

# AN 'EPIC' JOURNEY

How Hyland optimizes Epic for enhanced patient throughput and an amazing patient experience



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.

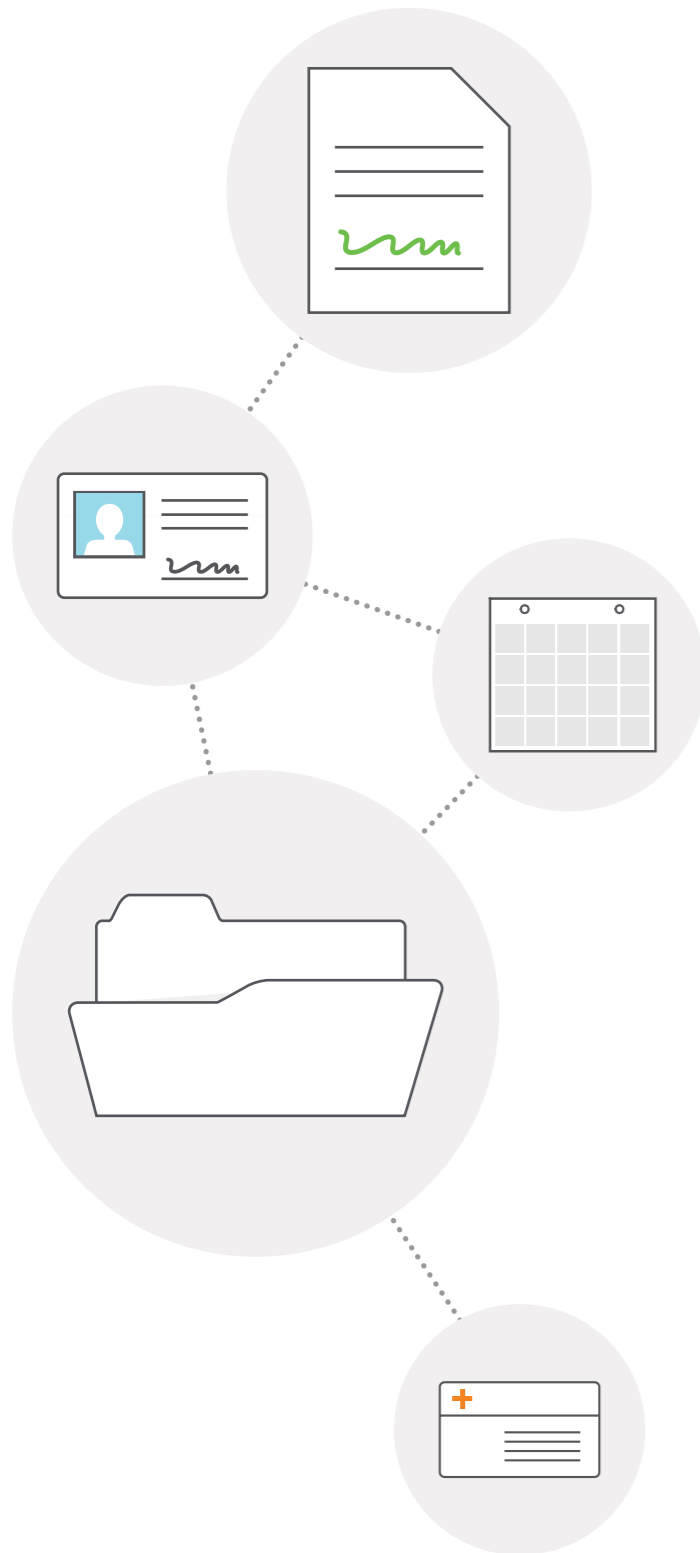
*Until today.*

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 [Epic](#). 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 Epic 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 Epic's suite of industry-leading electronic medical 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 Epic 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 Epic 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.

