

HYLAND HEALTHCARE | EBOOK

A CONNECTED PATIENT JOURNEY

Transform care with easy access to content and images from your EHR



Hyland™

Runner's world

Picture this. It's an early Tuesday morning, the sun slowly stretching into the sky. Long shadows fall along the sidewalk in Alan Hinkle's neighborhood, hiding obstacles like uneven pavement. No trouble for Alan, though. He's run this route a hundred times.

Until today.

Today Alan catches concrete with his shoe, twisting his knee as he falls to the ground. Hobbling home, Alan knows a trip to the doctor is in his near future.

Alan does not know, though, that he will soon embark on a technology journey unlike any other. One made possible by Hyland Healthcare's modular, comprehensive approach to collaborating with your EHR vendor. A collaboration that empowers organizations to securely capture, manage, view and share vital patient information.

The very data clinicians need to make smart care decisions and get patients, like Alan, back on their feet.



Before we begin

While Alan is scheduling an Urgent Care appointment, let's take a moment to talk about how Hyland Healthcare's collaboration with your EHR vendor impacts a patient's healthcare experience.

What makes this possible is Hyland Healthcare's strategic approach to healthcare content services and enterprise imaging, seamlessly paired with your electronic health record and specialty care solutions.

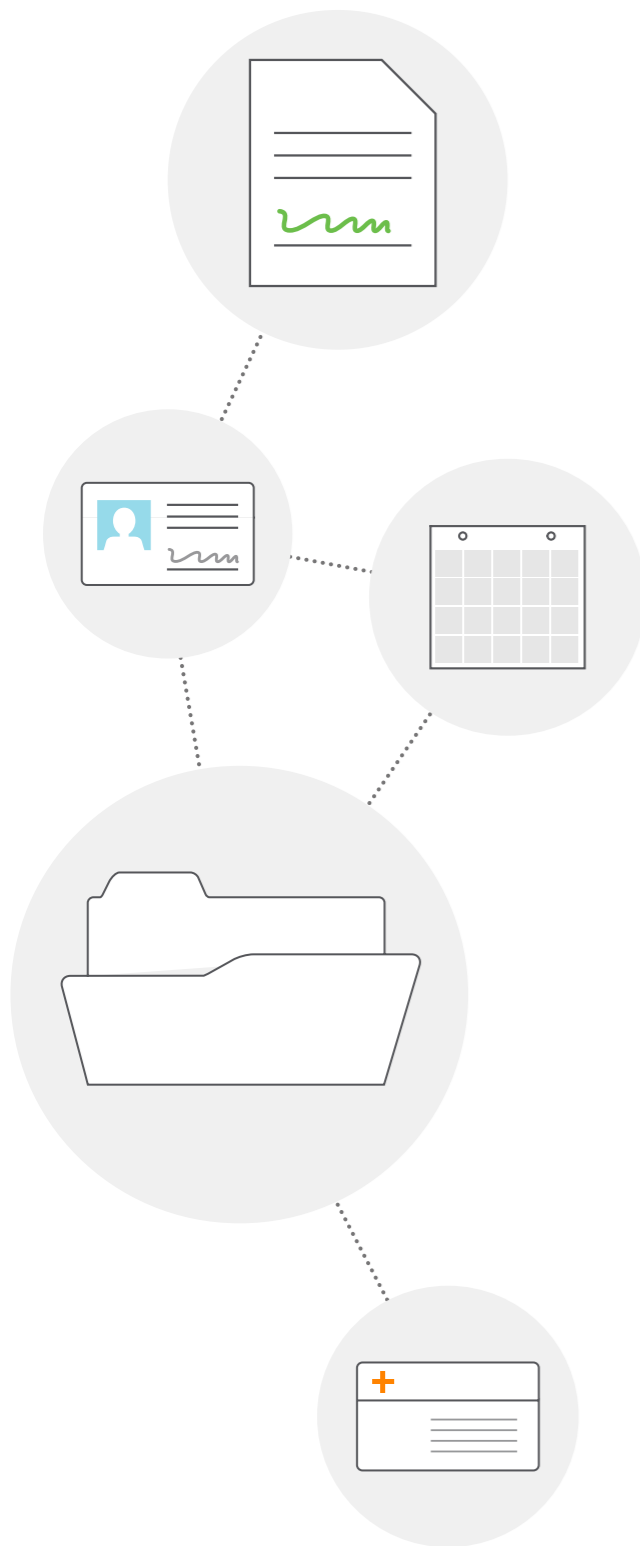
Working together, we provide healthcare professionals with a more complete picture of the patient by taking unstructured content, like insurance IDs and paper documentation to faxed orders and medical images, and making it available through your EHR whenever someone needs that information, wherever they are, instantly.

