

OnBase

a Hyland Software solution

MeritCare Healthcare System

CONNECTING PATIENT INFORMATION ACROSS A HEALTHCARE ORGANIZATION

"All of our customers—patients, providers and physicians—couldn't be happier with the solution...Physicians spend more time with patients and less time on administrative tasks. Patients can take comfort in knowing their physicians are more available to them and that all of their information is available at their point of care."

-Caryn Hewitt, RN, BSN
Executive Partner
Health Information Management



INTRODUCTION AND EXECUTIVE SUMMARY

The MeritCare Health System already handled 75 percent of its patient information electronically. However, the health system needed a way to capture paper and handwritten documents that kept it from achieving a true electronic medical record (EMR).

To enhance patient care, improve business processes and connect disparate information systems, the MeritCare Health System has implemented an electronic document management system (EDMS). MeritCare uses the technology to fill the gaps that data-centric applications cannot, and it is the link that consolidates patient information from the moment the patient presents at registration until payment is collected.

About MeritCare

Headquartered in Fargo, MeritCare Health System is an integrated clinic and hospital system with the largest group practice and hospital in North Dakota. The health system includes 17 locations in the Fargo/Moorhead area, 17 regional clinics in Minnesota and nine regional clinics in North Dakota. MeritCare provides services to more than two million patients per year, including 22,500 hospital admissions and 112,000 walk-in clinic visits.

To provide these patients with the best of care, MeritCare chose the OnBase solution to complete its mature EMR and accelerate business processes. Developed by Hyland Software, OnBase is an enterprise-class software that combines integrated document management, workflow and records management in a single application.

BENEFITS

Patient Care

- Completely electronic medical record for each patient
- Improves patient care with immediate access to medical records from any MeritCare facility
- Retrieves documents without leaving familiar EMR system
- Decreases medical record deficiency rate from nearly 50 percent to 15 percent
- Minimal training and high user acceptance with an interface that closely resembles the previous physical folders
- Reclaims physical space that can be designated for patient care

Business Processes

- Estimated annual labor savings of \$517,000 by eliminating the paper filing system
- Annual savings of \$145,000 in the Hospital Business Office (HBO)
- Savings of \$200,000 in supplies in the HBO during the first year
- Increases revenue cycle productivity through instant access to explanation of benefits (EOBs)
- Reduced HIM budget by 30 full-time employees (FTEs)
- Reduces medical record analysis cycle time from two to three weeks to within 48 hours

Centralizes Disparate Information

- Associates EMR to multiple documents relating to an episode of care
- Analysts, coders and physicians view information simultaneously, accelerating billing processes and enabling them to work remotely
- Eliminates 60 filing cabinets of paper files
- Decreases medical record retrievals by providers looking for missing information to 18 percent, down from 100 percent
- Decreases the risk of medical identity theft with scanning at registration

OnBase at MeritCare

Besides completing the EMR, the health system has applied the EDMS to patient access, health information management (HIM), the revenue cycle and its durable medical goods subsidiary. Because OnBase fits into MeritCare's existing technology, it does not displace technology in place, such as MeritCare's Centricity® EMR and Siemens AG INVISION® Financials, but complements and enhances it.

MeritCare unites information in a central repository that is easily accessed and leveraged in departments that have unique needs, but require much of the same information. OnBase is the piece that connects the departments' systems and processes to each other to improve patient care and save money.

PATIENT ACCESS

In every location across the MeritCare health system, registration staff use the same OnBase registration solution, improving the patient experience and billing cycle processing time. With 175 registration scan stations across the health system, MeritCare scanned more than 160,000 insurance cards during the first year of implementation alone.

THE NEED

While MeritCare uses its EMR to record most of a patient's information, registration still needed a way to capture paper forms and documentation, such as insurance cards and HIPAA forms. Using paper, the health system had to route the documents to business offices, slowing the billing process. In addition, the health system could not access a patient's information when s/he presented in a different area or location.

