Health Information Management

Patient discharged

Chart sent to HIM

24 Hours

Chart prep →

Chart scan/index →

Chart QA →

Chart coded: OnBase provides simultaneous access to charts

Deficiency completion: OnBase lets physicians electronically sign charts from anywhere

OnBase documents are now available across organization

Chart completed

Release of information: Content stored in one central location to find information quickly
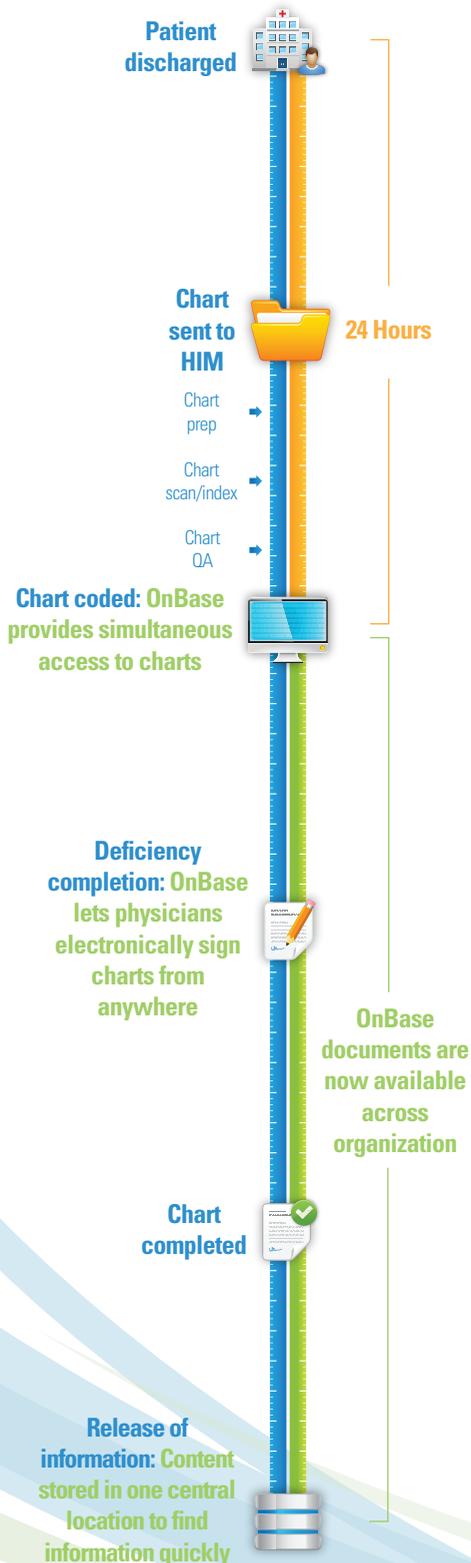
Accelerate and augment your health information management processes

Hyland Software's enterprise content management (ECM) solution, OnBase, gives health information management (HIM) departments the tools they need to provide caregivers with immediate access to patient information. By removing the manual processes and paper HIM relies on, OnBase creates efficient and accurate departmental tasks.

With OnBase, you keep coding and billing processes swift to reduce AR days while maintaining compliance with HIPAA, The Joint Commission and CMS standards, as well as other regulatory and retention policies.

Create a complete and secure patient record

With OnBase you can capture your unstructured content – like paper, forms, faxes, photos, etc. – and make it instantly available within your electronic medical record (EMR) or any other application. This allows your clinicians and staff to immediately retrieve the information they need from the screens they already use, giving them the complete patient picture. As a result, patients receive more informed care and staff are more productive.

By storing all of your unstructured content in one place, compliance efforts with organizational and industry regulations, such as HIPAA, are simplified as well. With OnBase, you can limit who sees documents so only those who need to use them have access. Additionally, OnBase keeps an audit trail of anyone who viewed a document and what changes they may have made, making clinicians and staff accountable.

Speed and automate the deficiency completion and coding processes

Going beyond simple document management, OnBase speeds and automates the processes unique to HIM. OnBase automatically pushes charts to the right staff to analyze deficiencies and assign them to physicians. Physicians then access the deficiencies directly from the EMR or email and sign the chart electronically or provide the missing information. Because this is all done electronically, it can be securely completed from a home office or a mobile device. As a result, charts close more quickly, reducing delays in billing and lowering Discharged Not Final Billed rates.

Based on your organization's business processes or rules, OnBase also automatically sends charts to the appropriate coders, ensuring no single coder becomes overwhelmed. Additionally, because more than one person can access the chart at once, coders don't have to wait for deficiencies to be completed. Coders can also query physicians electronically with any questions on a chart, shortening the time it takes to get answers. And, with one chart stored in a single, central location, they always know they are working from the most current version. Coders can also work remotely, easily accessing all the necessary content through OnBase or the EMR.

OnBase
a Hyland Software solution

Complete release of information requests

With OnBase, all of your content is stored in one central location, allowing your staff to quickly and efficiently find the requested content – freeing up time to focus on higher-value tasks.

When patient information is held in multiple silos and formats, completing release of information requests becomes much more difficult and time consuming. OnBase ensures that every piece of requested documentation is available and keeps a complete audit trail of who made the request, what information was requested, and what type of request it was.

About Hyland Software

For more than 20 years, Hyland Software has been dedicated to meeting organizations' needs for document and process management with OnBase, an enterprise content management (ECM) software suite. As OnBase has evolved through consistent product innovation, it remains focused on automating business processes that depend on documents, content and people to operate more effectively.

OnBase enables healthcare organizations to provide better patient care by providing instant access to clinical and financial content normally outside of core IT applications. Every day, more than 1,500 healthcare organizations use OnBase to complete patient records, eliminate reimbursement delays and enhance business processes. Tailored for departments and comprehensive for the enterprise, OnBase is designed to grow with an organization, whether it chooses an on-premise or software as a service (SaaS) model. For more information about Hyland Software's ECM solutions for healthcare, please visit **Hyland.com/healthcare**.

OnBase®

a Hyland Software solution