

Speeds ROI fulfillment

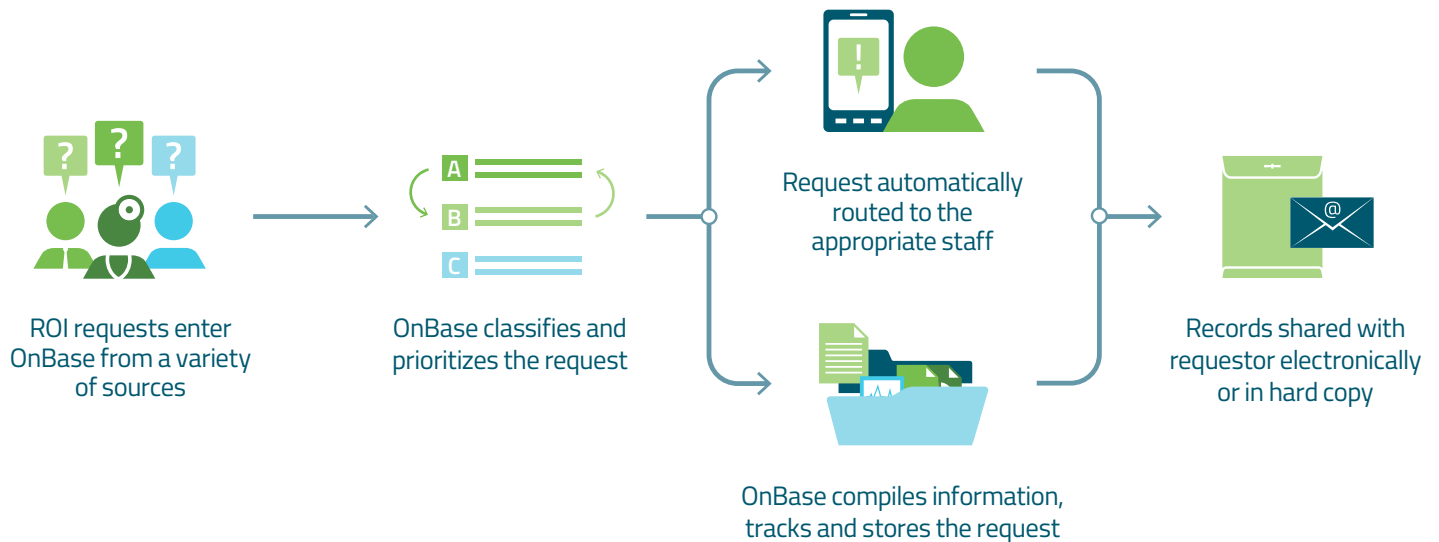
Improves quality and accuracy of information

Reduces operational costs

Turn Release of Information from a cost center into a revenue center

Health Information Management (HIM) departments field a variety of Release of Information (ROI) requests. For HIM departments processing ROI requests manually, compiling all of the requested materials is an expensive, time- and labor- intensive process. When staff have to pull charts from file cabinets and log into various systems in order to locate and print lab reports and diagnostic images, it also creates considerable room for error. Patient information may have been missed or included by accident, putting your organization at risk.

By automating much of the ROI process, OnBase by Hyland enterprise content management (ECM) ensures timely, consistent and accurate ROI fulfillment, helping turn a cost-center into one that generates revenue.



Speeds ROI fulfillment

Typically, ROI requests arrive on an ad-hoc basis: patients want copies of their medical records, clinicians at other hospitals need a patient's chart to provide continued treatment, insurance companies wish to review patient histories to determine settlements, attorneys subpoena medical records for use in court, etc. Each ROI requires a signed authorization, but, not every ROI will have the same parameters. The amount of information requested varies as does the time allowed for fulfillment. For example, staff only have seven days to turn over materials requested for legal use. Fulfilling just one ROI may take hours for staff to complete – even days.

With OnBase, it's a matter of minutes.

Once the request enters OnBase, the solution classifies the ROI as either a legal, continuation of care or patient request. Based on the type, OnBase prioritizes the request, ensuring the most time-sensitive ROIs are completed first. A workflow automatically routes the request to the appropriate staff. OnBase electronically compiles the requested information, automatically counting the number of pages – even breaking it down to show how many pages of each type of information were provided.

Improves quality and accuracy of information

Integrating OnBase with other core systems improves the way healthcare organizations capture, store, access and share their clinical content and makes fulfilling ROI requests a more accurate, simple and efficient process.

With native business processing tools and automation capabilities, OnBase eliminates the need for staff to manually hunt down the requested information, removing any risk for error while speeding fulfillment. Staff confidently share complete and accurate records with requestors electronically or in hard copy. And, should an existing Release of Information report be requested again, OnBase will produce an identical report.

Reduces operational costs

OnBase frees HIM staff from spending time gathering and preparing ROI materials, but it also relieves them from having to keep track of them. Rather than hand-writing notes on the signed authorization form and storing them in the paper chart, staff pull full ROI histories from OnBase. The solution tracks exactly what information was released when and to whom, and stores it along with the signed authorization form, in the electronic patient record.

Because OnBase removes the paper and manual processes, ROI fulfillment can be performed anywhere. All information is saved in OnBase and any hard-copy printing occurs at the hospital, opening up the possibility of utilizing a pool of remote employees, rather than relying on dedicated, onsite staff or contracting with expensive third-party vendors.

Fulfilling ROI with OnBase creates a predictable, repeatable outcome that allows HIM departments to fulfill more requests in less time. If, like most healthcare organizations, your hospital charges a fee for every page, Release of Information fulfillment becomes an opportunity to generate revenue.

Learn more at OnBase.com/Healthcare »

OnBase[®]
by Hyland