

HEALTH SYSTEM INTEROPERABILITY AND PROCESS AUTOMATION WITH HYLAND HEALTHCARE



Unprecedented labor shortages, rising costs, shifts in patient reimbursement and security challenges for healthcare organizations make it imperative that you select the right enterprise partner for your IT technology and services. Your selection must improve your agility to rapidly adapt to the changing market and scale for growth, all while securing protected health information.

Certainly, you have invested in other enterprise solutions for electronic health records, enterprise resource planning and more. But you may not have thought about an enterprise solution to address all your medical images and unstructured patient and business records. These records likely reside in multiple applications and files that are not accessible for staff working within the EHR and other core IT systems.

As a consequence, 65% of health systems surveyed by HIMSS do not have medical images and unstructured patient records available for clinician decisions at the point of care.¹ With more than 75% of patient data comprised of medical images and unstructured content that is growing by more than 50% annually, healthcare organizations need better ways to unlock the value and maximize its potential, reports Frost and Sullivan.²

Hyland Healthcare, a leader in content services and enterprise imaging, gives you the tools to improve efficiency, reduce costs and enhance outcomes across your health system and beyond.

CONTENT SERVICES

Hyland Healthcare's content services enable you to embed unstructured content and processes into essential clinical and business workflows. This empowers your team to improve efficiency and inform care and operational decisions, anytime and anywhere needed. And by automating content lifecycle management, Hyland Healthcare also helps your organization reduce risk by simplifying compliance with regulatory requirements.

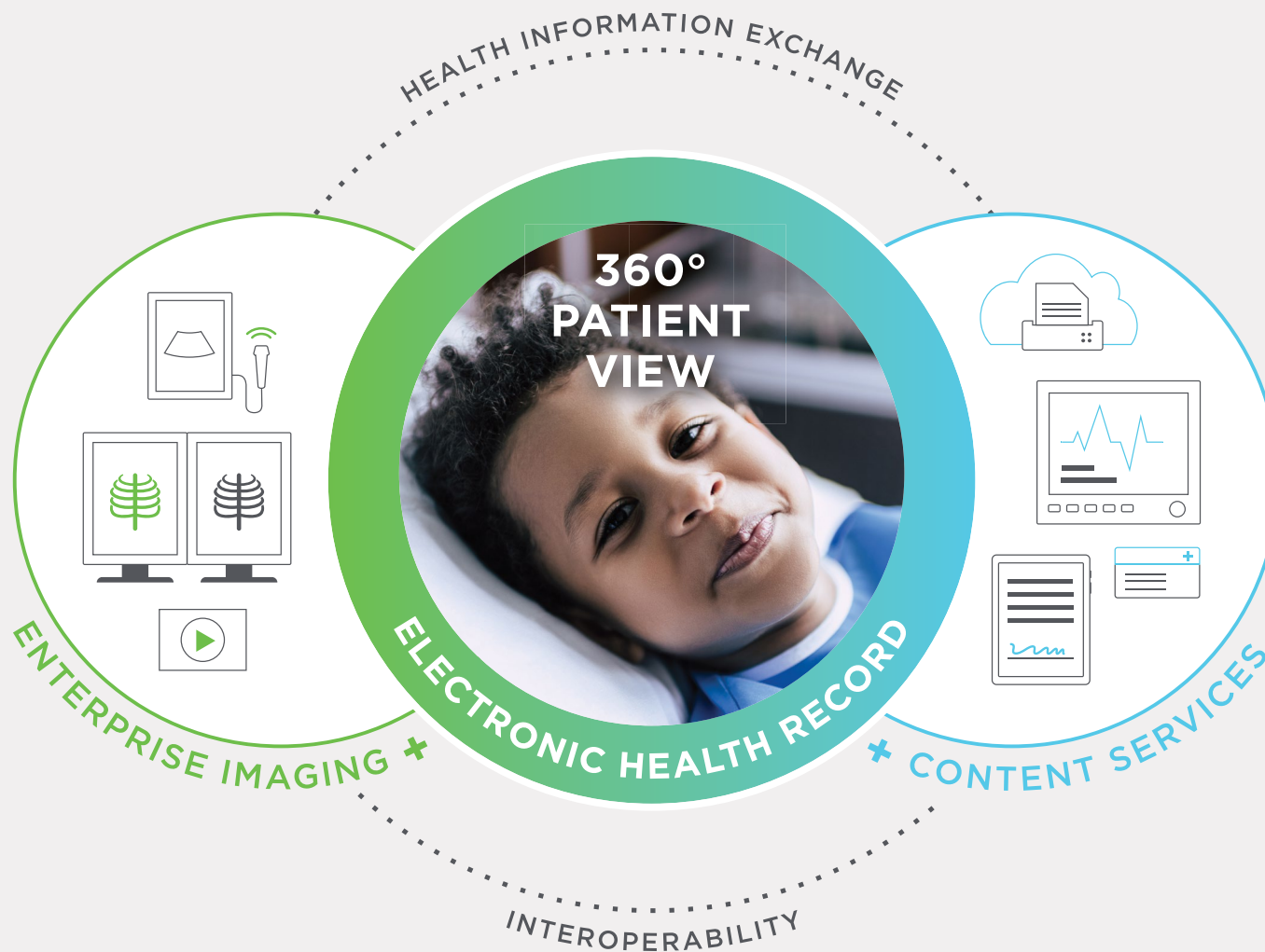
[Learn more about content services »](#)

