

Connecting Content for Patient-Centered Care

Create one view of patient information with Hyland Healthcare content management solutions

Is your patient data delivering optimal clinical value? Disparate, disconnected pieces of data do not inform or provide insights.

Today's hospitals and health systems run on information. Clinicians need it to make accurate diagnoses and improve patient outcomes. Finance needs it to secure and optimize reimbursement. HIM professionals need it to ensure compliance. And, Operations needs it to enhance performance and cut costs.

But, if all of this information isn't easily accessible, it might as well not exist at all. Disparate, disconnected pieces of data do not inform or provide clinical insights.

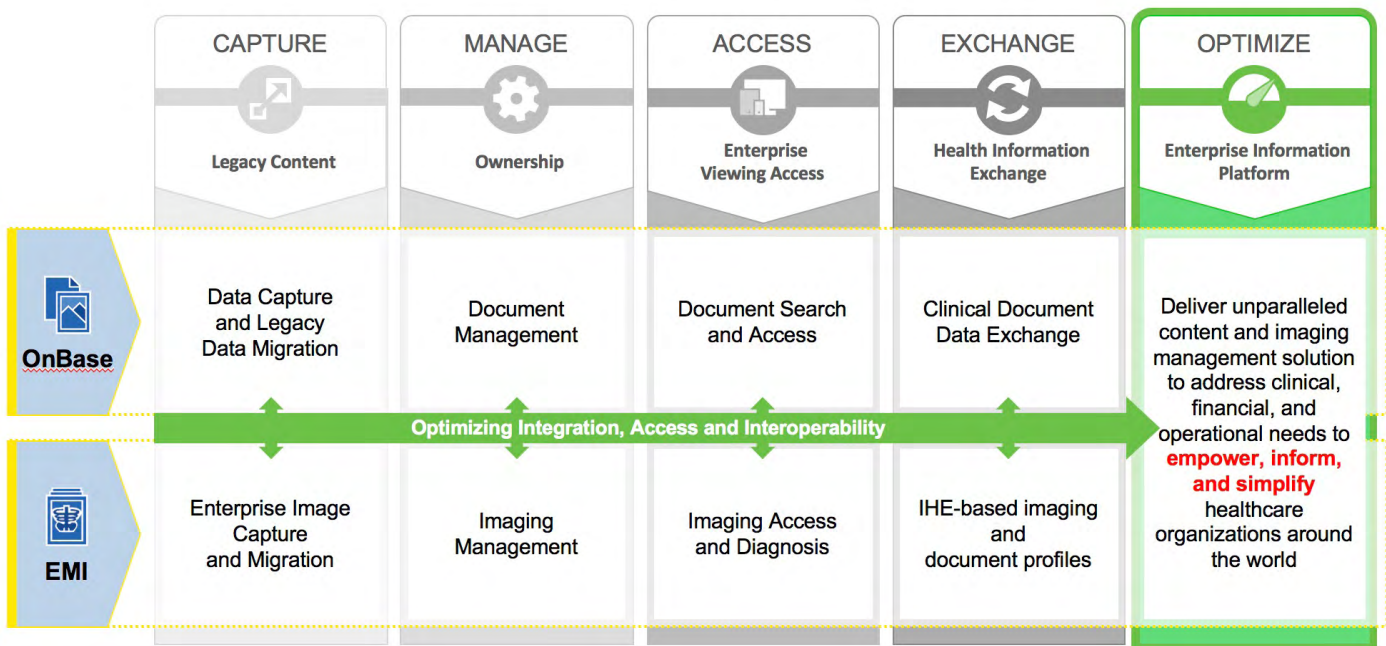
As a healthcare provider, you've spent the better part of the past decade collecting all types of data to satisfy improvements in patient outcome while adhering to regulatory and other industry requirements. Unfortunately, much of this content is painfully disjointed, locked away in proprietary systems outside of core clinical platforms such as electronic health record (EHR) systems and picture archiving communication systems (PACS).

These silos of medical images, videos, clinical photos, radiology reports, clinical documents and other critical pieces of patient information prevent fully informed decision-making, hinder clinical workflows and render much of the patient information you've collected useless.

