

Referral Extraction

AI-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.



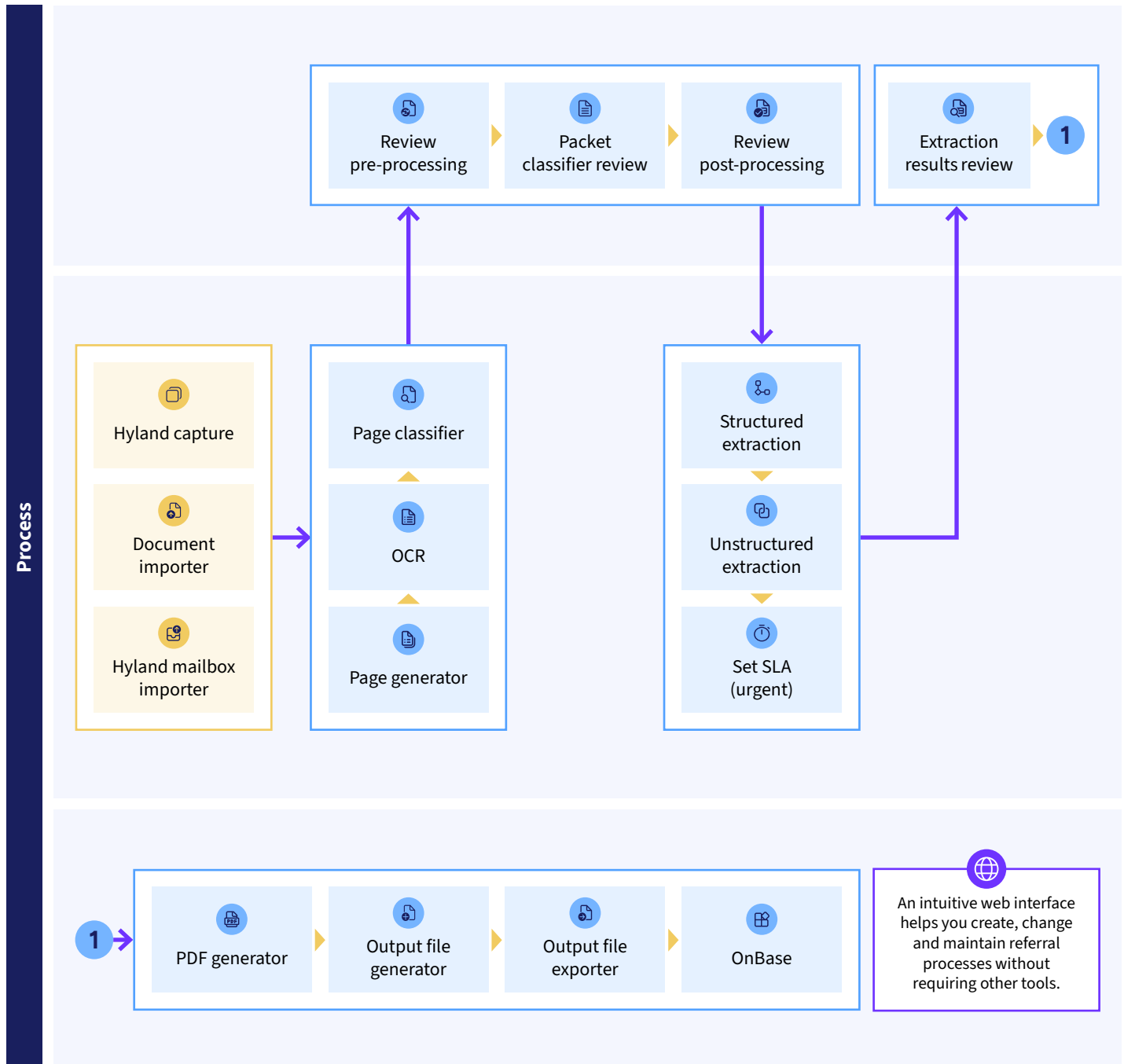
Benefits

- **Reduce staff burnout and costs:** AI-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 web-based interface and low-code process designer simplify administration, deployment and expansion.
- **Simplify automation building:** This highly scalable capture and processing platform can address enterprise-wide 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



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 [Hyland.com](https://www.hyland.com).

