Riptide Health Care Application Brief

At a glance

Benefits for the Health Care industry?

Riptide for IBM Enterprise Content Management provides these benefits:

- Eliminate print "bottlenecks" associated with desktop printing.
- Save time by spooling multiple print jobs from separate applications for printing.
- Eliminate the need to open documents in their native application for printing.
- Reduce cost associated with manual assembly of client packets.
- Increase productivity with value-added functions.

A little about Crawford Technologies

Crawford Technologies streamlines high-value document management solutions that encompass all aspects of post composition Customer Communications Management (CCM) including print file transforms, workflow automation, operations management, intelligent mail tracking, Multi-Channel Customer Communications Management (MC³), archiving/ECM and document accessibility.

Executive Summary

Crawford Technologies Riptide provides an important tool for getting healthcare related documents where they need to be faster and more cost effectively. It is important for the business of delivering healthcare to keep both healthcare-related and business-related documents flowing smoothly. CrawfordTech has worked to integrate its technology with that of its business partners and the larger world of Electronic Patient Records (EPR) and Electronic Medical Records (EMR).

As a specific example, the Riptide automated output management system is a proven tool in an IBM FileNet Content Manager based Hospital Information Management (HIM) solution.

"Riptide has generated proven results in improving the hospital's billing cycles."

The Situation

Hospitals are in the business of providing healthcare. As such, they are constrained by business rules and a protective regulatory environment. One of the rules governing healthcare is that hospitals can't bill until the patient charts are complete. This requires moving information where it is needed, stat! Despite the emergence of electronic initiatives that strive to eliminate paper, flexible output management tools, including fax, are still needed. Getting copies of procedures or other information to remote locations for reconciliation needs to be streamlined. For example: A doctor has hospital privileges but works primarily in a clinic with an incompatible EPR system. One day he visits his patient in the hospital. On the patient's discharge, there is a discrepancy as to what the doctor did during that visit and the patient billing is pending while the paperwork outlining the issue is faxed to the doctor's clinic.

We are a mobile society and patients move and go to new practices. A recent mover goes to see their new physician and, while in her office, needs her to see a particular test result. The medical record release goes to the hospital that ran the test. Doctor and patient wait for the information to be faxed to the new practice's office.

A discharged patient is on the phone with customer service demanding to reconcile their just received EOB with their hospital bill. Having pulled records from three systems, the CSR has patiently walked the patient through the multiple pre-op and post-op visits. The patient now needs a copy of what the CSR is viewing on screen faxed to them to expeditiously close the call.

From data capture to output management, hospitals are among the enterprises with the most to gain from the deployment of integrated, best-in-class ECM systems that complement the traditional electronic patient records management systems by adding speed and flexibility in getting documents into and out of their systems. Crawford Technologies has worked with one for the leading providers of healthcare technology to integrate output management into their IBM ECM-based platform.

The Solution

In 2011, Toronto's largest hospital was facing real world problems from which the scenarios discussed above were derived and more. This progressive medical center, with 1.2 million patient visits each year, had established itself as the largest single-site hospital in Canada. They had deployed an electronic patient records (EPR) system, but there were some rub points. Deficiencies in charts delayed billing, output management of chart and account content was manual, and contention for information from the system caused delays in delivering services.

The hospital brought in a health information management (HIM) system to solve these problems. They selected a system based on the IBM FileNet Content Manager platform to deliver

a complete web-based, digital healthcare records management system. The HIM collects, stores, and presents unstructured data integrated with structured EPR data. The primary application of the HIM system is the storage of 'day forward' scanned information. Historical charts are retained in the health data records (HDR) department.

Getting the HIM system content to locations outside the online reach of the EPR system was recognized as a critical requirement. To solve this problem, the hospital opted for the Crawford Technologies supplied Riptide fax output option. Riptide is an integrated output management solution enhancing the ECM platform. It collects, reformats as necessary and outputs document assemblies. In this application, output is ported to a RightFax fax server.

Results

Crawford Technologies Riptide was integrated with the HIM system and has generated proven results in improving the hospital's billing cycles by shorting the both the time to code charts and the time to resolve discrepancies.

One of the key benefits that Riptide offers to hospitals is the ability to automate workflows. The results of that integration with an HIM are illustrated by the second scenario. When the patient information release form has been validated, Riptide automates the completion of the release process. The scope of the release, the destination, and all other control information flow as parameters passing from the HIM, via the Riptide API, to the fax server. The need for manual intervention, with its associated costs, is eliminated.

Another key benefit of the deployment utilizing the underlying FileNet P8 ECM platform is the ability to respond to patient account requests as in the third scenario. When a patient calls in to a CSR to request account information, the CSR will use the power of the P8 search tools pull up views of the data until the issue is clarified. At that point, the CSR uses Riptide to automate sending an aggregated fax closing the call with cost saving timeliness.

The Solutions

Leading edge hospitals seek out and deploy leading edge business process solutions. In this case, a leading edge hospital in Canada needed to augment their Electronic Patient Records (EPR) system. The solution they chose deployed a best-in-class ECM – IBM's FileNet Content Manager. Their HIM used the power of the ECM to capture and integrate unstructured and structured EPR data. Crawford Technologies Riptide completed the value equation by getting content out of the system to enhance business processes using an automated, fully integrated ECM output management solution.

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CrawfordTech Solutions

Convert any print stream to any other, including:

- AFP
- Metacode/DJDE
- ASCII/EDCDIC Line data
- PostScript®
- PDF and PDF/A
- PCL
- Image (TIFF, PNG)
- Text, HTML, XML

Document Re-engineering:

Add or change inserter barcodes, logos, QR codes, marketing messages, Transpromo, human readable information, selectively add graphics to your documents, add color elements, stream into different output files and move/capture address blocks for sorting and cleansing.

Document Archiving:

Document Archiving for transactional customer documents.

Document Archiving solutions for ECM systems.

Workflow:

Full, end-to-end, management of your transactional or print on demand document production workflows.