THE CRITICAL CHALLENGES

- Capture patient information one time only
- Integrate registration information with the Centricity EMR
- Eliminate the potential risks and delays associated with physically routing documents to business offices for billing
- Allow other registration sites access to images and information to eliminate redundant collection
- Provide secure identification of patients without scanning driver's licenses
- Improve appointment reminders and identify if follow ups are needed

NOTABLE USES

Pre-Registration Workflow Updates Appointments Real-Time

Complementing the registration scanning and further improving the patient experience, MeritCare has implemented a pre-registration workflow. In order to call patients prior to the appointments, provider schedules had once been manually printed out and referenced. The only way to catch add-on or canceled appointments was to print and review schedules several times per day to check for new or removed patients, and the follow up for patients was time-consuming and sometimes missed completely.

The new OnBase workflow utilizes HL7 messaging to send messages into OnBase, which creates an electronic appointment form. Daily timers in OnBase retrieve appointments scheduled for the next seven days from Centricity and place them in workflow queues. As appointments are added or canceled, they enter and exit the queues in real time. Users keep track of patients they are unable to reach in hold or pending queues, which keep a quick list of callbacks to work daily.

The workflow ensures that each patient is contacted before an appointment and identifies if any follow ups are needed. Because patient appointments are easily accessed, staff can always be prepared for the next patient and appointment times can be more easily filled.

THE SOLUTION

Capture

When a patient presents at a MeritCare facility for the first time, registration staff enter the patient's information into the Centricity EMR. Because scanning driver's licenses is illegal in North Dakota, registration staff take digital photographs of new patients to confirm identity, identify patients during subsequent visits and reduce the potential for medical identify theft and fraud.

Registration staff members continue to work in Centricity as they are presented with a screen that prompts them to scan in necessary documentation, such as insurance cards and HIPAA forms. Using information from the integration with Centricity, OnBase automatically indexes the scanned documentation. OnBase attaches the documents to the EMR for later reference.

Retrieve

Documents captured by OnBase at the original registration are available as links within the Centricity system with a click. No matter where a patient's original information is collected, it is available to authorized users across the health system with a simple click in the patient's EMR. If a patient registers at a hospital, clinic registration staff across the health system can access documents in Centricity. The same is true should the patient begin in the local clinic and later go to a MeritCare hospital.

THE RESULTS

Patient Access Benefits Using the OnBase Solution in Registration

- Increases billing efficiency with business office access to insurance information electronically
- Improves patient experience with less time spent at registration
- Makes registration information for a patient available at each location the patient may visit in the health system
- Decreases the risk of medical identity theft with digital photographs
- Ensures each patient is contacted before an appointment with automatic tracking and timers
- Better identifies if and when follow-up appointments are needed
- Enables staff to be more prepared for the next patient and fill appointment times more easily

“Registration staff members capture key patient information during registration to assist with the patient billing process. We currently scan insurance cards as well as regulatory forms, eliminating the routing of paper and the potential to lose these important documents.”

-Luther Stueland
IT EDMS Team

Process

A pre-registration workflow uses HL7 messaging to create an electronic appointment form. The workflow adds new appointments as they are scheduled and removes appointments as they are canceled, ensuring that schedules are always up-to-date. Staff making appointment reminder calls track callbacks they must make each day and timers prompt them to call patients about follow-up appointments.

HEALTH INFORMATION MANAGEMENT

In Health Information Management (HIM), MeritCare captures components of the patient's record that an EMR cannot easily capture, such as handwritten notes or diagrams. Once patients are discharged from the hospital, their medical record information is collected and sent to the HIM department.

THE NEED

The HIM department had the equivalent of more than 16 miles of paper files scattered around the health system. Each of the 1.5 million visits per year required the retrieval of a 100 percent paper record. The 40,000 square foot facility holding the documents was nearly at capacity and MeritCare wanted to use the space for patient care.

