

# Document Management for Healthcare



## How to Pick Up Speed

Streamline admissions, simplify the transition to electronic records, speed up collections and increase operational efficiency

Regulations. Payment cycles. Managing and protecting patient information. These challenges impact your organization's productivity and drive the need for improved records management and cost-cutting measures. Balancing these forces is critical to achieving fast return on investment (ROI) while maintaining high levels of service.

Setting the standard in unified digital records management, document management and imaging, Laserfiche® addresses these challenges with cost-effective, rapidly-deployable solutions. Laserfiche solutions improve the rate of collections, streamline admissions, simplify the management of patient records and reduce the cost of compliance with HIPAA and other regulations.

### Learn More Inside

- ▶ Streamline Records Operations.
- ▶ Improve Admissions Efficiency.
- ▶ Accelerate Payment Cycles.
- ▶ Improve Back Office Processes.
- ▶ Deploy Quickly for Fast ROI.
- ▶ Reduce HIPAA and JCAHO Compliance Costs.

# Accelerate the Business of Healthcare

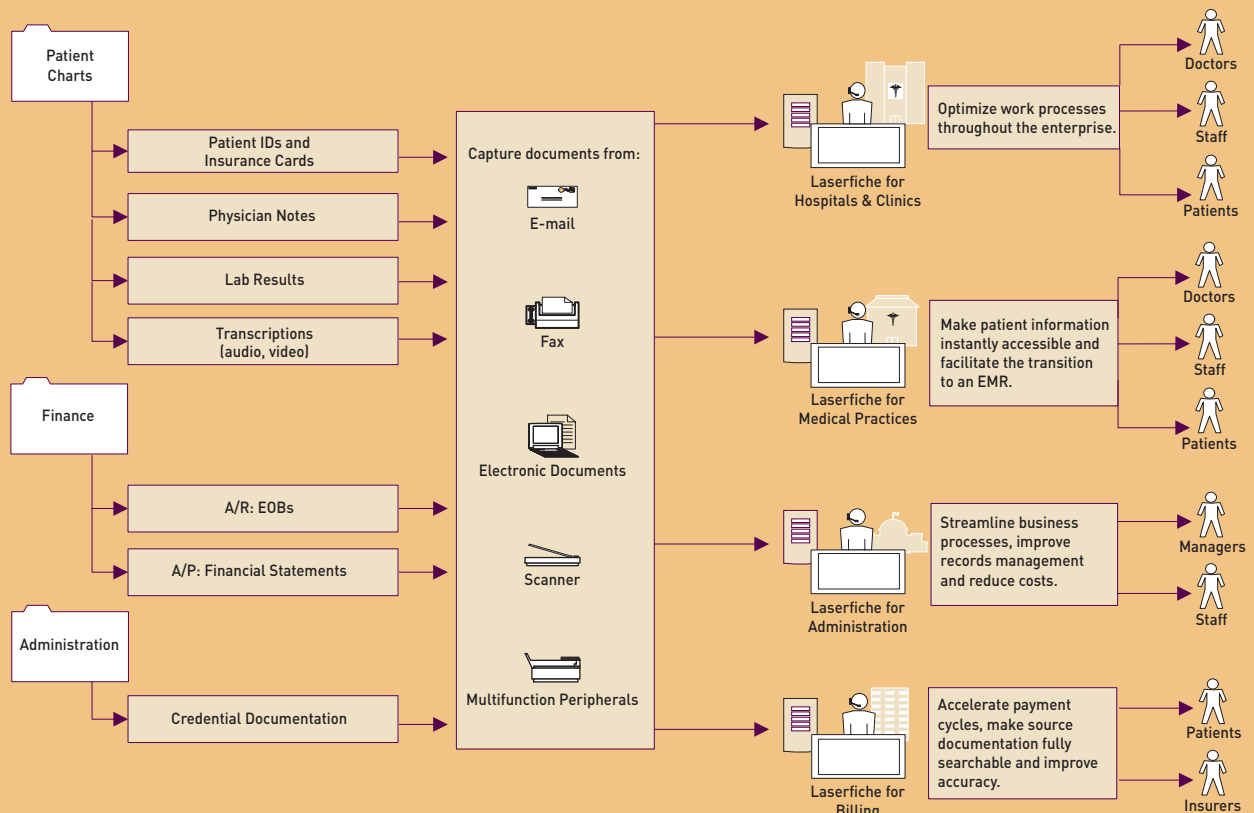
## The Costs of Paper

- ▶ Labor-intensive filing procedures for all incoming records.
- ▶ Cumbersome distribution of physical records to multiple departments.
- ▶ Time-consuming searches through paper EOBs and source documents to resolve billing discrepancies.
- ▶ Expensive processes for complying with the archiving and security standards mandated by HIPAA, JCAHO and other regulations.
- ▶ Persistence of physical files, along with the related document storage costs and the increased risk of security and privacy violations.

## The Laserfiche® Potential

- ▶ Automated filing of all documents, faxes and e-mail messages.
- ▶ Automated routing of documents, with e-mail notifications and time-out alerts, to improve efficiency and accountability.
- ▶ Accelerated billing processes with faster, more efficient access to EOBs and other supporting documents.
- ▶ Simplified compliance, with digital records storage and comprehensive security.
- ▶ Centralized records management, with easily-enforced and consistent policies organization-wide.

## Efficiency, Security and Improved Service



# Laserfiche at Work in Healthcare

Front desk personnel receive patients and scan their insurance cards and patient history forms into the secure Laserfiche repository. Laserfiche software automatically files the documents in each patient's record or, for new patients, creates a folder that is linked to your practice management or electronic medical record (EMR) system. The front desk clerk then selects the appropriate physician from a drop-down menu, which automatically creates a shortcut within a physician-specific folder to the patient's chart and generates an e-mail alert that's sent to the physician's PDA or Tablet PC.