What does that all mean for patient care? After all, Alan will never know Hyland and your EHR are helping staff and clinicians ease his way through treatment, from registration to billing and everything in between.

But he will feel its effect. A more pleasant experience, coupled with technology that lets Alan participate in his recovery plan, will have him back on track in no time.

To better understand how this technology collaboration impacts Alan's health care experience, let's tag along on Alan's healthcare journey.

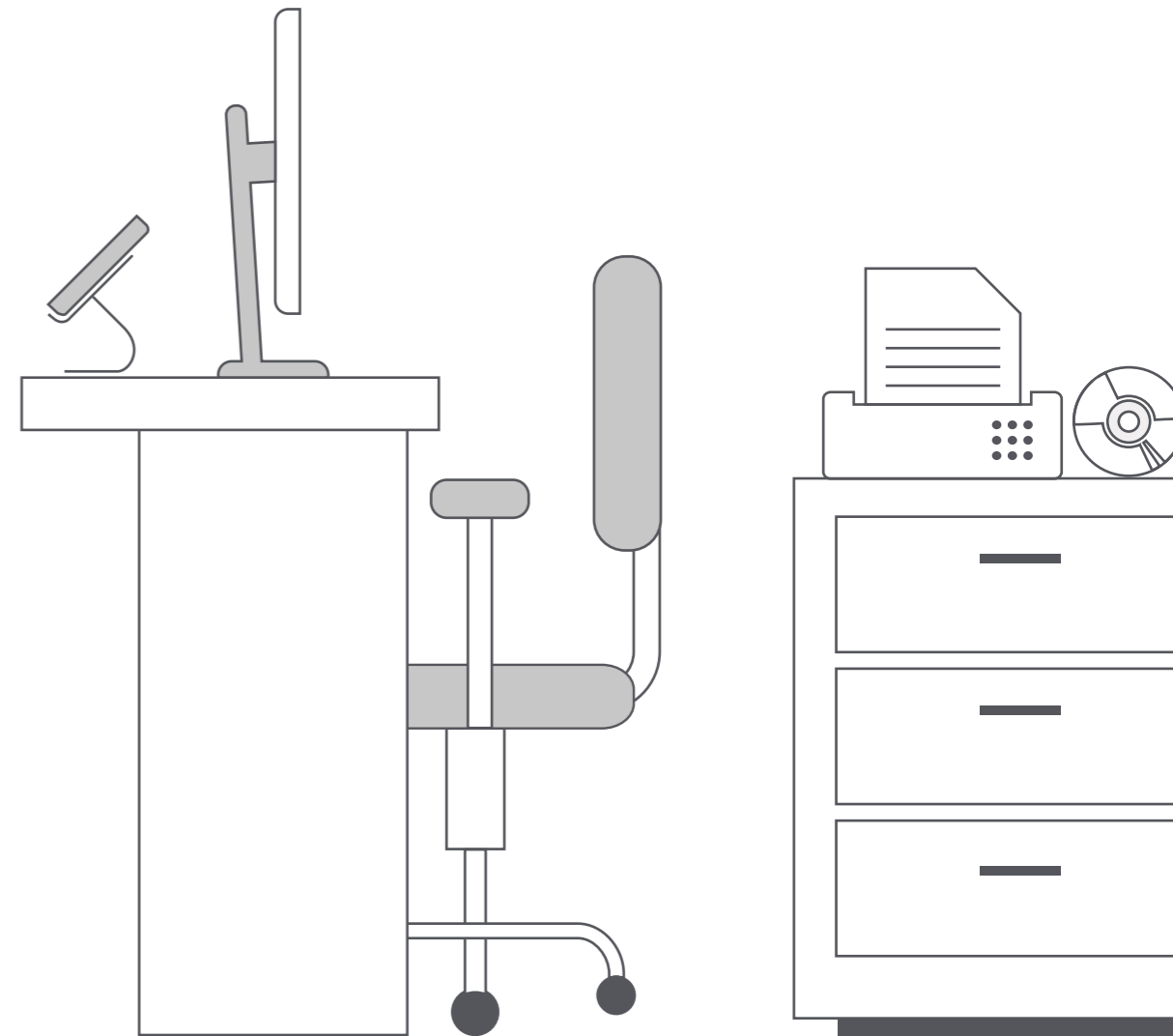
It's just getting started.




