

Referral Extraction

Al-powered referral packet capture, classification and data extraction



Given escalating referrals from a population with increasingly chronic conditions and staff shortages, health systems need to process incoming referrals efficiently and reliably. Faxed and emailed packets that include the referral and a variety of medical records to support it are time-consuming to process and contribute to staff burnout. In addition, the associated manual processing delays also increase the likelihood for revenue leakage to other competitors that respond faster. Without advanced data extraction, document capture can become a bottleneck for timely patient care.

Hyland Intelligent Document Processing provides OCR review of documents, AI-powered referral classification and intelligent data extraction of key fields, such as patient demographics, referral source, diagnosis codes and level of urgency, to reliably expedite referral intake and speed care. Hyland IDP leverages OnBase for document storage, routing, EHR workflow integration and dashboard reporting.



Benefits

- Reduce staff burnout and costs: Al-powered classification and extraction reduces manual work for referrals received via email and fax.
- Prevent revenue leakage: Speed processes to prevent loss to competing health systems.
- Improve data accuracy: Reduce errors and exceptions by validating and extracting data based on the use of intelligent content recognition and optical character recognition.
- Strengthen security and compliance: Reduce the risk of PHI breach by automating the processing of sensitive and private information.
- Diminish paper usage: Transitioning to digital documents contributes to environmental sustainability.
- Improve patient experience: Prioritize referrals based on level of urgency. Faster referral processing enables quicker treatment to support better patient outcomes.
- Enhance process visibility and administration: A webbased interface and low-code process designer simplify administration, deployment and expansion.
- Simplify automation building: This highly scalable capture and processing platform can address enterprisewide IDP use cases.
- Leverage the power of AI: An integrated online learning engine allows the platform to continuously improve, increasing referral processing efficiency and reducing the need for human intervention.



Hyland Intelligent Document Processing for Referral Extraction



Multichannel capture



OPTICAL CHARACTER RECOGNITION

Text conversion using a deeplearning optical character recognition engine for hand print and machine print



SEPARATION

Separation of large packets of multiple documents into individual documents for further processing



CLASSIFICATION

Identification of document types using text and image classifiers with trainable machine learning models



EXTRACTION

Extraction of data within semistructured and unstructured content with trainable machine learning models



VALIDATION

Validation and verification of the extracted content, format and structure of the processed documents



CONTINUOUS ONLINE LEARNING

Automatically analyzes, tests and promotes AI model improvements based on user input



DOCUMENT PROCESSING PLATFORM

Service-oriented, high-volume architecture with web-based BPMN-compliant designer and monitor





Alfresco Nuxeo **OnBase Perceptive Content**



Enterprise applications

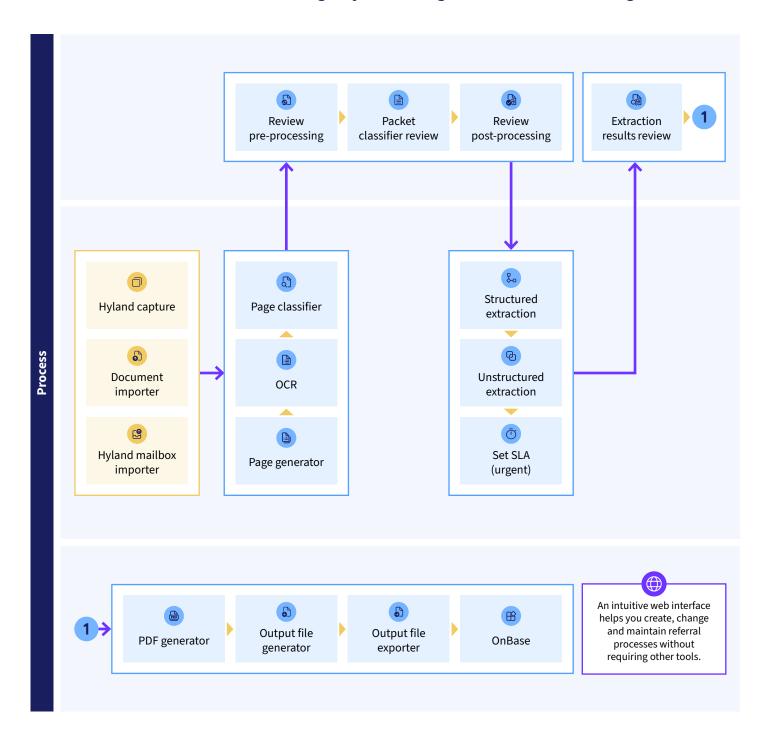


RPA





Referral Extraction through Hyland Intelligent Document Processing



About Hyland

Hyland empowers organizations with unified content, process and application intelligence solutions, unlocking profound insights that fuel innovations. Trusted by thousands of organizations worldwide, including many of the Fortune 100, Hyland's solutions fundamentally redefine how teams operate and engage with those they serve. For additional information on the Hyland platform and services, please visit <u>Hyland.com</u>.

