

solutioninfo



DocuWare for Hospitals

Quick access to information improves healthcare and business operations

Medical Records managers are responsible for collecting and retaining every document created for a patient. Doctors and nurses are interested in quickly accessing accurate information. Medical treatments are provided with advanced technology; so should the patient's medical records. After all, medical records are the lifeline of every patient.

Medical Records managers are under constant pressure to reduce costs associated with records retention, storage, workflow and preservation. Some challenges they face are the cumbersome nature of patient charts and the demanding document workflow. The lack of integration between Healthcare Information Management (HIM) systems and the paper record also pose constant hurdles. These challenges equate to higher costs at the point of care.

As medical facilities move their patient records from paper based to electronic format, it's critical for them to invest in an efficient, secure and proven system.

In addition to medical records, other hospital documents in paper format often prove challenging. By electronically managing documents such as

facility contracts, equipment leasing and testing documents, business practices can be effortlessly and efficiently administered – adding to the bottom line by reducing operations costs.

It's easier than you think. With DocuWare, an integrated document management system, information from multiple sources is stored in – and retrieved from – one central location, known as an electronic file cabinet. DocuWare is the bridge from current paper-based filing systems to Electronic Medical Records (EMR) and the business operations of the hospital. And by integrating DocuWare with Quartet, StapleWare's Medical Application Suite of products, a wide variety of tools are available which allow the documents to be managed quickly and securely.

Benefits of DocuWare & StapleWare

- Quick and easy access to complete medical records
- Efficient business contract management
- Secure, tamper-free archiving
- Improved denials management
- Simple, user-friendly interface

DocuWare – Software for Integrated Document Management

The DocuWare DMS takes documents of any format and from any source and stores them all in one central document pool – records, letters, lists, protocols, files or e-mail...you name it. With DocuWare, these documents can be scanned, indexed, filed, displayed, edited, printed, faxed and e-mailed. With the help of the Internet, this central archive can be accessed from around the world, around the clock, by only the people you designate.



Medical Records

A medical record is made up of different pieces of information which are generated from many sources like paper documents, lab results, X-ray and video, and the HIM system.

■ Paper Documents

Paper forms are still an important part of the patient visit. Information Sheets, Release of Medical Records forms, Receipt of Privacy Policy and many other documents are filled out by the patient.

By utilizing patient demographics from the HIM system, forms are easily scanned and automatically stored in the electronic file cabinet. By synchronizing the metadata, documents are cross referenced to related documents in the cabinet.

Stored documents are available for immediate access. They are identified by the account number, document type and date, which allow doctors and nurses to quickly and accurately find the most current information at the point of patient care.

■ Electronic Files

What about medical records that are created electronically? DocuWare allows users a variety of options. If a hard copy is not needed, simply store an electronic copy. In some cases these documents must also be printed to paper. For this, a unique feature allows documents to be physically printed and simultaneously stored in the electronic file cabinet - it all happens seamlessly in the background. DocuWare also allows for the capturing, indexing and storing of print spool files directly from the HIM system; therefore, scanning time is reduced and these documents are immediately available.

■ Integration

Integration tools are provided that image enable the current HIM system so that medical staff are able to access records directly from the user interface they are familiar with.

■ Digital Media

Since DocuWare can manage any type of document, regardless of its format or source, digital media files can also be archived in the EMR for non-diagnostic use.

Business Practices

Through user-friendly integrations, the current business procedures and workflows in the facility can stay in place, which reduces training time and increases employee acceptance of electronic images. Here are a few examples:

■ Patient Admissions Office

It is quick and simple to have fast access to patients' insurance cards. Admitting staff can easily check for existing insurance cards in the electronic file cabinet, or quickly scan in a new card. This efficiently expedites the registration and admitting process for patients while reducing the insurance payment denial rate for the facility.

■ Business Office

With fulltext search capability, the Business Office can find specific names and values within the Explanation of Benefits (EOB) documents that come from insurance providers. Paper EOBs can be very large and difficult to work with. With the ability to search for any word(s) on any page, the Business Office can find a patient's insurance information in seconds.

■ Administration Office

Hospitals have contracts for property, services and equipment that are currently tracked on paper. With a document management system in place, contract expiration dates can be easily monitored. With a pre-set date that you choose, the expiring contract can be e-mailed to the responsible personnel in plenty of time to negotiate its renewal.