First step on a patient journey

Alan's first step on his healthcare journey is a visit to Urgent Care. As he is greeted at the front desk, registration hands him an iPad. Alan sits in the waiting room, tapping in personal information and reviewing documents, like his HIPAA Authorization, electronically. He can also sign and submit those forms digitally. No need to wrangle with a clipboard, stack of papers and a nearly inkless pen. Registration is simple, quick and easy.

Once he's back with the clinician, Alan's suspicions about his injury are confirmed. He took more than a simple tumble. The doctor orders an X-ray and, after examining the result, refers Alan to a specialist. Before he leaves, an assistant gives him a DVD of his X-rays and promises to fax the doctor's notes over to the specialist.



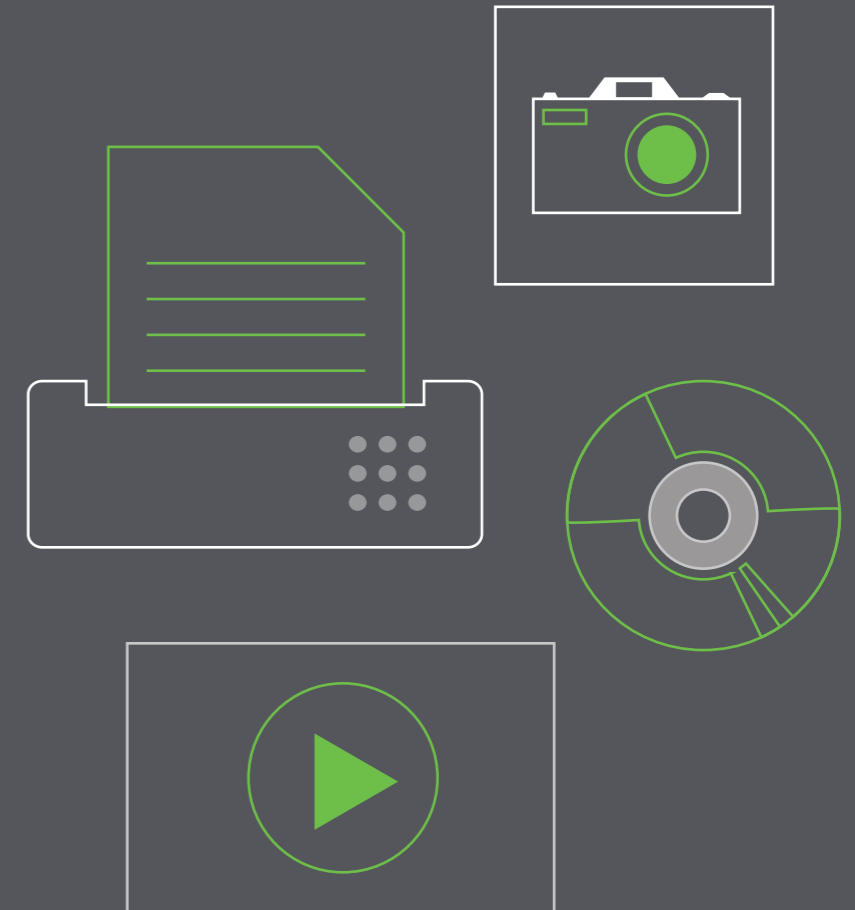
 **EHR INTEGRATIONS IN PLAY**
+ OnBase Mobile Healthcare

GIVING STRUCTURE TO UNSTRUCTURED DATA

We can define unstructured data as information that does not fit nicely into an Excel sheet's rows and columns, like documents and imaging data, says Cheryl Petersilge, MD, CEO of Vidagos Enterprise Imaging. "And we have lots of it. DICOM, radiology, audio files, videos, photographs. Making decisions with a gap in data is something our patients wouldn't want to know," she says.¹