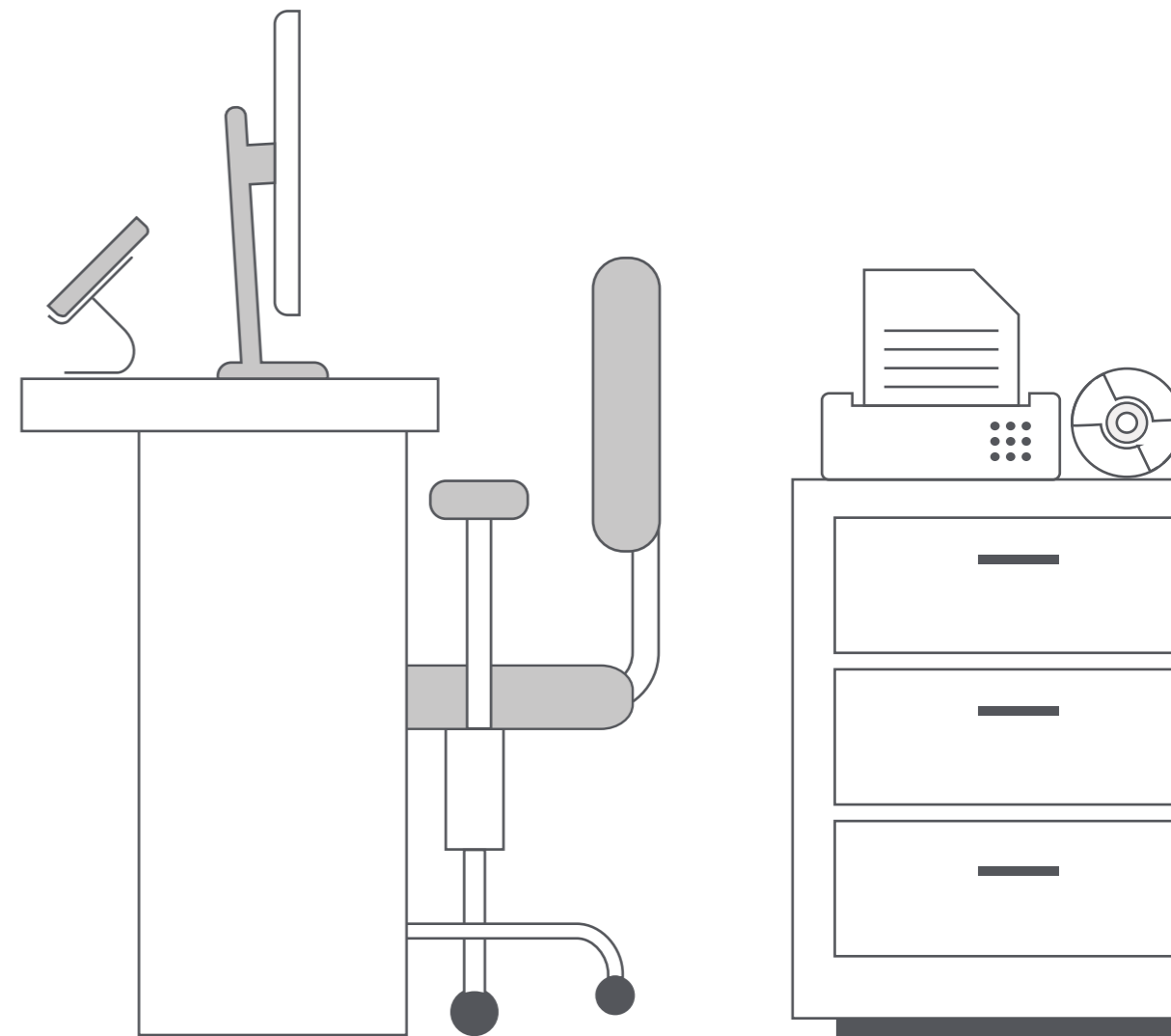
To better understand how this technology collaboration impacts Alan's health care experience, let's tag along on Alan's healthcare journey.


It's just getting started.

# First step on an 'epic' 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 print and fax the doctor's notes over to the specialist.