To ensure your clinicians and staff have the information they need to deliver truly patient-centered care, you need technology that aggregates a variety of content stored in multiple systems throughout the enterprise and presents it in a single, customizable view — one that may be accessed from within the core health information systems your users rely on every day.

Hyland Healthcare can help.

HYLAND'S HEALTHCARE CONTENT SERVICES STRATEGY



Provide access to medical imaging, ECM and XDS information in a combined viewing experience with Hyland's Healthcare Content Services strategy.

80% of all data is unstructured information.¹

Hyland Healthcare Content Services Strategy

Medical images (X-rays, CT scans, MRIs, radiology exams, etc.) and unstructured content (clinical documents, consents, photos, etc.) make up the vast majority of patient information that lives outside your primary EHR. Hyland Healthcare has an unparalleled suite of solutions to unlock, access and control this data as part of a core clinical workflow.

Our enterprise imaging solutions centralize both DICOM and non-DICOM images from a variety of departmental repositories and our enterprise content management solutions bring unstructured content into the fold to support both clinical and administrative efforts.

Designed to integrate with existing HIT, our software solutions are modular, but also designed to integrate seamlessly together to provide you with the flexibility to implement departmentally and scale to the enterprise according to your needs and budget. Either way, you'll have the ability to design a roadmap that puts you on a path to better discover, manage, access, exchange and optimize disparate healthcare content.

Enterprise Imaging Solutions

In today's outcomes-driven healthcare environment, PACS alone is no longer enough. This technology is more than 20 years old, built on a proprietary architecture and designed to support images based on the DICOM standard. The medical imaging history of today's patient includes much more than DICOM images. It includes gastroenterology video, wound care photos, dermatology and ophthalmology images and other studies traditional PACS are ill-equipped to handle. Today's healthcare facility requires a true enterprise imaging framework that enables the centralized management, access and sharing of all types of images — regardless of format and source. Hyland Healthcare's suite of enterprise imaging solutions allow healthcare providers to control all clinical image content — including images from specialty departments such as ophthalmology, orthopedics, surgery, pathology and urology. When integrated with your clinical imaging system or EHR, your clinicians and staff will view medical images in the context of the patient record from within those familiar systems.

Eliminating departmental imaging silos not only improves clinical workflows, it also strengthens security and protection of protected health information (PHI), enhances disaster recovery and eases the burden of building and supporting multiple clinical imaging interfaces to the EHR. The following are some of the core components of our enterprise imaging portfolio.



An enterprise viewer, NilRead provides a vendor-independent platform for viewing a variety of DICOM and non-DICOM images.

Acuo VNA by Hyland

Deployed in more than 1,000 sites globally, the Acuo Vendor Neutral Archive (VNA) is recognized as the number one independent solution of its kind by IHS. Acuo VNA provides standards-based enterprise access to medical images regardless of viewing application, offering independence from proprietary archives and streamlining clinical workflows. The solution leverages advanced technologies to support the management and sharing of medical images across the enterprise and beyond, allowing healthcare providers to assemble a comprehensive image-enabled patient record quickly and easily.

With flexible deployment options including on-site, cloud and hybrid, Acuo VNA supports your business continuity and disaster recovery strategies while providing a platform for clinical content integration, interoperability and exchange.

NilRead

NilRead, a truly multi-specialty, zero-footprint enterprise viewer, provides a universal vendor-independent platform for accessing a full range of DICOM and non-DICOM image data wherever it resides. Integrating seamlessly with almost any EHR, PACS or VNA, NilRead identifies and ingests images from virtually any departmental archiving solution — whether dermatology JPEGs, data-intensive virtual pathology slides or radiology DICOM files. This enterprise-class, scalable solution is based on a true zero-footprint, web-based architecture, meaning a browser is all you need to launch the application. There is no software or plug-ins to install and images never reside on the workstation. NilRead runs on any web-enabled mobile device, tablet or PC, providing your clinicians with anytime, anywhere access to medical images and truly remarkable tools to enable collaboration across the extended enterprise.

PACSGear

PACSGear solutions complete our enterprise imaging framework by allowing healthcare providers to capture a variety of documents, film, photos, video and other media and integrate them with any EHR, VNA or PACS. For example, our PACS Scan products allow you to securely import film and JPEG/AVI/MPEG files, including photos captured on mobile devices, to any EHR, VNA or PACS. Our ModLink software uses DICOM Structured Report (SR), XML or HL7 measurement data from ultrasound, DEXA and CT devices to auto-populate reports in voice recognition systems. And, our ImageLink worklist solution manages HL7 to DICOM MWL mappings, facilitating Integrating the Healthcare Enterprise (IHE) workflow for interoperability with your existing PACS.