Going a step further, Frost and Sullivan contends that more than 75 percent of patient data is unstructured or semi-structured and lost in silos.² And more than 60 percent of health systems do not have unstructured documents and medical images available when making patient care decisions, reports HIMSS, adding that most healthcare leaders say managing unstructured data is key to improving interoperability.³

For Alan, that means his hospital must find a way to take his unstructured data — the DVD with the X-rays and the faxed doctor's notes — and make it accessible via the EHR. In other words, build a system that includes unstructured data and provides medical staff with the information they need to make the best, most-informed decisions. Access to that information should be easy and intuitive, as well.



City General gets to work

Well before Alan arrives, a health information technician at City General Hospital receives Alan's faxed medical records and the doctor's notes from Urgent Care. The tech captures that information electronically and uses Intelligent MedRecords to automatically index the content, then via a pre-visit workflow powered by OnBase, Hyland's enterprise information management platform, attaches it to Alan's chart in your EHR.

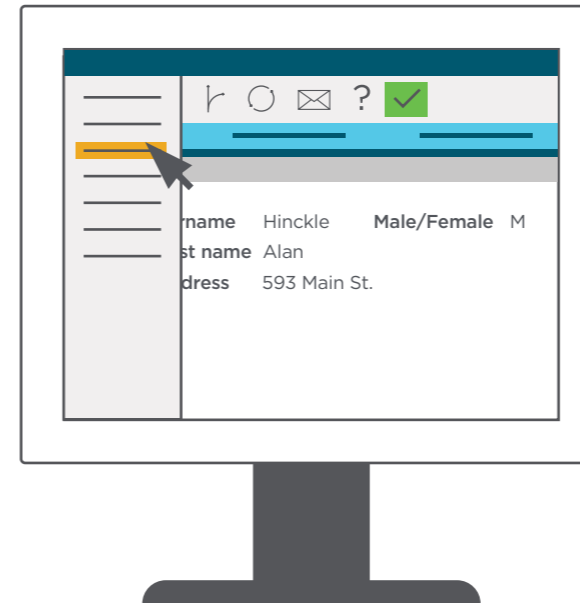
The orthopedist, Dr. Jones, can now access information about Alan's accident well before his patient arrives. Having this beforehand allows the physician to spend more time working with Alan on a healthcare plan and less time repeating steps his patient already took at the Urgent Care.



EHR INTEGRATIONS IN PLAY

- + Hyland Intelligent MedRecords
- + OnBase Patient Window, Hyland Clinician Window
- + OnBase cloud fax integration

ONBASE



YOUR EHR



- 1 TECHNICIAN SELECTS PREVISIT WORKFLOW
- 2 SELECTS TASK TO PERFORM ON DOCUMENT
- 3 ORDER COMPLETE AND ATTACHED TO ALAN'S EHR

PATIENT REGISTRATION

SIGN HERE

Gearing up with digital forms

A couple days before his appointment, Alan receives an email from City General alerting him to complete his pre-registration via digital forms. He can complete them via his PC or mobile phone.



EHR INTEGRATIONS IN PLAY

+ Unity Forms or Image Forms

Crossing the (registration) threshold

When the day arrives, Alan can head into City General knowing his orthopedist has learned much about his injury already. But before he can see the doctor, Alan must traverse registration. Since he filled out most of the required documentation, there's not much more for Alan to do than to check in and have a seat.

