



eBook | Hyland Healthcare

Accelerate and automate healthcare data capture

Hyland®

SPEED BUSINESS WITH DATA CAPTURE SOLUTIONS

Critical information comes into your organization constantly – in many forms and from many sources. But once it arrives, where does the information go? How does it get there? Is there a better way?

Hyland Healthcare data capture solutions automate the data capture process – extracting vital business information and pushing it to wherever it has to go.

By automating data capture, your organization:



IMPROVES PROCESSING SPEED

- Enter information into your back-end systems faster with automated data entry
- Accelerate and improve decision-making by making accurate and up-to-date information more accessible to those who need it



OPTIMIZES YOUR WORKFORCE

- Increase knowledge workers' productivity, re-allocating them to higher-value tasks
- Improve customer service by giving staff immediate access to information



REDUCES COSTS ACROSS THE ORGANIZATION

- Lower operational costs by reducing manual labor
- Reduce errors in your data through automated data validation
- Remove expenses associated with storing and transporting paper documents

“With OnBase, we’ve increased productivity by 48 percent – and we eliminated 50 FTEs and all overtime.”

– WISCONSIN PHYSICIAN SERVICES
Madison, WI

TYPES OF DOCUMENTS PROCESSED

Hyland Healthcare data capture solutions automatically extract information from any document, typically separating them into three categories:

STRUCTURED DOCUMENTS:

Largely consistent in format, like a standardized Medicare form or an EOB

SEMI-STRUCTURED DOCUMENTS:

Format can and does change - such as AP invoices, AR remittances and external lab results - while the contained data stays the same

FREE-FORM DOCUMENTS:

Format is different every time, such as cover letters for job applications and legal contracts

“No other application allowed me to manage data and related documentation with so much flexibility – while providing the automation and notifications we require.”

– FUNCTIONAL PATHWAYS
Knoxville, TN

THE DATA CAPTURE PROCESS

Hyland Healthcare solutions help your organization meet efficiency, service and compliance goals by automating manual tasks, quickly routing accurate information to those who need it, when they need it, and creating consistent processes throughout your organization.

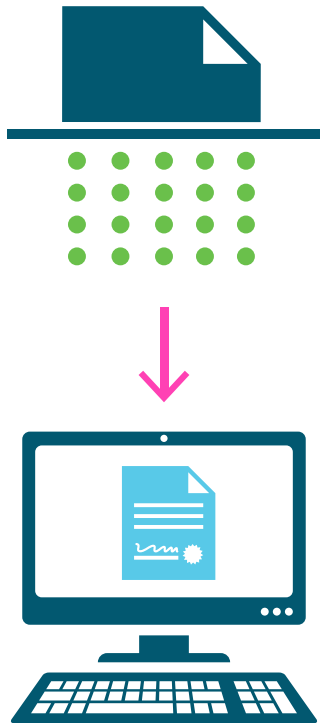
Click each step to learn more:



THE DATA CAPTURE PROCESS

STEP 1

ACQUISITION

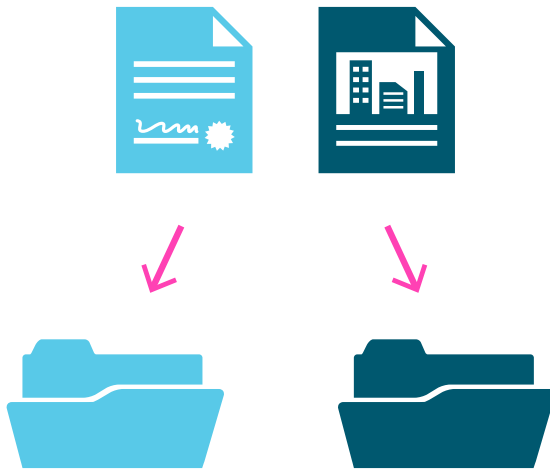


From hand-printed paper forms to electronic customer correspondence, capture almost any document for processing. Once captured, Hyland Healthcare solutions can perform many image clean-up functions, including straightening the image, removing lines and dot-shading or enhancing characters for the best automated data extraction results.

"I can't say enough about how refreshing Hyland is. Product is sleeker and support is so much better..the biggest problem with OnBase is that it runs way too smoothly. We will run out of things to do."

– BAPTIST MEMORIAL HEALTH SYSTEM
Memphis, Tennessee

CLASSIFICATION



Hyland Healthcare data capture solutions automatically identify each captured document, without the need for barcodes or separator pages. By automatically identifying a document or a set of documents, the solutions extract the correct information from each page, no matter what business process the documents support.

“The OnBase solution has greatly contributed to Hospital Samaritano becoming a completely digital hospital, with an environment that offers quality, security and reliability as differentiators.”