Our PACSGear connectivity offerings include:

PACS Scan, PACS Scan Mobile, PACS Scan Film, PACS Scan Web, EHR Gateway, ModLink, Media Writer, Gear View QC, MDR Video - Touch, ScopeCap, DICOM Box and Image Link.

Enterprise Content Management Solutions

Much of the vital information needed for patient care and back office operations remains in paper format or as digital files trapped in random servers. For it to be effective, you must be able to integrate this scattered, unstructured information with your core healthcare applications. With Hyland's OnBase enterprise content management (ECM) solutions, you can. OnBase offers healthcare organizations a number of administrative solutions for AP and AR, HR, Legal and Patient Financial Services as well as clinical solutions for content and medical records capture and management, deficiency management, health information management and patient access.

OnBase by Hyland

Built on a single platform, OnBase provides flexible, scalable solutions to better capture, manage and deliver content throughout your enterprise. With tools from basic and advanced data capture, document management, records and information management to electronic signatures, document composition, enterprise search and more, OnBase integrates with your existing health information technology to power more informed clinical and business decisions across the enterprise.

Enhance the value of your EHR with seamless integration to all leading EHRs

For the EHR to truly become the single source for patient information, it must contain all patient content. The problem is, up to 75 percent of patient information lives outside of the EHR. Historical charts, referral letters, progress notes, clinical narratives and consents often remain isolated in file folders stored in records rooms or saved in disparate digital repositories throughout a hospital or health system. With direct integrations with the market's leading EHRs— including Epic,

Cerner, MEDITECH, and Allscripts — OnBase presents more complete patient information from within these core clinical systems. Additionally, the native business process and case management capabilities of OnBase improves HIM workflow and clinical productivity while ensuring PHI compliance, reducing physical record storage costs and enhancing your existing HIT investments.

OnBase Patient Window

One of the biggest reasons clinicians underutilize the EHR is because the information they need either isn't accessible from this core system or is too difficult to find. OnBase Patient Window helps solve this problem by making all types of clinical content centrally available from the EHR. OnBase Patient Window combines the power of OnBase, Hyland's flagship ECM platform, and NilRead, Hyland's enterprise viewer, to create an unrivaled single solution for viewing both clinical documents and DICOM and non-DICOM medical images directly from the EHR. This solution allows content to be viewed in its native format and in context with the patient record, creating a coordinated, integrated viewing experience. With OnBase Patient Window, clinicians can evaluate multiple forms of content in a more meaningful way that supports a patient-centric model of care.

Revenue Cycle Management

From registration through reconciliation, OnBase Revenue Cycle Management (RCM) solutions offer hospitals and physician practices a commercially proven, comprehensive and purpose-built revenue cycle management application built on an industry-leading ECM platform. Our comprehensive OnBase RCM solutions address all of your accounts receivables in one place — no matter how many patient accounting systems you have. OnBase integrates with more than 500 applications, securely storing your documents and data in a centralized repository, improving both access and accuracy from pre-encounter to encounter through post-encounter. The solution's native business process automation tools increase efficiency while decreasing your cost to collect and accelerating cycle time while maximizing revenue in hundreds of facilities across the country.

Since its inception, OnBase RCM has grown into one of the most comprehensive, tightly integrated revenue cycle product suites on the market. It scales to a health system, hospital or large physician practice. Today, OnBase RCM has more than 14 modules installed in hundreds of facilities across the country, helping customers maximize revenue collections while typically producing a full return on investment in less than 12 months.

OnBase Payer/Provider Solutions

OnBase meets industry-specific challenges, including security and compliance with a single application that combines integrated document management, workflow management, business process management and records management, driving value for our healthcare payer customers with specific solutions to expedite claims processing, appeals and grievances and enrollment.

OnBase manages digital content including scanned documents, faxes, print streams, application files, electronic forms, web content, multi-media files, emails and industry standard files such as 835 & 837, CMS1500, and UB04. We have industry experience with fiscal intermediaries for Medicare/Medicaid, commercial insurers, third-party administrators as well as managed service organizations, health benefit plans and health administrative systems.