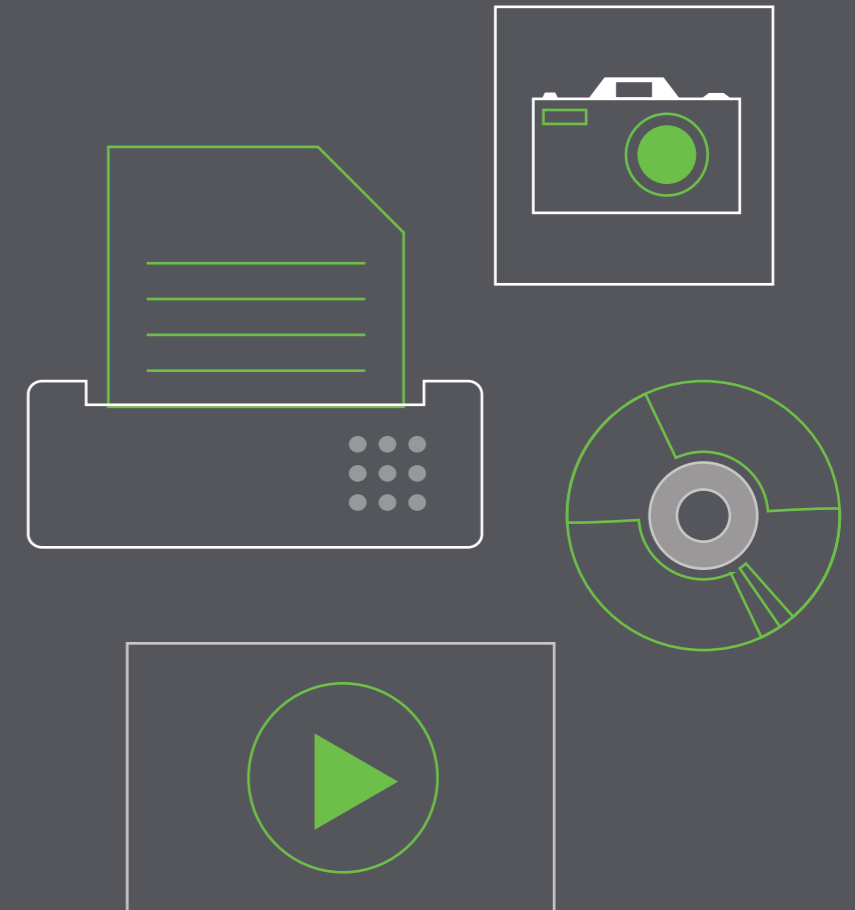
 **EPIC INTEGRATIONS IN PLAY**  
+ Hyland Registration & Consent eProcessing

## 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.<sup>2</sup>

Going a step further, Frost and Sullivan contends that 75 to 80 percent of patient data is unstructured or semi-structured and lost in silos.<sup>3</sup> And at least 66 percent of that data is unavailable to clinicians when making patient care decisions, reports HIMSS, adding that most healthcare leaders say managing unstructured data is key to improving interoperability.<sup>4</sup>

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 EMR. 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 Epic.

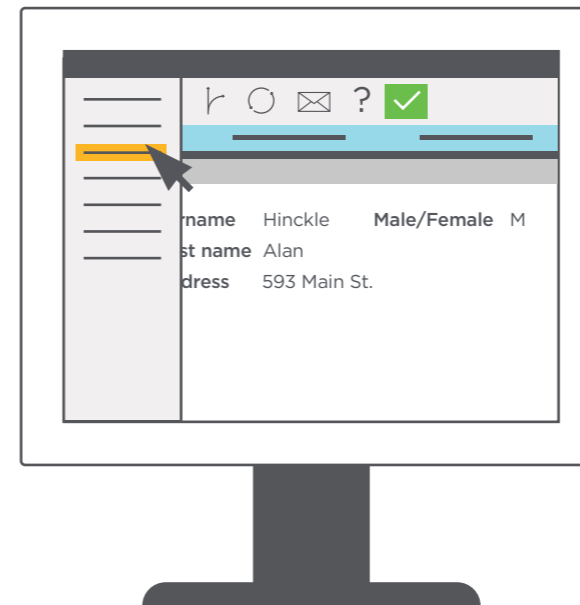
The orthopedist, Dr. Jones, can now access information about Alan's accident well before his patient arrives. Having this beforehand allows the physician to spend more time working with Alan on a healthcare plan and less time repeating steps his patient already took at the Urgent Care.