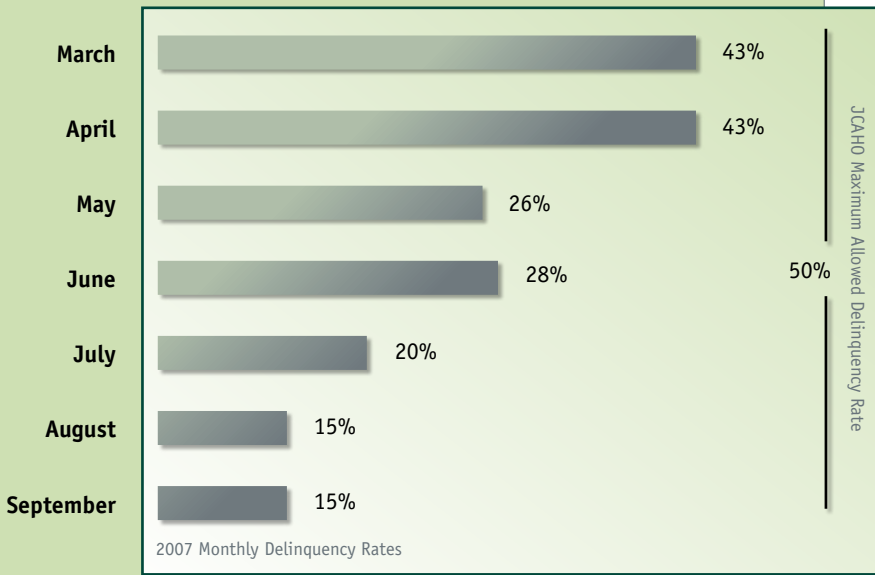
The health system was unable to identify missing charges until weeks after discharge, and data entry staff spent many hours batch-totaling charge sheets, which were often illegible or missing data. Because coders had to use paper in the office, MeritCare was losing coders to opportunities that allowed them to work from home, and MeritCare could not offer that option prior to using OnBase.

THE CRITICAL CHALLENGES

- Analyze, code and complete charts simultaneously
- Integrate paper chart information into the Centricity EMR
- Decrease deficiency rate
- Accessibility to entire medical record less than 24 hours post-discharge
- Reduce paper medical record retrievals
- Enable analysts and coders to work from home to support employee retention and recruitment

MONTHLY CHART DELINQUENCY STATISTICS

Analyst Productivity Increased by 40%, Deficiency Rate Decreased to 15%



THE SOLUTION

Capture

To begin the implementation, MeritCare collected existing paper records from locations across the health system. MeritCare standardized forms and added identifying bar codes to 90 percent of documents for easier indexing. Most forms have three bar codes, including one holding the patient name and medical record number, one that supplies the appointment date and the physician's name and one to identify the type of form.

To make newly created information electronic, patients' paper charts (such as orders, progress notes or physicians' signatures) are collected once patients are discharged from the hospital. Charts are collected from clinical care units every shift and sent to the HIM department for centralized scanning.

Retrieve

Once content is scanned, OnBase links the documents to MeritCare's Centricity EMR system, providing complete charts to physicians, analysts and coders who are authorized to view them within 24-hour post-discharge. Hard copy documents are destroyed after 30 days.

Process

With documents in OnBase, MeritCare eliminates the need for paper and makes the analysis, coding and completion of charts completely electronic. Using the OnBase Medical Record Management (MRM) Viewer, analysts, coders and physicians see an interface that closely resembles the previous physical folders. With colored tabs marked by document type, just as they were in the physical folder, users can quickly find necessary information and make the appropriate changes and notes. Not only does this make the user experience easier, it decreases training requirements and cultural change.