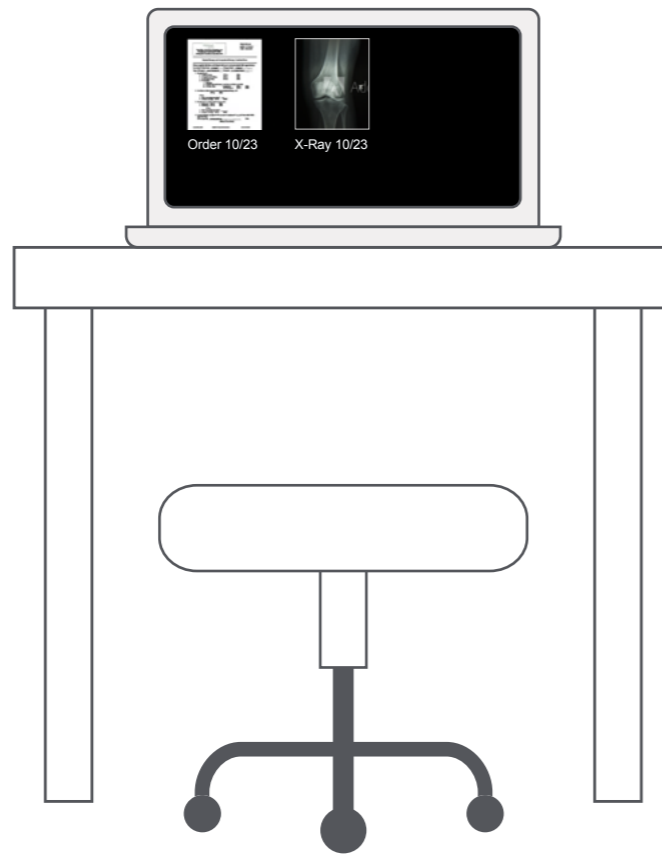
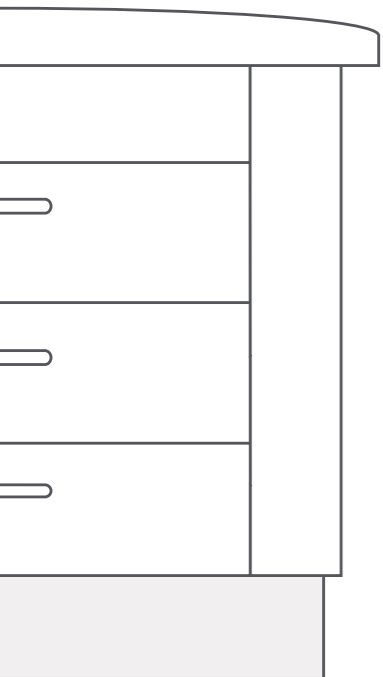
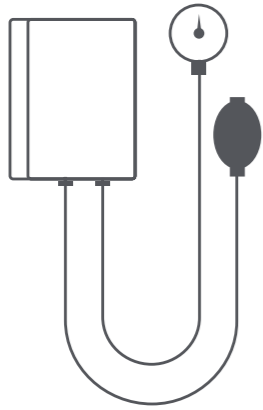
For staff, however, this is an opportunity to gather more information — or unstructured data — from Alan. Items like Alan's driver's license, insurance card or other medical records he might have brought with him, as well as the DVD with his Urgent Care X-rays. They capture all the information received on paper at the point of registration via Hyland Healthcare's Front Office Scanning solution and store it in OnBase. It's then attached electronically to Alan's chart.



EHR INTEGRATIONS IN PLAY

+ Front Office Scanning or Scan Acquisition Server





Into the exam room

Everything is moving along swimmingly. For patients, this ease is comforting. A relaxed patient is a more engaged and open patient. And maybe a more hopeful one, as Alan's orthopedist, Dr. Jones, reassures him that he will be running again before he knows it. As an avid runner herself, she knows what it's like when you can't stay active. Alan is amazed Dr. Jones already knows so much about his injury and how it happened.

From the outset, Dr. Jones has a complete view of Alan's patient record, and can access that information within your EHR when and where she needs it. She does so by either selecting individual documents through your EHR solution or viewing everything all in one place via OnBase Patient Window or Hyland Clinician Window. The orthopedist never has to leave your EHR — or the exam room — to view the information and images she needs to make smart care decisions for Alan.