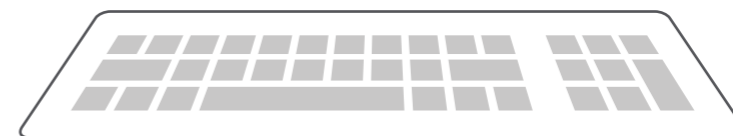
## EPIC INTEGRATIONS IN PLAY

- + **Hyland Intelligent MedRecords**
- + **OnBase Patient Window, Hyland Clinician Window or Healthcare Web Viewer**

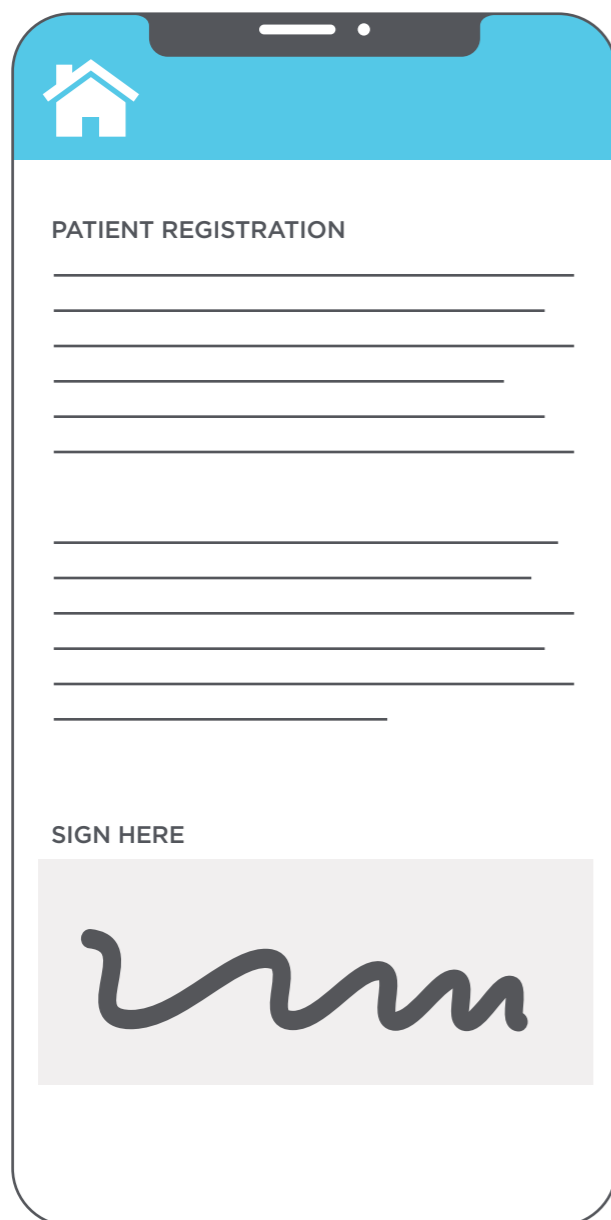
### ONBASE



### EPIC



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



A smartphone mockup showing a patient registration form. The top bar is blue with a white home icon. Below the bar, the text "PATIENT REGISTRATION" is followed by ten horizontal lines for text entry. At the bottom, the text "SIGN HERE" is above a grey rectangular area containing a black cursive signature.

# Gearing up with MyChart

A couple days before his appointment, Alan receives an email from City General alerting him to a new message in MyChart, Epic's patient portal solution. Accessing MyChart from his smartphone, and through the OnBase Patient Portal integration for Epic MyChart, Alan completes his registration and health information forms while carpooling to work. If he wanted, Alan could even send pictures of his knee to Dr. Jones (it is looking a little black and blue). Staff working in Epic Prelude can review these documents through OnBase integration.



## EPIC INTEGRATIONS IN PLAY

- + Patient Portal Link
- + Unity Forms or Image Forms
- + Healthcare Web Viewer

# 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 in MyChart, 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 or capture the data from Epic's Welcome Kiosk and store it in OnBase. It's then attached electronically to Alan's EpicCare chart and ready for review in Prelude through the Healthcare Web Viewer.