THE RESULTS

HIM Benefits Using the OnBase Solution

- Reduces HIM budget by 30 FTEs
- Increases productivity in analyzing incomplete medical records by more than 40%
- Reduces deficiency rate to less than 15 percent, down from nearly 50 percent
- Less than 24-hour turnaround time from visit to electronic access to documents
- Reduces medical record retrieval requests
- Flexibility to allow analysts to work from home

"Within a day of implementation, providers began ridding their offices of paper. The physicians had a very quick buy-in. Since implementing, we have reduced staff significantly, and our analysts have increased productivity by more than 40 percent."

-Kathy Buchanan, RHIT
Manager

Health Information Management

Chart analysts evaluate the charts using OnBase MRM and ensure that each is complete and complies with regulations. OnBase allows analysts to move easily between charts and ECM documents. Because all the information is accessed electronically, analysts accomplish their work without pulling any paper, increasing productivity by 40 percent and enabling analysts to work from home.

From there, coders evaluate each chart and enter charge information into electronic charge sheets. The completed form is automatically routed to data entry where the totals are calculated

prior to posting. Charge entry staff find any errors and route them back to the coder in a work list for review.

At the same time, providers sign into MRM at home or at work and OnBase presents them with their deficiencies. Whether a signature, completed documentation or missing dictation is required, physicians complete the work from anywhere. Physicians can also reject a deficiency or an entire chart and record the reason for rejection. Deficiency rates have decreased to 15 percent, down from nearly 50 percent before the solution.

EMR INTEGRATION

Because the HIM department digitizes the remaining part of MeritCare's chart that had been paper, the health system offers its patients the benefits of a true EMR. Staff is able to access all of a patient's information from within Centricity, helping them to make more informed and immediate decisions on patient care.

THE NEED

Using Centricity for an EMR, 75 percent of patient information at MeritCare was electronic before the OnBase solution. The remaining 25 percent that was paper slowed patient care as well as business processes. Keeping some chart information electronically and some paper can be confusing and actually decrease efficiency. Converting to an EMR that is fully electronic prevents the frustrations associated with employees not knowing where to find information and having to pull it from a variety of sources.

THE CRITICAL CHALLENGES

- Convert chart to a true EMR
- Eliminate paper surrounding a chart
- Allow users to access all components of a medical record from within Centricity
- Maintain HIPAA compliance while easing access to documents for authorized users
- Utilize HL7 messaging to integrate Centricity EMR and OnBase EDMS

“Our chart pulls are down 82 percent, and not only are retention needs no longer growing, they are decreasing, freeing up more patient care space.”

-Caryn Hewitt, RN, BSN

APPLICATION INTEGRATION

GE Centricity EMR

By integrating OnBase EDMS with the Centricity EMR, MeritCare has patient information available in one place. By clicking on a paperclip icon while working in the EMR, users retrieve documents related to that patient without having to navigate to a separate system or pull paper documents.

Because users stay within their familiar environment, OnBase is accepted more easily and in less time. Often, users do not even realize they are accessing OnBase, but see the documents as an added functionality of their existing software application. The integration follows patient privacy regulations, allowing only authorized users to retrieve a single patient's documents and maintaining the security that is present in the Centricity EMR (also eliminating a separate sign in).

In addition, the integration allows for automatic indexing for scanning both at registration and in the HIM department. Automatic indexing eliminates redundant data entry, mitigates the risk of human error to improve data integrity and increases productivity with faster scanning.

THE SOLUTION

Users access OnBase documents with a simple click within the Centricity system. They do not need to leave their familiar Centricity screens while OnBase works in the background, utilizing HL7 messaging, to pull up the documents, making the system easy for staff to learn and use.

To access clinic-based documents, MeritCare uses the OnBase "DocPop" feature. In Centricity, users click a paperclip icon and documents associated with an office visit "pop" up on the screen. With the seamless integration, users often see the documents as an added functionality of the existing application, never realizing OnBase is working in the background to retrieve the documents. By working in a familiar interface, training is simplified and the solution is more quickly adopted.