ENTERPRISE IMAGING

Hyland Healthcare's Enterprise Diagnostic Imaging Platform delivers both diagnostic imaging and point-of-care solutions that span the depth and breadth of the healthcare organization. Our solutions are comprised of three main pillars that scale with consistent intelligent workflows across the ecosystem.

- **Capture and connect:** Automate and normalize imaging data for improved interoperability.
- **Archive and manage:** Safely consolidate storage and intelligently manage all medical imaging data.
- **Orchestrate and visualize (aggregate and access):** Support impactful care decisions through sophisticated orchestration tools and diagnostic zero-footprint viewer.

[Learn more about enterprise imaging »](#)

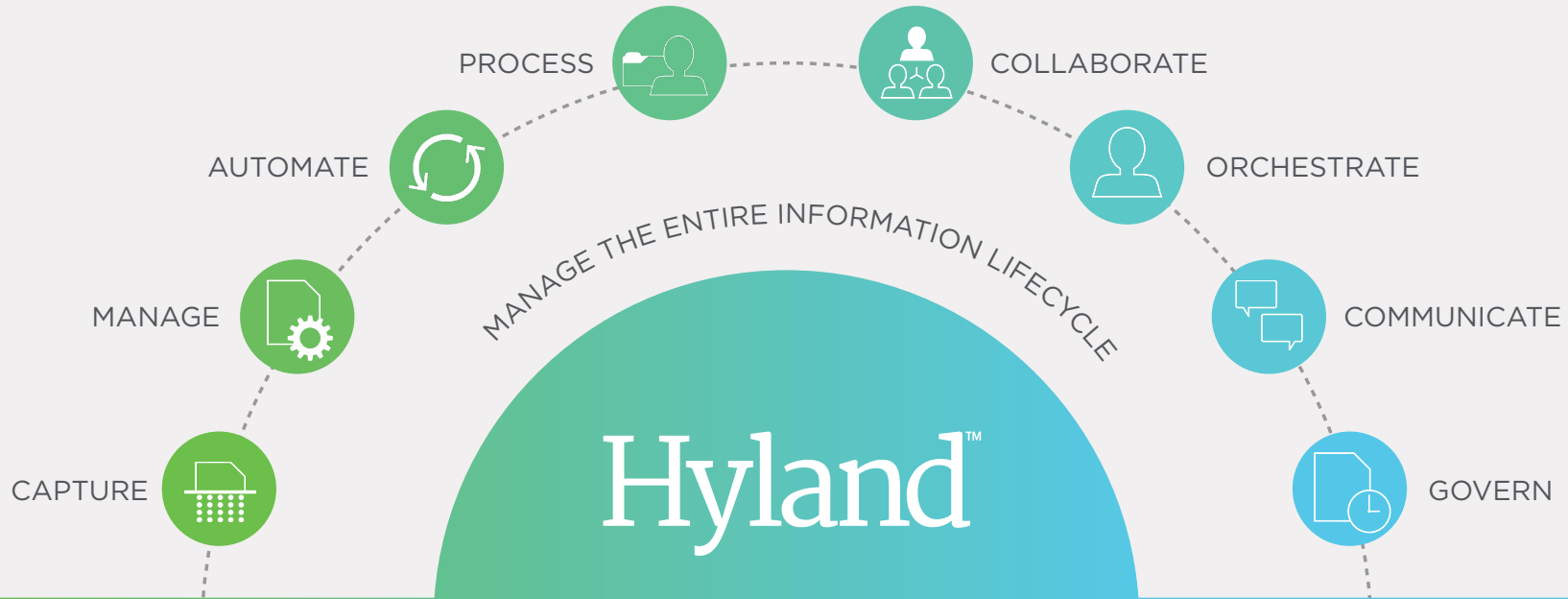


Hyland Healthcare’s scalable content services and enterprise imaging platform bridge gaps by connecting unstructured medical records and images that exist outside the EHR with clinician workflow. This provides a holistic view of the patient for better-informed care decisions.