– HOSPITAL SAMARITANO
Sao Paulo, Brazil

THE DATA CAPTURE PROCESS

STEP 3

EXTRACTION



Using various technologies, Hyland Healthcare data capture solutions read information on the image, including typed or hand-printed entries, bar codes, shaded radio buttons and checked boxes. Through advanced methods, technologies and tools, the solutions find the critical information on each document or image and, after processing an item once, remember the location of each piece of information to further accelerate processing.

“You’re getting something in your EMR that you never had before – a more complete picture.”

– CLEVELAND CLINIC
Cleveland, Ohio

VERIFICATION



After extracting the necessary information, Hyland Healthcare data capture solutions automatically validate the data against existing databases of information, including other back-end systems, or by applying user-defined business rules. The solutions flag any remaining exceptions for review, presenting them to staff in a customized screen that best fits the way they work.

“By eliminating the paper with OnBase, I have total control of the AP process. I know all of our invoices are in the general ledger. Without any hunting, I know where the invoice is and who has it. I have a clearer financial outlook.”

– NEISWANGER MANAGEMENT SERVICES
Hyattsville, MD

THE DATA CAPTURE PROCESS

STEP 5

DELIVER



Hyland Healthcare data capture solutions immediately send the extracted information, as well as the original document, to the relevant systems in your business process, including: Epic, MEDITECH, Allscripts, SAP™, Oracle™ PeopleSoft™ and Infor Lawson™ as well as most databases. The content management, case management and process automation capabilities may also be leveraged for further processing.

“You don’t have many opportunities in your career to implement significant change. With the procurement of the Perceptive Intelligent Capture solution...this change will position us for the future, in accounts payable, to contribute even more directly to the mission of Presence Health.”

– PRESENCE HEALTH
Chicago, IL

HYLAND HEALTHCARE DATA CAPTURE SOLUTIONS

Capture solutions from Hyland benefit almost any business process involving document processing. A few examples of the most popular applications are:

- AP documents
- Approvals
- Checks
- Correspondence
- Contracts
- Credentials
- DICOM & NON-DICOM images
- Documents
- Driver's licenses
- EKGs
- E-mail
- Financial documents
- Forms
- General forms found in HR, sales, legal and finance departments
- Radiographs
- Recommendations
- Remittances
- Photos
- Packing slips
- Scanned records
- Signed consents
- Transcripts
- Ultrasounds
- Videos

“OnBase empowers IT to solve our users’ frustrations hospital-wide. We can speed processes and give them more information from the software they use every day.”

– ASPIRUS WAUSAU
Wausau, WI

BENEFITS OF CHOOSING HYLAND HEALTHCARE CAPTURE SOLUTIONS

Embracing an automated data capture solution increases efficiencies and accelerates processes across your organization. Hyland Healthcare capture solutions give your company the competitive edge you want with the flexibility and scalability necessary to meet your business needs and processes.

SIMPLE SOLUTION CUSTOMIZATION

After their initial implementation, Hyland Healthcare capture solutions can easily be configured to better fit your applications should they change over time. IT administrators may customize the solutions without scripting, allowing them to make users' lives easier with customization options to better address business processes or user preferences.

SOLUTIONS TO GROW WITH YOUR ORGANIZATION

As your business grows, Hyland Healthcare solutions are flexible enough to grow with it. Not only can you expand our capture solutions across your organization as business demands it, but each individual solution can process an increasing number of documents without need for adding full-time staff, allowing you to keep costs to a minimum.

“We estimated that we saved \$2,000 a day in labor costs as a result of the forms processing solution. This translates into an annual savings of more than \$500,000.”

– GARY PORTO
VP of Operations, Dr. Leonard's Healthcare Corp.

BENEFITS OF CHOOSING HYLAND AS YOUR VENDOR

ONE VENDOR, MANY SOLUTIONS

Hyland Healthcare data capture solutions can process any document, image or video supporting solutions to be implemented across departments. In addition to robust capture functionality, Hyland Healthcare solutions include enterprise content management, business process management and case management functionality. With these capabilities, Hyland can deploy end-to-end solutions across your organization, solving a variety of business problems and allowing you the convenience of a one-vendor relationship.

HYLAND HEALTHCARE IS COMMITTED TO YOUR SUCCESS

At Hyland, one of our core values is: “Our customers are our partners.” From the moment a customer decides to work with Hyland, they are assigned a team to take them from idea to installation through the life of their solution.

We provide 24/7/365 technical support to immediately answer your questions and quickly solve any problem. You’ll directly work with a dedicated team who knows your organization and your solution. Users work with a dedicated point-person from the moment they contact us until the issue is resolved.

“Hyland has done things the old-fashioned way, building solid and reliable technology for solid and reliable industry verticals, and focusing on equally solid, friendly and reliable customer support. It’s business done the way it should be, but seldom is in the world of technology. Many analysts including yours truly, as well as Hyland’s arch competitors, tend to speak respectfully about them as they epitomize the ideals of mid-western honesty and friendliness when doing business.”

– ALAN PELZ-SHARPE
Analyst, 451 Group



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