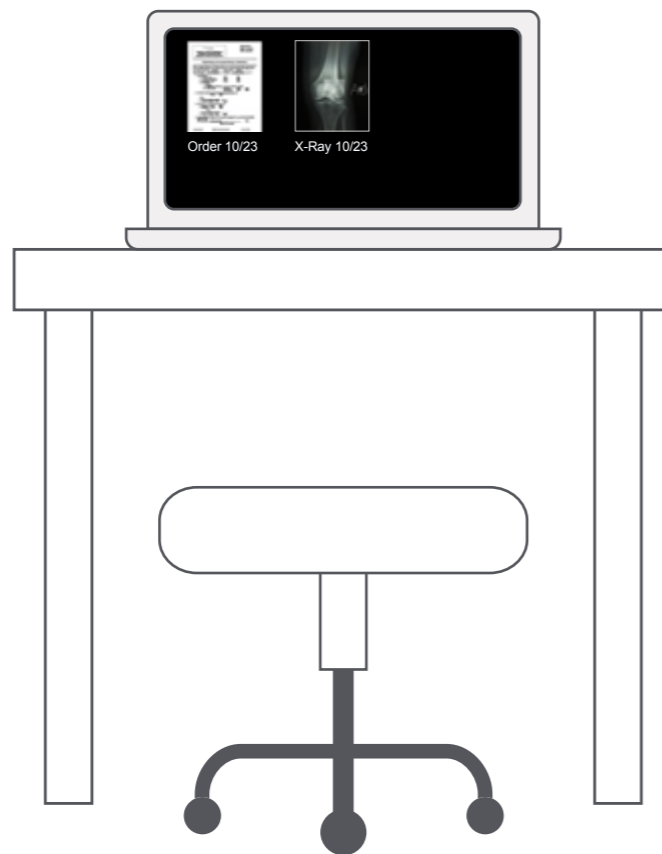
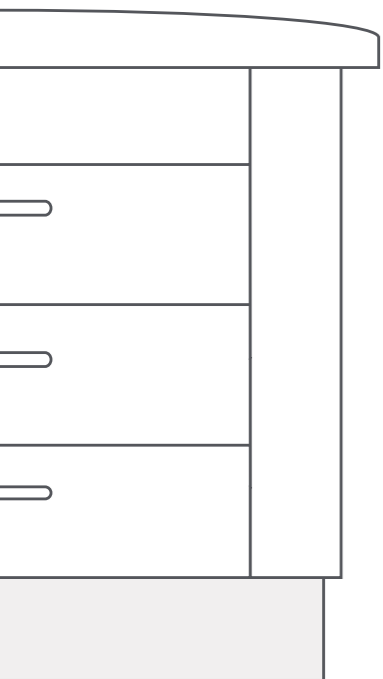
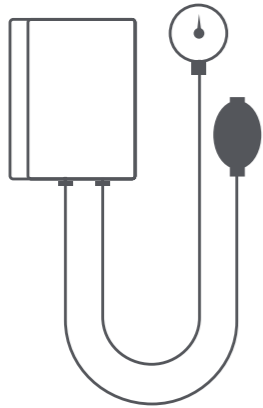


## EPIC INTEGRATIONS IN PLAY

- + Front Office Scanning or Scan Acquisition Server
- + Healthcare Web Viewer







## 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 Epic when and where she needs it. She does so by either selecting individual documents through Hyland's Epic Chart Review solution or viewing everything all in one place via OnBase Patient Window or Hyland Clinician Window. The orthopedist never has to leave EpicCare — 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 'Epic' 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 Epic, 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 MyChart.



