Innovating Healthcare Organizations with Intelligent Document Processing

It's much more than document imaging, scanning and simple capture. Be smarter about your data with Infor Document Management (IDM) Capture.

It's time for an organizational content health check. Whether you interact with administrative forms, billing, claims, invoices, lab reports, medical documentation, images, patient records or archives, healthcare data processing is a growing challenge that organizations around the world must address.

As hyperautomation initiatives are becoming more widespread, healthcare and administrative workers need data to offer faster patient results, better care with a more holistic approach and rapid claim processing, as well to create an innovative health services online ecosystem. Many document processes throughout hospitals, clinics, labs and administrative services can now be automated — with data as the centripetal force enabling technology and people to come together.

Data is at the Heart of Your Organization: Take Your Pulse

If your heart — or your gut — tells you that data is the key to modernizing your organization, you're right. Healthcare professionals make decisions from looking at patient records, files, immunizations, the number of claims a person has filed or even the quantity of medical supplies purchased and used that month. All of the data or information on charts, invoices or forms can give us indications for better decision-making, better patient care and better outcomes.

However, even knowing this, instigating change through technology can be daunting. There are still organizations of all sizes that are manually entering data — and sometimes it's the same data multiple times. Manual keying of data can lead to human errors and inaccuracies. With multiple locations, silos of decentralized data can create duplication or missing information. If any of these challenges ring true in your organization, you know they slow down processes, increase costs and lower the quality of patient care.

Uncover the Data

If your organization or department handles a large volume of documents, content or images, it's time to automate the process of digitizing, ingesting, classifying and extracting that information to optimize results. IDM Capture, powered by Ephesoft, is a leading intelligent document processing (IDP) solution for data capture, classification and capture in the cloud, hybrid or on-premises. IDM Capture uses AI-based technology that learns and adds value as more documents are processed. By automating manual processes, such as patient records, billing, forms, lab results or other healthcare-related documents, organizations can avoid unintentional errors, increase efficiency, streamline processes and provide speedy results with more productive caregivers. The outcome of intelligent document automation saves time, money and potentially lives.

You Need Data for Hyperautomation Initiatives

INPUT

Any Source, Any Format

Physical documents, electronic documents and document images via mailbox, email, fax and file share.

ANALYZE

Automate

Intelligently identify document types and metadata.

DELIVER

Enable

Automatically send data into Infor or any other system.

Privacy and Security Matters

We understand patient data is sensitive. Whether it's HIPAA compliance, PII, adhering to the Affordable Care Act, or any other regulation, we are compliant by default. However, we take security very seriously, especially at any stage: at care capture, batch capture or COLD feeds. IDM Capture can encrypt batch classes and its data throughout its journey (at rest and in transit). Customers control what data is persistent based on their reporting needs. However, if reporting is not used, all data and images are removed once processing is complete to protect privacy and ensure security.

Driving Value: Data-Centric Technology + Human Touch

Data-driven healthcare organizations are more agile, flexible and results-oriented. We all know that human connections are the essence of our world, especially in healthcare, but technology can help improve these connections. Employees are able to focus on patient care or other vital tasks instead of data entry.

Anywhere, Anytime for ID Capture

Healthcare professionals can accelerate capturing patient and employee data and IDs through mobile or scanning capture methods. Whether you are screening patients off-site or onsite, holding a mobile blood drive, conducting a recruiting event or giving at-home or remote care, IDM Capture provides a simple, easy-touse application for a wide variety of screening and onboarding use cases. The application has out-of-the-box capabilities to upload batch documents like passports, licenses and ID data from any country into the IDM Capture server in the cloud, hybrid or on-premises. From there, the platform classifies, extracts, validates and exports this data into your EHR or other systems to help organizations use and access that valuable information quickly.

Prove It

Here's what some of our healthcare customers report:

- Cut billing and claims processing time by 50%
- Document preparation efforts decreased by 50%
- Document indexing efforts decreased by 75%
- Eliminated the dual entry of index values
- Decreased labor costs by 30-50%
- 5-year cost analysis with full enterprise rollout showed savings of $4.5 million dollars with IDP
- Reduced improper payment rate by about 2%, saving billions (fraud prevention)
- Supported universally accessible electronic patient records
- Created innovative digital platform with an e-referrals solution

"In terms of billing, what's great about Ephesoft is that it scans and classifies all of our data. We no longer need to walk over to filing cabinets and look up information in the files. This is a huge benefit."

— Beth Turnbaugh, Director of Billing Operations at RC McLean on processing medical claims

"Ephesoft is a powerful system that adds value, productivity and improves our processes."

— Charles Hooper, Systems Administrator at Washington State Health Care Authority

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