The physician accesses the patient's record either from within your EMR system or directly within Laserfiche. Powerful search capabilities enable the physician to quickly locate information buried deep within the patient's record. Physicians and other authorized staff members can download records to a flash drive or CD for review outside of the office.

When visit-related documentation is complete, Laserfiche Workflow Suite™ routes documents through your verification, coding and claim preparation processes. Billing personnel access encounter forms, charts, EOB forms, checks and correspondence either from within your billing application or directly within Laserfiche. Follow-ups are flagged electronically for prioritization.

Throughout this process, Laserfiche monitors the network for incoming faxes, identifying and routing prescription renewal requests, patient record requests, billing follow-ups and vendor invoices to appropriate staff members.

Laserfiche also enables staff members to respond to records requests much more quickly, as well as to store and retrieve authorization and request forms in a HIPAA-compliant manner. Powerful search capabilities enable staff members to locate both archived and current records in seconds, and staff can e-mail, fax, download or print requested records from within Laserfiche.

"When we switched from paper to Laserfiche for EOBs, the patient account representatives were working with it like veterans by the end of the first day. Over the next several weeks, we saw so much improvement and so few problems that we felt confident that we could move on to the patient charts."

Bonnie Kelly,  
IT Supervisor,  
Fertility Centers of Illinois

State-mandated medical reporting typically requires cross-patient and cross-department search capabilities. Laserfiche includes Intelligent Search functionality that permits searching on both a document's text and on customizable template fields. The results screen displays not only a list of matching documents but enables staff members to view the context of each occurrence of the word or phrase on which they searched.

This search functionality enables departments across your organization to instantly retrieve documents. With the appropriate security, users can view, print, and e-mail documents directly from their desks. They can further archive documents to CDs, DVDs or other non-volatile media, which simplifies data distribution, disaster recovery preparation and business continuity planning.

"We were able to accomplish everything we wanted to and more. We manage patient charts electronically instead of on paper. The interfaces were easily written using the HL7 protocol, and we created index fields that allow authorized staff throughout the hospital to quickly search for any records. I want to make Laserfiche the document management system for the entire hospital."