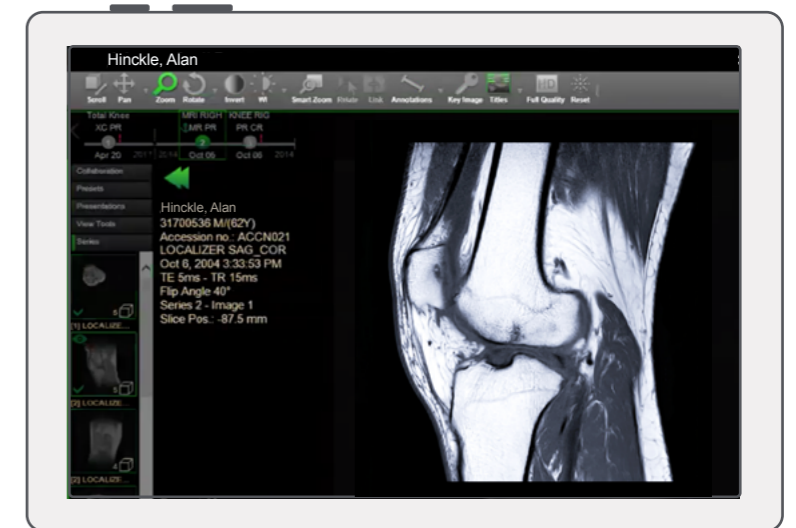
When Dr. Jones retrieves Alan's X-rays, she decides she wants a closer look. The doctor orders an MRI, adding a wrinkle to Alan's patient journey: medical imaging.

Sidequest: Medical imaging

Traditionally, viewing MRI results meant a physician would have to make the trek from her office or patient's bedside across the hospital to a separate location. The hike might even require trips to multiple viewers for separate PACS systems. That not only adds to the physician's burden of timely diagnosis, but diminishes the patient's experience, as that patient may have to wait — and wait and wait — for results.

It's one thing for a patient like Alan, dealing with a sports injury. Imagine, however, this same scenario for a patient with a critical illness or health emergency.

Now, via the integration between either OnBase Patient Window or Hyland Clinician Window and NilRead enterprise viewer, medical images are available via your EHR, allowing the doctor to review those in the exam room or hospital bedside. Timely decisions are easier to make, with the added bonus of walking the patient through the diagnosis with visual aids. Alan can also view his MRI later from home through Nilread integration with your patient portal.



EHR INTEGRATIONS IN PLAY

- + OnBase Patient Window or Hyland Clinician Window
- + NilRead enterprise viewer
- + NilRead for patient portal

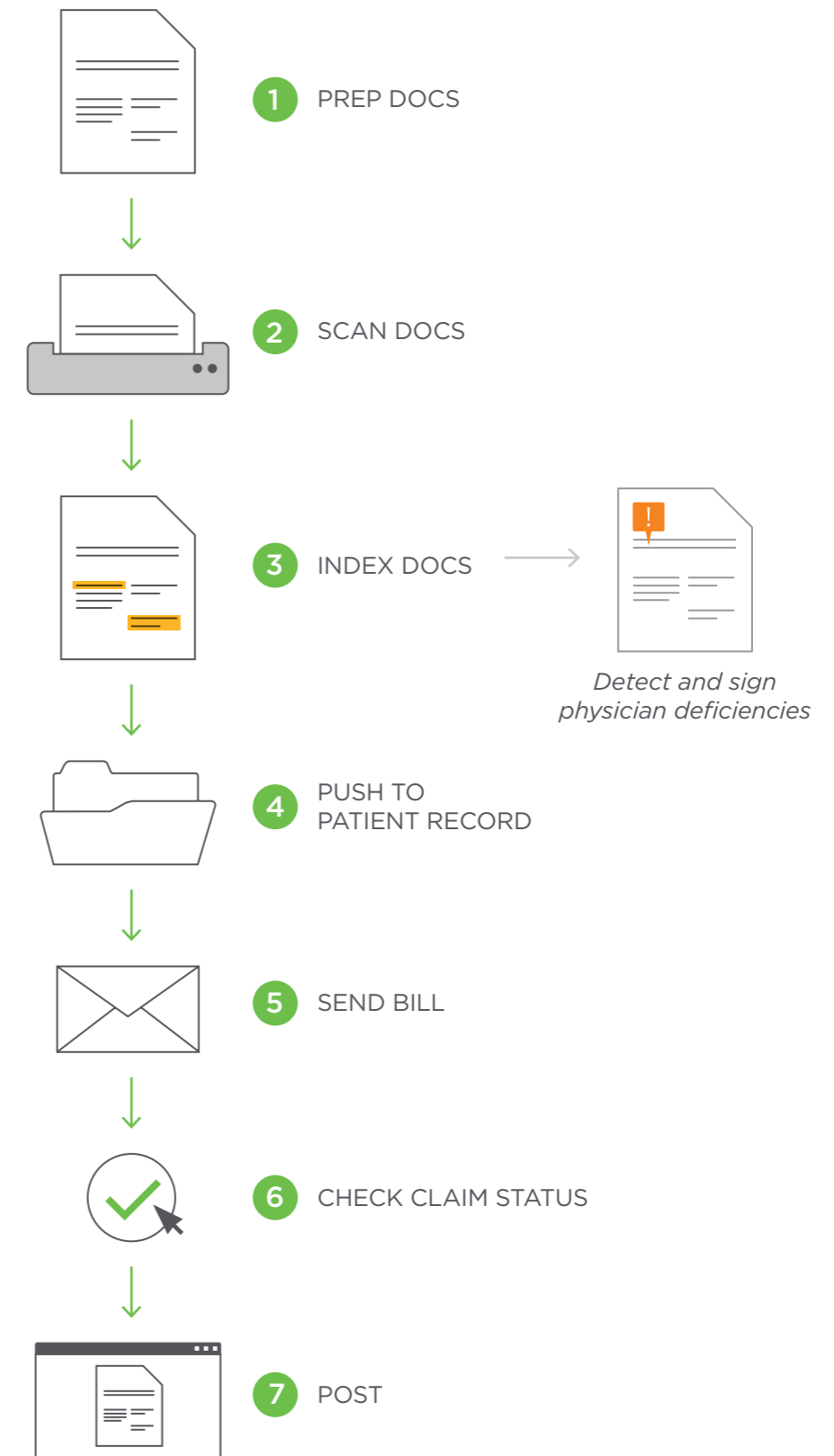
Hold on! The journey isn't quite over yet!