For example, Dermatology collects digital photographs for future reference, which are stored in OnBase and retrieved through the icon in Centricity. A summary line reflects the name of the specific document so that users have information about the document they are viewing. The integration brings up only the specific documents of the individual patient, ensuring that only authorized users view confidential information and that MeritCare complies with HIPAA rules.

To access hospital-based documents, staff use a similar "ChartPop" functionality, which integrates Centricity to multiple documents relating to a hospital episode of care. By clicking a paperclip icon in an encounter, the OnBase MRM Viewer "pops" to show a view like that seen by coders and physicians. Users see a "view only" version of the OnBase MRM to ensure documents are protected and unchanged, supporting compliance and patient security.

THE RESULTS

EMR Integration Benefits Using the OnBase Solution

- Fully electronic medical record for each patient
- Estimated annual labor savings of \$517,000 by eliminating the paper filing system
- Improves patient care with immediate access to chart documents from any MeritCare facility
- Reduced HIM budget by 30 FTEs
- Associates EMR to multiple documents relating to an episode of care
- Decreases chart pulls by providers looking for missing information to 18 percent, down from 100 percent four years ago
- Minimal training and high user acceptance with an interface that closely resembles the previous physical folders
- Retrieves documents without leaving familiar Centricity EMR system
- Reclaims physical space that can be designated for patient care



OnBase provides the necessary bridge between an EMR and the 20 to 25 percent of a patient record that still comes from disparate clinical systems and document-centric processes.

DURABLE MEDICAL EQUIPMENT SUBSIDIARY

HealthCare Associates (HCA) is a wholly owned subsidiary of the MeritCare Health System and is a medical supply store offering a variety of services for providers and patients with five locations in North Dakota and Minnesota. HCA strives to provide patients with the products that allow them to be independent, while giving patients quality care, products and education in a comfortable and professional setting.

THE NEED

HCA charts, separate from those used at MeritCare's hospitals and clinics, were cumbersome, time-consuming and often incomplete. Paper was stored in various areas of the building, making it hard to retrieve information and making it impossible to centrally store documents. Reimbursement documents took up rows of shelves and had to be boxed and stored offsite, and regulatory documents were difficult to track, which resulted in delays in the billing process.

In addition, several regulatory forms must be collected and retrieved in order to file claims. However, keeping track of documentation was a major challenge for HCA when relying on a paper-based system, and paper forms were often missing when it came time to file a claim.

THE CRITICAL CHALLENGES

- Create an electronic medical record for HCA
- Provide EMR access to assist in the billing process
- Eliminate disparate storage locations for information
- Provide authorized billing and medical staff with secure patient information
- Enable equipment discussions to occur privately with access to relevant material
- Accelerate prescription change processes

NOTABLE USES

Workflow Accelerates Billing and Eliminates Delays at HCA

The folders at HCA not only serve as an electronic chart, a second subset of tabs holds information to aid in the billing process. Registration scanning along with a billing process workflow ensures that HCA captures and retains all the paperwork required to file claims.

The billing workflow imports billing documents from an AS/400 billing system. The documents are assigned to work queues and completed. Other documents, such as delivery tickets from a patient's equipment, are scanned and indexed into the patient's electronic folder. They are then easily retrievable and referenced should the patient call with a question.

Adjustment requests were also a significant pain point for HCA. Each adjustment had to be manually entered into the system and various HCA personnel had to spend hours per day keying them in. Now, any adjustment over \$25 is routed using workflow. HCA then runs a Crystal Report each day and completed approvals are automatically posted into the system. The process is now just a small part of a single person's responsibilities.

THE SOLUTION

Capture

When a patient enters HCA, a staff member checks Centricity for insurance information. If the patient was referred to HCA by a MeritCare physician, staff pull up the relevant insurance information and only scan the prescription the patient brings with them. If the patient has been referred by a doctor outside of the MeritCare health system, staff scan in the insurance card as well as the prescription. All scanned forms feature a bar code identifying the type of form and a second bar code with patient information from an AS/400 application to index patient keywords. The patient's folder, any subfolders and tabs are automatically created in OnBase.