HYLAND HEALTHCARE SOLUTIONS ENCOMPASS:

- Capture
- Content and video management
- Enterprise imaging
- Patient and member communications
- Process automation
- Collaboration
- Development with low code applications
- Retention and records management

INDUSTRY-LEADING CONTENT SERVICES AND ENTERPRISE IMAGING SOLUTIONS



ENHANCED CAPABILITIES



ARTIFICIAL INTELLIGENCE



ROBOTIC PROCESS AUTOMATION



CLOUD



CLINICAL RESEARCH



FEDERATION

INTEGRATE UNSTRUCTURED CONTENT WITHIN BUSINESS PROCESSES

Integrate your clinical and departmental applications with Hyland Healthcare to:

- Extend access to unstructured content
- Integrate workflow processes with upstream or downstream systems (EHR, ERP, CRM, HRIS and more)
- Overcome the intensive labor of manually assembling and outputting frequently created document types to save time, reduce expense and provide personalized correspondence with [Content Composer](#)
- Speed up processes and reduce costs by capturing unstructured content into a single system of record and enabling enterprise management of data, documents and processes; integrate with your existing systems; provide instant access; give visibility into your processes and system performance; and securely store, protect and provide compliant retention of content with [Hyland's OnBase platform](#)
- Provide persona-based viewing of unstructured content, multimedia and images from multiple repositories within patient context through the Hyland Clinician Window web browser or EHR integration
- Automatically classify and extract data from large volumes of unstructured document images and native files without using templates, keywords, forms or zonal OCR using Hyland's neural network, autolearning, intelligent automation technology (for example, Hyland's Intelligent MedRecords solution automates medical records classification to speed care decision-making, reduce costs and save health information management [HIM] staff time)
- Eliminate paper registration and consent forms to speed care, reduce costs, enhance accuracy and improve the patient experience with the Hyland Mobile Healthcare solution
- Unlock and find content located in the cloud, enterprise databases, email, shared drives/networks and user desktops with [Hyland's platform-agnostic Enterprise Search](#), which enhances results through natural language processing and viewing of more than 500 formats from PCs, web browsers and mobile devices
- Quickly fulfill medical records requests with compliance and efficiency through OnBase's Release of Information capability

IMPROVE PATIENT OUTCOMES AND REDUCE COSTS WITH ENTERPRISE DIAGNOSTIC IMAGING

Access to medical images is critical in making informed clinical decisions.

But these images come in numerous formats (both DICOM and non-DICOM file types), making them difficult to manage and access across the enterprise. As a result, imaging content is often hidden in multiple imaging repositories, specialty department imaging systems, CDs/DVDs and other legacy archives that are largely disconnected and unavailable to the clinicians and diagnosticians who use this information.

Hyland Healthcare's enterprise diagnostic imaging solutions help you consolidate and centrally manage these disparate images.

- Improve patient outcomes and reduce costs by enabling medical images to be easily captured, managed, viewed, interpreted and shared throughout the enterprise.
- Enhance clinical decision-making with interactive viewing of diagnostic medical images through [Hyland's NilRead solution](#), a zero-footprint enterprise diagnostic viewer
- Eliminate image silos while reducing cost, providing for disaster recovery and enhancing clinical decisions with enterprise access to medical images through [Hyland's Acuo Vendor-Neutral Archive \(VNA\)](#)
- Provide workflow optimization of imaging studies with [Hyland's NilNexus solution](#)
- Expedite multispecialty image capture with [PACSGear](#), Hyland's capture and connectivity suite
- Capture images and videos from visible light modalities and integrate them with enterprise systems through PACSGear Video Touch 4K
- Eliminate the cost and time involved in making CD copies, while also providing for improved satisfaction by enabling patients to see and share their medical images via NilRead integrated within your patient portal



“Integrity, accountability and partnership, coupled with an integration with Epic, were the reasons for us to change to Hyland. The integration provides for workflows that close care gaps.”

Deven Mattheus

CIO, Northeast Georgia Physicians Group,
North East Georgia Health System

“I remember talking to a key physician executive at the time we started our journey. He didn’t believe he could give up his PACS workstation with a lot of images. A year later he was accessing everything he needed via the Hyland Clinical Image Viewer — from within Epic, on a mobile device, any time, and anywhere. We made a believer out of him. Now, every organization that joins our health system benefits from our vision of ‘one patient, one chart, one clinical imaging record’ as soon as they transition to our Epic EMR. And the benefits extend to the patients they serve.”