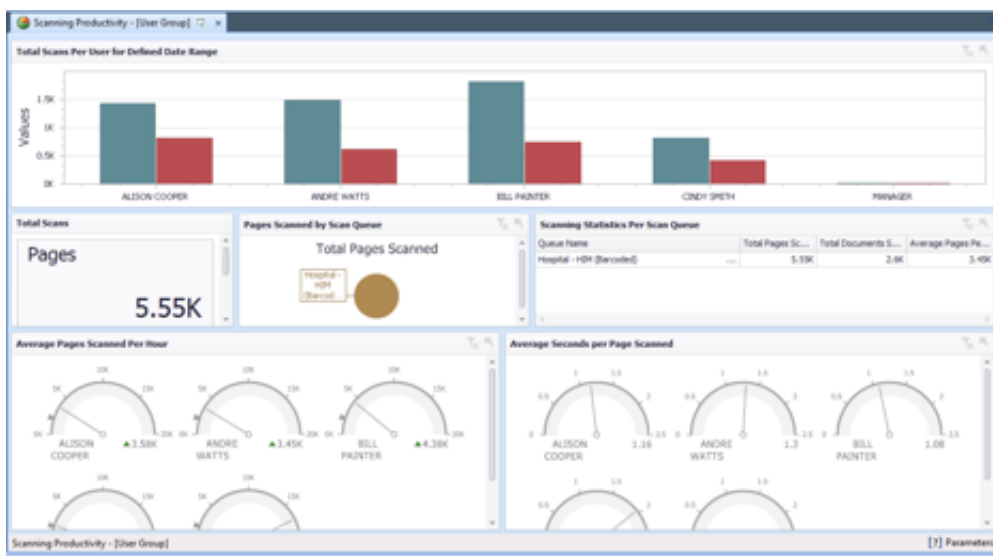
Streamline administrative tasks

OnBase does more than increase access to a more complete patient record. Our solutions also streamline and optimize front- and back-office processes from pre-admissions through patient billing with a platform that helps improve and accelerate patient check-in, and an e-forms solution that helps speed and simplify the capture of all sorts of patient information. By eliminating paper-based information and automating administrative workflows, staff in healthcare patient finance departments improve productivity, eliminate lost billing opportunities, gain better visibility into patient accounts and optimize cash flow.

At a time when healthcare providers are forced to do more with less, OnBase helps increase efficiency by automating AP processes — including invoice processing, PO matching and invoice approvals — and HR processes such as employee recruitment, onboarding and credentialing. OnBase provides a better way to manage paper-based claims too, automatically digitizing paper-based claims to expedite processing while improving data accuracy and efficiency.

Sophisticated reporting and dashboards for increased analytics

The real advantage to capturing, aggregating and sharing digital health data is the ability to use it to identify patterns and trends, in real-time, to improve performance. OnBase provides sophisticated reporting tools for advanced process and workflow intelligence, shared risk management, utilization and care coordination, as well as advanced dashboards for HIM operations, lab management, revenue cycle management, claims processing and purchasing.



Aggregate and analyze data in graphical dashboards and drive operational improvements

ABOUT HYLAND

About Hyland Healthcare

By combining information management and enterprise medical imaging with business process and case management capabilities, Hyland Healthcare delivers a suite of unparalleled content and image management solutions to address the clinical, financial and operational needs of healthcare organizations around the world. Every day, more than 2,000 healthcare organizations use Hyland Healthcare's world-class solutions to become more agile, efficient and effective. The Hyland Healthcare suite of products – comprised of OnBase by Hyland, PACSgear, NilRead, Brainware by Hyland, and ShareBase by Hyland — are leveraged to complete patient records, eliminate reimbursement delays and enhance business processes.

Hyland Healthcare is a part of Hyland, a leader in providing software solutions for managing content, processes and cases for organizations across the globe. For over 25 years, Hyland has enabled more than 19,000 organizations to digitalize their workplaces and fundamentally transform their operations. Named one of Fortune's Best Companies to Work For® since 2014, Hyland is widely known as both a great company to work for and a great company to do business with. For more information, please visit Hyland.com/Healthcare.