Retrieve

MeritCare created a folder structure in OnBase to replace the paper chart. OnBase Foldering provides a tabbed interface that resembles physical folders, making them easier for users to adopt. A patient's folder contains all of the patient's related medical information in one set of tabs and a subset of tabs holds reimbursement information. Practitioners and billing staff have a single central repository for all content so that they can access needed documents quickly.

Once registered, patients are escorted to an individual room to privately and thoroughly discuss treatment. In the room, the staff member pulls up the patient's medical record folder in OnBase so that all of the patient's information is at his/her fingertips. Practitioners at HCA also access patient information from within Centricity to get a more complete picture of a patient's needs. Similarly, MeritCare physicians who prescribed the durable medical good access the practitioner's notes in the patient's folder.

THE RESULTS

Benefits Using the OnBase Solution at HCA

- Saves a significant amount of time over using paper charts
- Reduces hours spent on adjustment request process
- Eliminates file cabinets, freeing up space for more important uses
- Better tracks workers' productivity
- Eliminates major challenge of lost prescriptions and regulatory documents
- Supports simultaneous views of a prescription
- Accelerates prescription change process

“The success of OnBase in HIM and Revenue Management is breeding great demand for utilization in other areas. If we had put in applications specific to HIM or Revenue Management, we wouldn't be able to build solutions for all of the other departments, which can also benefit from document management and automated workflows.”

-Caryn Hewitt, RN, BSN

Process

In some cases, patients are prescribed a certain treatment and practitioners at HCA realize another may be more helpful. Because HCA cannot give out any equipment without a prescription, a paper process is not sufficient to help patients who are waiting for care. HCA practitioners notify providers to revise the prescription and begin care with an approval. The new signed prescription is sent over electronically.

REVENUE CYCLE MANAGEMENT HOSPITAL BUSINESS OFFICE

Replacing the HBO's very manual and paper-based processes, the department has created a paperless office to electronically manage information and use automated workflows to speed up processes. The solution saves \$145,000 annually and processes checks two to three days sooner, reducing cycle times and sending cash to the bank faster.

THE NEED

Paper-based processes were extremely difficult and time-consuming. Because the system is encounter-based, a new account is created each time a patient visits the hospital. Employees had to attach a sticker to a detailed paper bill for each patient encounter and file the bill, forms and other documentation. The HBO filed about 500-600 per day, and the simple filing of bills often took until 11 a.m. each day before employees could "begin" the day's work. Once filed, processing the bills, EOBs and payments utilizing a paper system was challenging.

THE CRITICAL CHALLENGES

- Convert paper-based processes to automated workflows
- Capture EOBs and other information electronically
- Eliminate time-consuming bill filing
- Utilize information in OnBase obtained during registration
- Reduce paper storage
- Balance EOBs and checks
- Eliminate creation and filing of paper receipts stapled to matching EOBs and checks
- Ease audits with electronic EOBs

"In our first year alone we saved \$200,000 on supplies, and we now save \$145,000 annually. By eliminating 60 file cabinets of paper, we are able to process checks two to three days sooner while re-deploying six staff to other areas."

-Brian Rahman
Manager
Patient Financial Services

THE SOLUTION

Capture

With the OnBase solution, the HBO has scanned and indexed old folders containing histories and EOBs. This alone has eliminated the need for the costly storage space required for 60 file cabinets and freed up space to move an entire additional department into the space. By retrieving the most current insurance information received from the registration solution, the office has fewer errors and retrieves paper EOBs for claim filing much less often. This has allowed staff to increase productivity and, in turn, improve morale.