Code coda: Billing

Sure, it's happily ever after for Alan and Dr. Jones. But there's still a little more to this story.

Alan's hospital visit, along with his trips to physical therapy, generate hundreds of faxed and paper documents, reports and forms, all of which HIM specialists must add to the patient chart in your EHR. They'll prep documents by removing paperclips or staples and then physically scan the documents into the system. Once they are in the system, Intelligent MedRecords will automatically index documents, specialists will verify any exceptions and OnBase's integration with your EHR will make them immediately available to the rest of the organization.

Now that the HIM Office has successfully scanned and indexed those documents in OnBase, City General can begin activating the billing process. HIM staff have detected that Dr. Jones has not signed one of Alan's health records that is needed for billing compliance. HIM staff assign the signature to Dr. Jones via OnBase workflow. Dr. Jones receives a notification regarding a signature deficiency, Dr. Jones electronically signs off on the deficiency and OnBase records Dr. Jones signature and a timestamp to support future audits. OnBase Computer Assisted Coding integration with a third-party system allows coders to complete the process for insurance billing and to be notified when documents change. Hyland RPA is used to check insurance claims status. When the Explanation of Benefits is returned from Alan's insurance payer, Unity Batch Scanning is deployed to capture it in OnBase, and staff can open it to the correct page via integration with your billing solution.



The ability to capture documents in OnBase and interact with them seamlessly through your billing system is just another way Hyland and your EHR vendor provides an end-to-end solution for their customers.

CLOSING THE CARE LOOP

In a follow-up visit, Alan's primary care doctor can see medical records from his encounter stored in OnBase, or can make a request for a release of information.

All along the patient's journey, Hyland technology and integration enabled unstructured content to be activated for use by clinicians and other staff working within your EHR. The ability to leverage a single content services platform to make unstructured content actionable within your EHR, HRIS and ERP system workflow is why more hospitals and health systems choose Hyland.



EHR INTEGRATIONS IN PLAY

- + Intelligent MedRecords
- + Computer Assisted Coding Integration
- + Batch or Express Scanning for medical records
- + OnBase Unity Client Batch Scanning for EOBs
- + Signature deficiencies
- + EDI 835 EOB Processor
- + Release of Information

SOURCES

1. Becker's Hospital Review. *The information missing from your EMR — How to find it and what to do with it*, 2020.
2. "Leveraging a content services platform to improve performance and outcomes," Frost and Sullivan, 2021.
3. "2022 State of Interoperability and Connected Care," HIMSS Market Intelligence, 2022.

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