Marsha Hunter,  
Medical Records Director,  
Iredell Memorial Hospital, Statesville, NC



# Real-World Benefits from the Registration Desk to the Back Office

## Streamline Records Operations

Laserfiche solutions increase efficiency by providing staff members with instant access to patient information. 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. If you have already implemented a practice management or EMR system, Laserfiche works side-by-side with this application to ensure that historical records, as well as paper records created outside your organization, are instantly accessible and fully searchable. If your organization does not have immediate plans to implement an EMR system, you can easily digitize all your paper records and take advantage of the efficiency and security enhancements Laserfiche delivers.

- ▶ Improve patient care with immediate access to current and historical information.
- ▶ Reduce misfiling, document loss and their attendant costs.
- ▶ Increase productivity and responsiveness to record requests by providing authorized staff members with on-demand access to patient records.

## Improve Admissions Efficiency

Hard-copy records begin to accumulate the moment a patient enters the waiting room. Laserfiche software streamlines admissions procedures and simplifies the work of front-desk personnel by allowing them to quickly scan and process insurance cards, driver's licenses, patient histories, lab results, referrals, privacy notice acknowledgements and other documents. Once this information resides in the Laserfiche repository, staff can easily access and review it when the patient arrives for future visits.

- ▶ Archive and retrieve patient documentation quickly and cost-effectively, without the unnecessary overhead associated with copying, transporting and filing paper documents.
- ▶ Enhance existing practice management and EMR systems by easily linking records stored by Laserfiche with existing patient databases.
- ▶ Provide front-desk personnel with a document management system whose intuitive design and ease-of-use enables them to work more efficiently without requiring drastic changes to their current workflow.

## Accelerate Payment Cycles

Billing operations are among those most subject to excessive paper burdens and cumbersome processes. Laserfiche software streamlines the billing process by eliminating time-consuming searches and providing claims processors and service representatives with instant access to information. Staff members can scan charts and other documents at the point of service, and Laserfiche automatically routes the scanned documentation through your verification, coding and billing workflow. On-demand access to EOBs, claims, statements and remittance information also contributes to shortened billing cycles and allows faster discrepancy resolution.

- ▶ Easily capture all of the documentation that supports the collection process, including patient charts, EOBs, checks, mail and e-mail correspondence and other supplemental information.
- ▶ Perform electronic ADT-to-chart reconciliation.
- ▶ Manage interactions with primary, secondary and tertiary payers more efficiently with electronic redaction of EOBs.

## Deploy Rapidly and Simplify Technical Administration

Long deployment schedules and a lack of systems interoperability present two key challenges to the successful implementation of healthcare technology. Engineered for maximum scalability, Laserfiche software allows healthcare organizations to budget for departmental installations and then expand organization-wide. An open architecture and support for the HL7 protocol simplify integration with practice management, coding, EMR, hospital information systems (HIS), accounting and other applications. Flexible configuration allows departmental databases to reside in separate locations with individualized security settings.

- ▶ Ensure future accessibility by implementing a solution that utilizes non-proprietary file storage formats.
- ▶ Configure access and feature rights by users and groups.
- ▶ Simplify integration by choosing a system that supports industry-standard Microsoft® SQL Server™ and Oracle® database platforms.