Creating a paperless office, the HBO now captures more than 90 percent of information electronically. The HBO uses OnBase to receive EOB remittance data from insurance carriers, and separate it into individual EOBs for quick retrieval. The solution also uses information from the HBO's Siemens financial system to more easily manage billing. For example, the HBO used to have to print off accounting face sheets, but now imports them into OnBase using COLD/ERM functionality.

To accommodate the remaining 10 percent of paper documents that are not captured electronically, such as paper EOBs, correspondence and paper checks, the HBO scans in the documents and gathers indexing information from the Siemens system.

THE RESULTS

Revenue Cycle Benefits Using the OnBase Solution in the HBO

- Annual savings of more than \$145,000
- Saved \$200,000 on supplies the first year implemented
- Re-deploys six staff to more value-added tasks
- Space previously devoted to 60 filing cabinets freed, allowing another department to relocate into the space
- Reduces check processing time by two to three days
- Creates a paperless office by collecting 90 percent of information electronically, scanning remaining 10 percent
- Decreases errors with updated insurance information
- Reduces the need to pull EOBs for claim filing
- Improves morale with increased productivity

Process

Comprehensive workflow processes improve overall revenue management and encompass the entire billing process from the point of admission to final payment. Workflow accurately indexes EOBs down to the patient level and assists the cashiers in balancing each EOB to the check amount. The workflow ensures all payments for remittance have been posted into the core billing system.

Bills and EOBs are sure to be balanced as OnBase will not process them through the workflow if they do not match. Because all of the information is in OnBase, it is much easier to research why the bill does not match the EOB when necessary, and the HBO no longer needs to create and file receipts.

With OnBase Workflow, the HBO electronically routes documents between departments should they need to be reviewed for denials and edits. Review processes are performed much quicker and are more convenient and secure than paper routing. Adding a workflow process has enabled the office to send documents through the appropriate

channels in less time, further increasing productivity and leading to an annual savings of more than \$145,000.

While supervisors previously had to look through drawers and desks to determine how many documents were pending, the HBO now uses OnBase and Business Objects Crystal Reports® to create a report each Monday of what is pending in the workflow and for what amount. Because they know how much is waiting to be posted, balancing is much better. They can also measure and review productivity as they never could before.

The final stage of the workflow works as an aging tool for the HBO. Once a patient has paid in-full and has a zero balance, the patient is removed from the workflow. Should the bill be open for more than a year, HBO staff research the issue and determine whether or not to send it the Collections Department. With OnBase Workflow, received checks are processed to Accounts Receivable (AR) two to three days earlier, reducing the total cycle time and sending cash to the bank faster.

REVENUE CYCLE MANAGEMENT

REVENUE CYCLE MANAGEMENT CLINIC BUSINESS OFFICE

The MeritCare Clinic Business Office (CBO) manages the billing for the health system's 400 clinic physicians using OnBase and the McKesson practice management system. The CBO is divided by specialization, including cash management, insurance, patient accounts and audit. OnBase is used in each of these areas and the CBO continues to develop its OnBase solution even further.

THE NEED

Unlike the HBO, the CBO already had some of its documents and processes automated using the McKesson system. However, not all of the information can be managed by the system and OnBase helps to complete the solution. For example, when the CBO needed information from a coder, the paper process to request it was time- and labor-intensive.

THE CRITICAL CHALLENGES

- Integrate with McKesson practice management solution
- Utilize information in OnBase obtained during registration
- Augment processes and documents that already feature some automation
- Access documents through the McKesson screen
- Automate the patient inquiry process
- Eliminate potential for lost documents during routing

THE RESULTS

Revenue Cycle Benefits Using the OnBase Solution in the CBO

- Fills the gaps of the CBO's automation solution
- Anticipated reallocation of four to five employees
- Improves processing time and reduces backlogs
- Automates patient inquiry process
- Facilitates the monitoring of employee work lists and incomplete inquiries
- Enables document access through an intuitive interface

THE SOLUTION

Capture

OnBase captures paper documents to make them available electronically, including paper EOBs, collection agency status reports, attorney assignments and others. The CBO also uses the insurance and financial documents that are collected at registration and linked to patient accounts.