Documenting a Patient Visit

During Patient Registration, the electronic file cabinet is checked to determine whether a valid insurance card is on file. If no card is found or it's expired, a current card is scanned and the remainder of their information is verified. The Healthcare Information Management (HIM) system generates a Face Sheet (Demographic Sheet) for the patient. This sheet provides personal patient data used during scanning to identify their medical records.

As a Registration Assistant interviews the patient for admission, the appropriate consent and release forms are signed. These documents are scanned and stored directly to the Medical Records file cabinet. Once the patient is admitted, the doctor reviews their history, rechecks symptoms and begins treatment. Each night, their History, Physical Exam, Doctors Orders and Progress Notes are scanned. Reports previously printed on paper are now simultaneously captured electronically and stored in the Medical Records file cabinet.

Discharge Instructions are printed for the patient's signature and at the same time printed to the Medical Records file cabinet. The Medical Records staff double checks each record for accuracy and "stamps" it as complete. It waits in a queue for the doctor's signature. The signed record is archived in the Medical Records file cabinet for easy access by authorized users.

This workflow uses information from sources like the HIM system, as well as information from the Medical Records file cabinet to help medical staff treat patients and the business office to process claims more efficiently.

The screenshot displays the 'Insurance Card Manager' application window. The 'Medical Record #' field is set to 44490. Below it, a 'Search Results' window is open, showing a table with the following data:

DWDOCID	MedRecNum	ExpDate	DocType	InsCardType	ClientName	DateofBirth	Status
15	44490	3/27/2009 12:00:...	INSCARD	INS1	BABY SMITH	3/27/2008 12:00:...	ACTIVE

To the right of the software interface is a sample insurance card from BlueCross BlueShield of Montana. The card details are as follows:

Health Plan ID	Group Number	Plan Code	
YDP880042712	X61923000	751	PPO
Group Name: J & H OFFICE EQUIPMENT INC			
Subscriber Name: 00 JOHN DOE		Birthdate: 07/24/1952	Coverage Type: MP
Dependent Name: 01 JANE DOE		Birthdate: 03/03/1953	MP
04 JUDY DOE		Birthdate: 03/28/1985	MP

Coverage Types: M = Medical, P = Pharmacy, D = Dental, V = Vision

StapleWare Insurance Card Manager ensures insurance card verification during the registration and admitting process

Real World St. James Health Care

St. James Health Care decided to implement DocuWare to modernize their medical billing processes. By linking their Healthcare Information Management (HIM) system and medical records together in DocuWare, many more benefits were realized.

Initially, St. James Health Care's goal was to scan completed records so that their outsourced coding company could have access. With that in place, some analytical legwork was done to determine other areas of daily workflow that could be improved.

Procedures were adapted that would save paper and speed document distribution; for example, electronically capturing Pathology Department reports at the time of creation. Once finalized, they are printed directly into DocuWare. Patient information read from these reports is used as storage criteria, automating the storage and indexing process.

Capturing documents electronically has sped up daily workflow. Now, Medical Records staff is able to scan



several different patient charts consecutively. Reading the barcode from the Face Sheet, DocuWare separates each chart and automatically stores the documents with the correct account number and document type without needing to type a single key. Using StapleWare's Insurance Card Manager has been invaluable in shortening the registration and admitting process, as well as limiting their liability on denial claims.

New uses have become more apparent. DocuWare is also now used in the Business Office to easily review and resolve Explanation of Benefit (EOB) issues, while the Finance Department uses it to manage their Charity Operations Program.

Challenges:

- Centrally store medical records
- Secure access for coding company
- Improve communication between departments
- Easy integration with current software

Benefits:

- Improved overall daily work processes
- Easier handling of EOBs
- Better denial management procedure
- Drastically reduced paper usage
- Quick, easy access to records



*Rudy Ketchum,
IT Director
St. James Health Care*

"DocuWare has proven to be a flexible, reliable product which fits our various needs while delivering more than expected. When implementing software, ease of integration between applications is essential. DocuWare and StapleWare have demonstrated excellence in these areas. Both products have helped streamline our business processes."

For more information,
visit our web site at
www.docuware.com