiency and integrates seamlessly with the applications employees use every day.

Your Next Step



Get industry perspectives
laserfiche.com/hc



Arrange a demonstration
(800) 985-8533



Learn more
info@laserfiche.com
3545 Long Beach Blvd.
Long Beach, CA 90807

Laserfiche Product Suite

The Laserfiche system is designed to be straightforward to purchase, deploy, extend, administer and support. Laserfiche solutions deploy quickly and easily scale to accommodate both an increasing number of users and high-volume repository growth.

Laserfiche Rio™

laserfiche.com/rio

- Enterprise content management
- Document imaging
- DoD 5015.2-certified records management
- Business process management
- Complete auditing and security controls
- Production-level document capture and processing
- Unlimited Laserfiche servers to support backups, failover clusters and testing environments

Laserfiche Avante™

laserfiche.com/avante

- Document management
- Business process management
- Optional Web client and Audit Trail tracking
- Optional DoD 5015.2-certified records management

© 2011 Laserfiche

Laserfiche is a division of Compulink Management Center, Inc. Laserfiche is a registered trademark of Compulink Management Center, Inc. All other trademarks are properties of their respective companies. Due to continuing product development, product specifications and capabilities are subject to change without notice. Printed in the USA. Item No. 7604.