Services Fact Sheet | Healthcare Conversion Services

Just the facts:

Converting to OnBase in Healthcare

Conversion Experience

Our proven, transparent methodology leverages tremendous experience resulting in hundreds of successful conversions of legacy healthcare systems, including:

- 3M (Chartscan/ChartView/ChartScript)
- 4Sight
- Acquire
- Acrosoft
- Advanced Horizons (Questys)
- AIM
- Alchemy (Captaris)
- AllDocs
- Allen Systems Group (Mobius) (Document Direct)
- AllScripts (CE, Eclipsys SRM, SoftMed, TouchChart/ImpactMD, Touchworks)
- Aprima
- BluePoint (Fast Docs & Receipt Manager)
- CareCast
- CCMS & OCW
- Cerner (DI/AX, Siemens EDM, Provision Document Imaging)
- CGI (Sovera)
- Comsquared (UNISearch)
- CSC (Phoenix)
- Digitech (PaperVision)
- DocFinity
- docSTAR
- Document Locator
- DocuTrak
- DocuWare
- EasyFile
- eClinical Works
- ElectroFiche
- EMC (Documentum & ApplicationXtender)
- eMD (DocMan)
- Emedsys
- ERMx
- eWebHealth (eWebHIM)
- FIS (Report Server)
- Fiserv (Digital Document System)
- Gateway (GEMMS - Gateway Electronic Medical Management)
- GE (Logician)
- GE Centricity (Logician EMR DMS, C-EMR, IDX Flowcast EDM & IDX Carecast, Kryptiq DocuTrak, QS Critical Care)
- Global360

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Hyland's Conversion Services can eliminate uncertainty surrounding your conversion needs. Conversion efforts need to be integrated with ongoing solution implementation tasks, accounting for potential user impact during the conversion process. We deliver on-time, predictable, successful projects – earning a reputation in the industry as a highly collaborative partner with whom you can place your trust.

What to expect

Conversion efforts often coincide with ongoing solution implementation activities and must manage the potential impact on users, their day-to-day business activities and work in progress. We have found that providing a dedicated conversion Project Manager driving the project from the very beginning discovery stages effectively addresses matters in this complex environment.

Working collaboratively with you and appropriate Hyland resources through the final closing activities, we ensure the conversion plan aligns with your business and technical objectives. Additionally, discovery processes clearly identify when legacy systems will be replaced as well as potential constraints on the conversion effort.

Before we begin migrating data, Hyland performs a comprehensive test conversion that allows you to verify the success of conversion routines and content taxonomy early in the process, avoiding costly delays and lengthy corrections. We perform the conversion within your environment to minimize data security concerns and avoid costs associated with shipping copies of your database and content.

Personnel requirements

A key component to any successful conversion effort is teamwork. Our team includes ECM conversion analysts, database & application developers, installation engineers and project managers. You need only to commit limited resources, primarily during discovery, that are familiar with the legacy system and individuals responsible for IT infrastructure and security. Our staff will lead technical and business discussions, guiding discovery efforts and identifying roles/responsibilities for all parties in the conversion project. They will also ensure that conversion planning takes into account concurrent OnBase implementation efforts with the customer.

Technical requirements

Conversion and migration activities typically are performed on-site at your organization, in a dedicated environment that contains processing workstations, temporary file storage and database space. This method maximizes throughput and leverages your existing infrastructure in order to execute the conversion in a timely and cost effective manner.

- We provide the ability to lease hardware during the conversion
- Any additional OnBase modules required to perform the conversion are provided free-of-charge.

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Conversion Experience (cont.)

- GRID (Synergize Explorer)
- HII Time
- IBM (FileNet Content Services, Image Services, Content Manager, Report Manager, P8, IS, Sovera Clinical)
- IM Scan ImageRight
- Imagine (TrueIce)
- IMM (True Image)
- InteGreat (IC-Chart)
- Iterum (I-Care)
- John Henry (Synergy)
- Laserfiche
- LeonardoMD (Renaissance)
- LibertyNet
- McKesson (Horizon Patient Folder, HPF & LaserArc/IMNET, MPF)
- MED3000 (IC-Chart/IC-Imaging)
- Medical Informatics (IMA)
- Meditech (Scan & Archive/Magic)
- MicroMD
- Microsoft (Amalga SMR & SharePoint)
- Mosaiq
- NaviCare WatchChild
- NextGEN
- Open Solution (Digital Document Systems)
- Open Text (Vignette IDM & Alchemy)
- Optum (ED PulseCheck IBEX, CareMedic/ Ingenix)
- Oracle (IPM/Stellent/Optika)
- Perceptive Content (formerly ImageNow)
- Physical CD Conversion
- Picis (ED Pulsecheck)
- POSSE
- PTC Therapeutics
- Reed Data (2020 Doc/eDoc)
- Ricoh (eCabinet)
- RJS
- Sage
- Sequoia
- Siemens (Leonardo, EDM/Soarian, Syngo)
- Singularity
- SourceHOV (Fastrieve)
- Spectrum
- SSI Group (ClickON Document Management) System)
- Streamline Health (Access ANYware, FolderView)
- Sybase (ICE)
- Synapse
- TeamIA (IA Folder/IA/ETScan)
- TriMed (Emedsys)
- True Image
- Vitera (Sage)
- WebScan
- ZyLab (ZyImage)

230 legacy healthcare systems, 6.5 billion documents, converted to OnBase with minimal impact on end users.

Engagement approach

Discovery

Discovery focuses on three tasks. First, we analyze your legacy system, your day-forward business process and your document taxonomy and indexing schemas, security, and the relationships between documents. Second, we perform a mapping exercise to bridge the data structure of the legacy system to the new OnBase system. Since no two ECM systems are the same, we build rules to accommodate data elements that do not exist in the legacy system. Third, we identify hardware resources in your environment to support the conversion effort. Where there are shortfalls, we offer alternatives. The Discovery phase results in a complete conversion project plan that takes into consideration your business transition to the new OnBase solution.

Sample conversion

We configure OnBase and our Centralized Conversion Services (CCS) framework to perform the various extract, transform and load (ETL) steps in the sample conversion. This involves customizing our utilities to implement the business and mapping rules we designed in discovery and developing our document extraction routines. Then we work with you to identify representative data sets for testing purposes, and conduct validations to ensure documents process correctly. This sample conversion ensures we measure twice and convert once.

Production conversion

After you validate that the conversion routines met your requirements, we begin extraction of data. The production conversion involves all the static documents in your legacy system and represents the bulk of the data. Our conversion routines group the extracted data into manageable sets and import processes load the converted files into your OnBase system. To meet certain conversion timeframes, we often run multiple, concurrent extraction and import processes during agreed-upon processing windows, 24/7 when possible.

Delta(s)

Once all the static documents have been converted in the production phase, we migrate all of the remaining documents that were actively being edited or added to the legacy system after we began the production conversion. Often known as a cut-over conversion, this typically occurs over the weekend right before you go-live with your OnBase solution. We often perform multiple delta conversions as necessary to support your go-live schedule and ensure minimal business disruption during the transition to the new OnBase solution.

Closing

Our staff completes their service by delivering detailed, validation reports accounting for all of your legacy content. We also report on and evaluate any exceptions—consulting with you on solutions and attempting to re-convert any exceptions. Understanding that successful adoption of new technology depends on initial user satisfaction, Hyland can provide different levels of support to your system administrators during the first few days with the new solution.

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