## EPIC INTEGRATIONS IN PLAY

- + OnBase Patient Window or Hyland Clinician Window
- + NilRead

# Achievement unlocked: The complete view

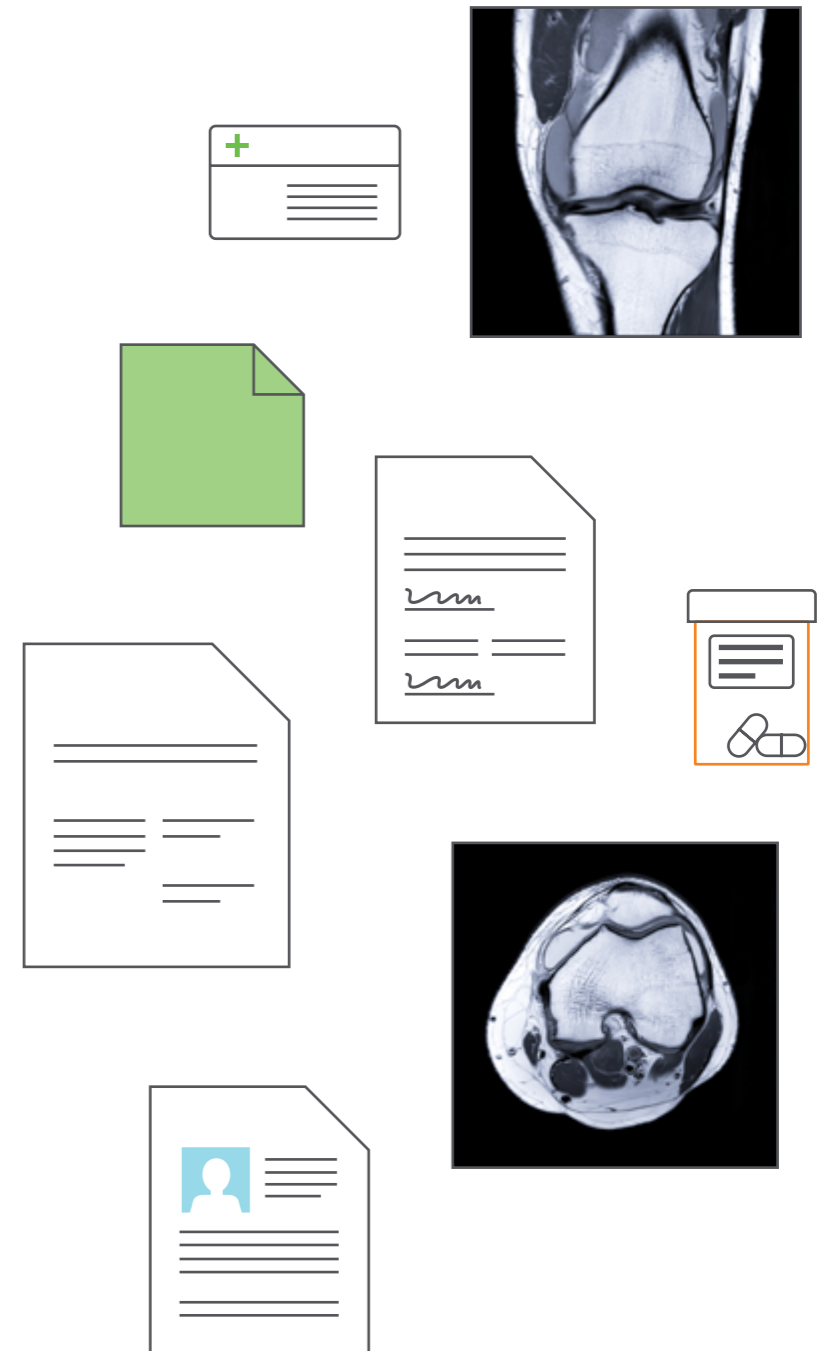
Good news for Alan. Dr. Jones didn't see anything unusual on closer inspection. She shows him the MRI, compares it to the X-ray, and prescribes an anti-inflammatory. Document Composition or Content Composer is used to share a personalized note that Dr. Jones has suggested for similar injuries that rest, ice and a little physical therapy is all Alan needs. For Alan and his doctor, the experience is simple and seamless.

Behind the scenes, it's a technological marvel. More than a dozen solution integrations between OnBase and Epic, like NilRead and OnBase Patient Window, have come together to provide the doctor with a complete view of Alan's medical record, helping her make the best decision for her patient. And it has allowed Alan to connect to his healthcare journey in a way never before possible.



