

Manage the Complete Patient Record to Enhance Patient Care and Control Costs

Achieve greater efficiency with a "one patient, one record" environment

Healthcare is in a state of rapid change. The way healthcare services are accessed, managed, and delivered will continue to evolve over the coming years, driven by advancements in technology. The patient record is an area of focus for healthcare providers who recognize the benefits of a "one patient, one record" environment.

EMR systems are great, but they aren't perfect. Many healthcare providers have made significant investments in electronic medical record (EMR) systems for managing structured information, and these EMR systems have advanced the quality, safety, and reliability of patient care by making more data more widely available. Nevertheless, healthcare providers still rely on paper for a complete view of the patient, including documents such as consent forms, physician notes, and discharge summaries.

For all the benefits they provide, EMR systems lack the ability to deliver the complete patient view. They're not designed to efficiently scan, manage, process, secure, and archive paper and other unstructured content such as documents and images. As a result, much of the information that makes up a patient profile is managed outside of the EMR system. This situation introduces cost, inefficiency, and risk, making compliance with regulations such as the U.S. Health Insurance Portability and Accountability Act (HIPAA) more difficult.

Patient Information Touches the Whole Enterprise

Unlike Enterprise Content Management (ECM), EMR systems aren't designed to handle other operational functions such as billing, HR, accounts payable, and claims management—or the content that goes with these enterprise processes. All of these requirements can be addressed by an ECM solution integrated with a typical healthcare organization's IT infrastructure. And that's what OpenText™ Healthcare Records Management delivers.

SUMMARY

- *Storing and managing patient records in different formats and locations creates obstacles, risks, and costs—particularly for large or multi-site healthcare providers.*
- *When doctors work with incomplete information, patient safety or quality of care may be compromised. Inefficiency and redundant efforts are also common.*
- *The good news? Risks, costs, and inefficiencies can be reduced or eliminated with a system that captures, processes, distributes, secures, manages, and archives all information for an individual patient.*
- *Data such as handwritten notes, faxed test results, emails, x-rays, MRIs, and CTs can be quickly and efficiently integrated with traditional data to form a complete electronic patient record.*
- *OpenText™ Healthcare Records Management is at the forefront of this technology trend.*
- *Doctors and patients aren't the only beneficiaries. The entire healthcare organization—including billing, HR, payroll, and insurance processing—can become more efficient with Healthcare Records Management.*

It's About Augmenting, Not Replacing

Healthcare Records Management is not a replacement for already established healthcare systems such as EMR systems, hospital information systems (HIS), financial systems, and so on. Rather, it augments these systems designed to handle structured data by adding the ability to manage unstructured information in a way that meets regulatory requirements, including security, controlled access, tamper-proof archiving, retention and disposition, and compliance with industry requirements.

At the end of the day, providing healthcare personnel with complete and accurate patient information enables them to make informed decisions and prescribe the best possible treatment, improving patient outcomes and clinical pathways.

A Foundation for Managing All Healthcare Content

Healthcare Records Management is an automated document capture, management, and delivery system that enhances existing EMR systems to include content originally created on paper or output to hard copy—handwritten notes, prescriptions, faxed test results, emailed referrals, and data such as EKG strips.

Making these documents automatically available within the EMR system gives medical staff a comprehensive picture of the patient's interactions with the healthcare organization across multiple departments and locations. It also enables the organization to largely eliminate paper records, reducing the complexity and management costs associated with the physical storage requirements. Eliminating hard copy also reduces the risk of violating security and access controls.

In addition, with Healthcare Records Management, healthcare providers can consolidate and manage diagnostic images such as computed radiography, digital radiography, magnetic resonance imaging, ultrasound, and computed tomography, thus providing a complete and longitudinal patient record.

Benefits of Healthcare Records Management

Healthcare Records Management performs the following functions:

- Captures, processes, distributes, secures, manages, and archives clinical and non-clinical content
- Streamlines access to patient records, reduces processing errors, and enables HIPAA compliance throughout the lifecycle of the patient record
- Provides a comprehensive view across multiple departments and locations to ensure billing accuracy, shortens collection cycles, and reduces errors in the billing process for accounts receivable.

With Healthcare Records Management, healthcare providers can achieve the following goals:

Enhance patient care. Give doctors access to a comprehensive record of each patient's health and medical history. Enable doctors to make more informed decisions based on a complete picture of each patient.

Respond quickly and accurately. Enable clinicians to instantly view a patient's complete medical record through a familiar EMR interface without having to wait for paper files to be pulled. Centrally manage documents, ensuring that patient records are comprehensive and information isn't misplaced.

Reduce operating costs. Reduce or eliminate paper records, cutting the substantial costs of physically storing and transporting paper files and the associated staff costs of managing and maintaining them.

Spend less time on compliance and litigation. Maintain accurate accounts of who accessed patient records and when, and ease the burden of complying with regulations such as HIPAA. Simplify the legal discovery process with the ability to store and search complete patient records.

Invest once, reap many rewards. Automate and manage a range of other paper-based processes and data storage activities critical to operating a healthcare organization.

Integration with Additional Functional Operations

Doctors aren't the only personnel who benefit from OpenText™ Healthcare Records Management. The entire organization can become more efficient with an OpenText foundation for managing content. OpenText imaging and workflow solutions can effectively handle other paper processes such as:

Billing—Gain a complete view of all interactions with a patient across multiple departments and locations to ensure billing accuracy.

Collections—Shorten collection cycles and reduce errors by automating billing processes.

Human resources and payroll—Increase internal processing efficiencies and consolidate HR information related to clinical staff, such as training records and performance reviews.

Insurance benefits processing—Reduce manual paperwork and claims processing by automating claims management.

Staff credentials—Eliminate paper-based credential management.

For more information, visit www.opentext.com/healthcare.

www.opentext.com

NORTH AMERICA +800 499 6544 • UNITED STATES +1 847 267 9330 • GERMANY +49 89 4629-0
UNITED KINGDOM +44 (0) 1189 848 000 • AUSTRALIA +61 2 9026 3400