Retrieve

Users in the CBO can access OnBase documents both through the McKesson interface and the OnBase interface. A simple click on a button within McKesson brings up related OnBase documents, easing user acceptance and eliminating the need to toggle between applications. At times when just using OnBase documents, users can also choose to enter the intuitive OnBase interface to retrieve documents or interact with workflows.

Process

Like the HBO, the CBO uses workflow to improve processes. For example, the CBO has implemented a coding inquiry workflow. When a patient calls in with

an inquiry about why an insurance company may or may not have paid something, the CBO has to contact a coder for information. Before OnBase, staff had to pull out the patient's file, fill out a paper form indicating what information was needed and then have the paper routed to a coder.

With the OnBase Workflow solution in place, patient information is available electronically and the employee fills out an electronic form. Workflow routes the e-form to a coder's work list. The coder can then re-populate the patient account, if necessary, and OnBase Workflow routes the changes to accounting and insurance and adds it to staff work lists.

The workflows have improved the CBO's processing time and reduced the backlog. Papers no longer have the potential of getting lost, and the office better tracks backlogs. Managers can look at employees' work lists and monitor inquiries that need to be completed.

ABOUT ONBASE HEALTHCARE SOLUTIONS

OnBase Healthcare Solutions are built using the OnBase ECM suite and are deployed to meet an organization's specific content and process requirements now and into the future. Used by nearly 600 healthcare organizations, OnBase Healthcare Solutions address virtually every aspect of hospital operations from clinical care to the business office as well as administrative functions such as accounts payable and human resources. The open architecture of the system enables integration with EMR, HIS, PMS, AP/AR, HR and PACS systems to fully leverage their capabilities and achieve rapid payback on technology expenditures. OnBase Healthcare Solutions enable organizations to run more efficiently by managing content and streamlining workflows across the enterprise with point solutions for revenue cycle management, medical records and back office operations. Visit us at www.onbase.com/healthcare for more information.

BUILDING ON ENTERPRISE VISION

With an advanced ECM solution in place, MeritCare continues to add value to its investment with further development and expansion. As other areas of the health system see the success of the solutions and their ease of use, they become interested in implementing OnBase for their own needs.

The Human Resources Department scans and retrieves payroll documents and is one of the areas MeritCare plans to expand in the near future. Like the HCA chart, Drug Analysis documents, Quality Management Provider files and Public Policy binders are scanned and retrieved using OnBase Foldering. These documents are grouped in an interface that mimics the look and feel of physical folders, easing transitions to an electronic repository. In addition, MeritCare has deployed scanning and retrieval to include miscellaneous Accounting documents that aid in purchasing.

The OnBase solution provides MeritCare with a single store of information for departments around the health system while maintaining strict privacy policies. By linking systems and departments, MeritCare connects patient information to improve patient care while reducing its operational costs.

“Hyland matched our vision of an integrated EMR that was able to fit in as an adjustment rather than replace the EMR we have in place. OnBase is that extra piece we need to complete our EMR.”

-Caryn Hewitt, RN, BSN

ABOUT HYLAND SOFTWARE INC.

Hyland Software Inc. is the developer of OnBase, a rapidly deployable suite of enterprise content management (ECM) software applications. OnBase is a modular suite of ECM applications that includes document imaging, workflow, electronic document management, COLD/ERM and records management. OnBase allows organizations to manage all digital content, including scanned paper documents, e-mails, faxes, print streams, application files, e-forms, Web content and multimedia files. OnBase is used by businesses and government agencies around the world to reduce the time and cost of performing important business functions and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. For more information about OnBase, please contact an OnBase Authorized Solution Provider or visit www.onbase.com.

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