Vineeta Khemani

Executive Director, ISD Enterprise
Architecture & Clinical Systems, UNC Health



RAPIDLY ADDRESS EVOLVING BUSINESS NEEDS WITH INNOVATIVE SOLUTIONS

- Easily and cost effectively configure an unlimited number of new applications to manage content, cases, processes and work while complementing core business systems with WorkView, a low-code module for our OnBase suite that allows users to configure new applications within the platform with simple point-and-click.
- Simplify interfacing new functionality to/from upstream and downstream systems through Hyland’s use of HL7, FHIR and (some) EDI
- Many of our content services capabilities are further available via industry standard restful APIs, enabling real-time premises-to-cloud and cloud-to-cloud web-service integrations

“ The combination of flexibility within the product and being able to create different solutions that other systems can’t replicate — that’s been key to our success at Sharp. We often take information from one system, do some processing on it and then bring it into OnBase. We then bring it into workflows and allow users to take actions on those documents.”

Brad Odenkirk

Manager, Document Imaging and Automation
Sharp HealthCare

WHY HYLAND?

LEADING TECHNOLOGY

By combining information management and enterprise 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 across the world.

INDUSTRY RECOGNITION

Named a leader in the 2023 Omdia:
Universe for Content Services Platforms

Recognized leader in the Forrester
Wave ECM Content Platforms

Achieved mHealth2020 Global Digital
Health 100

Identified as a Leader by Aragon
Research Globe for Enterprise
Content Platforms

Positioned on the Customer
Communications Management (CCM)
Leaderboard by Aspire

Named a Major Player in the IDC
MarketScape: U.S. Enterprise Medical
Imaging 2022-2023 Vendor Assessment
(doc #US48168021, November 2022)

Selected as Leader in the Ovum
Decision Matrix for Content Services
Solution

Named a Leader in the IDC
MarketScape: Worldwide Cloud Content
Services 2022 Vendor Assessment
(doc #US48315822, December 2022)

Named a Major Player in the IDC
MarketScape: European Enterprise
Medical Imaging 2022 Vendor
Assessment (doc #EUR148080022,
August 2022)



“ We have saved countless hours and realized gains in multiple departments. Hyland is one of my favorite vendors because of the responsiveness.”

Patrick Ora
System Administrator,
MidMichigan Health

SATISFIED CUSTOMERS

- Relied on by more than 50% of the U.S. hospital market for digital transformation
- Integrated unstructured content within workflow for more than 50% percent of health systems and hospitals using Epic
- Earned a 96% customer retention rate
- Depended upon by more than 1,000 hospitals using Acuo VNA to store medical images for enterprise-wide access
- More than 40 PB of imaging studies migrated to Acuo VNA to eliminate image silos that infringed upon care quality and escalated cost
- Delivered more than 1,500 integrations to support healthcare organizations
- Invested in continual innovation, with 15% of revenue committed to research and development
- Committed to interoperability to support customer operations through extensive testing of FHIR, XDS profiles and Web-based Image Access (WIA) at the North American IHE Connectathon and European Connectathon

RELIABILITY, SCALABILITY AND SECURITY

- Provide 99% uptime, triple back-up for disaster recovery and industry-leading security in cloud deployments; Hyland Healthcare is vigilant about security and is a registered member of the Cloud Security Alliance (CSA)
- Highly reliable and scalable content services platforms serve the intensive demands of 52% of the Medicare Intermediaries and 100% of Medicare DME Intermediaries
- Identify, manage and mitigate vulnerabilities — for example, system administrators can dynamically terminate active user application sessions providing security and publication of changes in real-time

“Hyland offered solutions that were extensive and scalable across many enterprise use cases, which certainly drives the value of an investment.”

Matthew Catellano

System Executive Director for IT, Business and Revenue Cycle Systems and Innovation, UNC Health



COMMITMENT TO YOUR SUCCESS

Hyland has a proven record of accomplishment and strategic commitment to our customers. It has been a core focus of Hyland's since its inception in 1991 across 91 countries in Europe, Oceania, Asia, Africa, Latin America and North America.

Here are a few ways we support your business:

- Receive industry-leading, healthcare-specific, 24/7 technical support to back your team's Hyland products
- Ensure you are on track for success with strategic business reviews, an enterprise roadmap assessment and departmental optimization assessments

- Fuel your ability to support solutions with online access to Hyland product and solution documentation, discussion threads, [Hyland Community](#), My OnBase Planner and more
- Learn from your peers at Hyland's annual [CommunityLIVE](#) user conference and healthcare-specific regional events

¹ HIMSS Market Insights research report: 2023 State of Interoperability and Connected Care.

² “Leveraging a healthcare content services platform to improve performance and outcomes,” Frost & Sullivan, 2021.

Hyland™

HEALTHCARE

For more information, contact us at
[Hyland.com/Healthcare](https://www.hyland.com/Healthcare)