## Improve Back Office Processes

The same functionality that streamlines processes related to admissions, records management and billing also benefits other departments throughout your organization that are currently burdened by paper:

- ▶ **Human Resources:** Digitize the paperwork in employees' personnel files, such as resumes, employment applications, correspondence, compliance documentation, tax forms, benefits forms and performance reviews. Automatically route new documents to the appropriate HR staff member and provide employees with secure Web access to information in their HR records.
- ▶ **Accounting:** Simplify the payment cycle by automatically routing requisitions and linking the documents that must be matched or reviewed for payment, such as purchase orders, bills of lading and invoices. Use Laserfiche in conjunction with your accounting application to instantly retrieve debit and credit memos, vendor correspondence and other supporting documentation.
- ▶ **Legal:** Manage business and employment contracts, partnership and joint venture agreements, case files, transactions, research memos, forms, compliance records and correspondence.
- ▶ **Facilities Management:** Manage property and equipment purchase records, warranties, tax forms, lease agreements and repair and maintenance records.
- ▶ **Insurance Management:** Manage policies, addenda and claim records for property insurance, professional liability insurance, workers compensation insurance, etc.
- ▶ **Credentialing:** Streamline the credentialing process by scanning and organizing such documentation as payer applications, diplomas, licenses, CVs and CMEs.

## Reduce HIPAA and JCAHO Compliance Costs and Mitigate Risk

Protecting the integrity of patient records is crucial to the success of your organization. To comply with HIPAA privacy rules and JCAHO patient safety goals, you must balance information security with the proper level of accessibility to ensure that providers have the information they need to provide patient care. Laserfiche software serves as the records management cornerstone of HIPAA and JCAHO compliance initiatives by providing comprehensive security that protects sensitive data, while allowing authorized personnel to instantly access this data.

- ▶ Balance security with efficiency to minimize the risk of the non-consensual release of protected health information (PHI).
- ▶ Use audit trails to demonstrate adherence to established retention and access procedures.
- ▶ Ensure proper destruction of expired patient records with Laserfiche Records Management Edition™, which complies with Department of Defense 5015.2 standards.



"When it comes to HIPAA compliance, the Surgery Center of Baltimore has what it needs with Laserfiche, with its Audit Trail feature to safeguard patient privacy. Our administrator serves on a national HIPAA compliance panel, and she frequently invites confused hospital administrators to see how we have solved the problem."

Jeffrey R. Johnson,  
Systems Information Coordinator,  
Surgery Center of Baltimore, MD

# About Laserfiche

## Laserfiche Product Suite

### Laserfiche Document Management Platform

Organize, protect and retrieve information.

Laserfiche United™ and Laserfiche Team™  
Laserfiche Records Management Edition™  
Laserfiche Web Access™

### Document and Information Capture

Bring paper and electronic documents into your digital system.

Laserfiche Quick Fields™  
Laserfiche Import Agent™  
Laserfiche Snapshot™

### Document Distribution

Provide secure, efficient document access to users across the office and around the world.

Laserfiche WebLink™  
Laserfiche Plus™  
Laserfiche E-mail Plug-in™  
Laserfiche COLD™

### Business Process Management

Streamline document-centered processes and track activity for regulatory compliance.

Laserfiche Workflow Suite™  
Laserfiche Agenda Manager™  
Laserfiche Audit Trail™

### Integration and Customization

Integrate Laserfiche with third-party applications, customize system functionality and automate Laserfiche-related tasks.

Laserfiche Integrator's Toolkit™  
Integration Express™  
Integration Express-GIS™

### Software Assurance

Manage change and protect your investment.

Laserfiche Software Assurance Plans (LSAP™)

## About Laserfiche Solutions

Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Since 1987, more than 22,000 organizations—including government offices, Fortune 1000 companies, healthcare organizations and non-profits—have used Laserfiche software to streamline processes for managing documents, records and workflow. By digitizing paper archives, Laserfiche enables users to instantly pinpoint the information they need, to collaborate more effectively and to complete daily tasks more efficiently. Secure Web access allows organizations to share information with remote offices, business partners and customers, while user- and role-based security options ensure compliance with government- and industry-mandated standards, including Department of Defense (DoD) standard 5015.2.

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## Your Next Step

Call (800) 985-8533 to arrange a demonstration. Also e-mail [info@laserfiche.com](mailto:info@laserfiche.com) or visit [www.laserfiche.com/healthcare](http://www.laserfiche.com/healthcare) for more product details or to request your free Laserfiche demo CD.

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