## EPIC INTEGRATIONS IN PLAY

- + OnBase Patient Window or Hyland Clinician Window
- + NilRead enterprise viewer
- + Document Composition or Content Composer



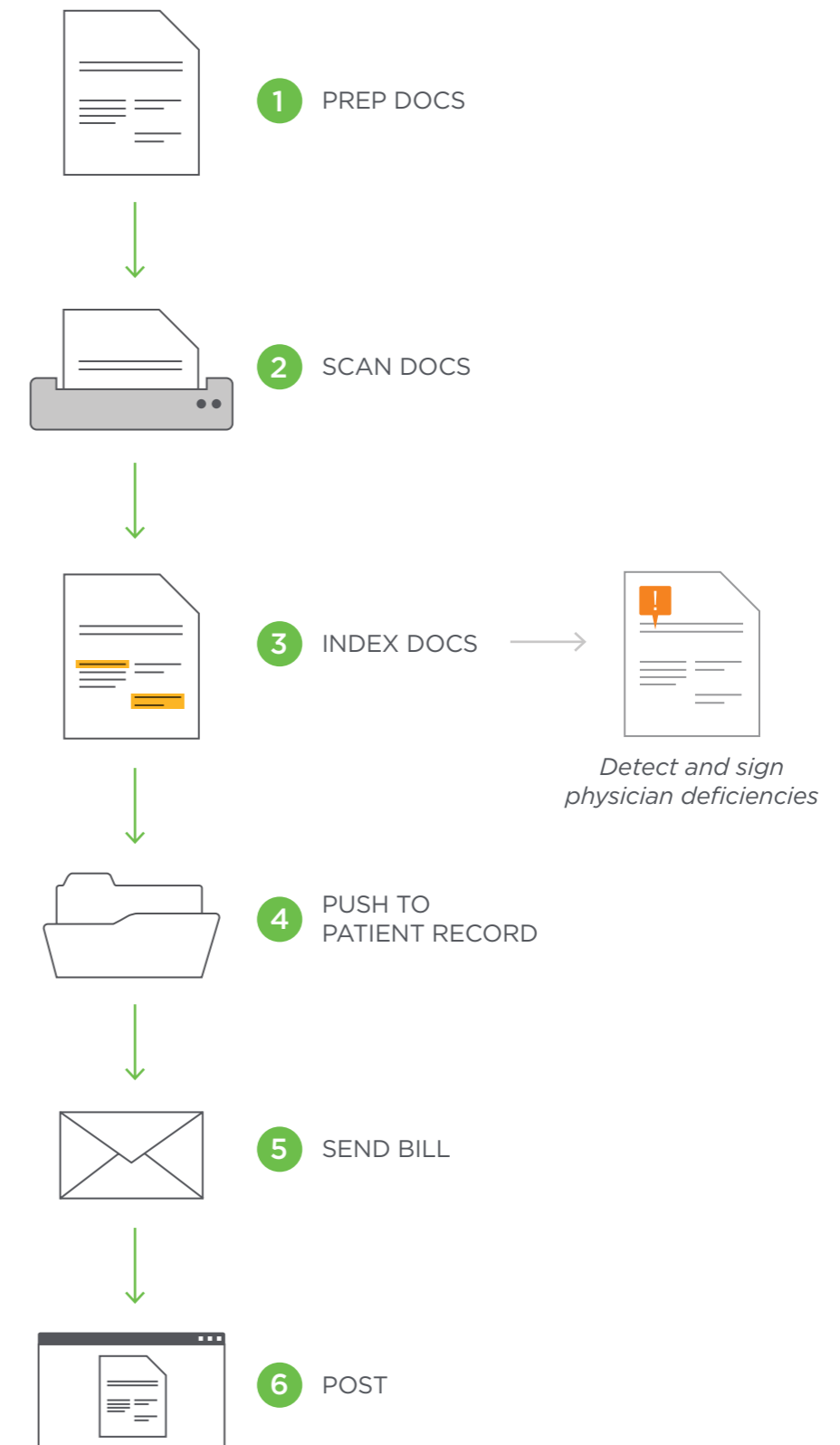
Hold on! The journey isn't quite over yet!

# 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 paper documents, reports and forms, all of which HIM specialists must add to the patient chart in Epic. 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 Epic 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 from Epic 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. 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 Epic's billing solution, Resolute. Soon Alan will get an email informing him that his bill is available in MyChart.



The ability to capture documents in OnBase and interact with them seamlessly through Epic Resolute is just another way Hyland and Epic 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 using EpicCare Link integration, or can make a request for a release of information. The associated encounter record or individual documents from Epic, including those released via OnBase, will be printed using Epic Print Services.

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 Epic. The ability to leverage a single content services platform to make unstructured content actionable within Epic, HRIS and ERP system workflow is why more hospitals and health systems choose Hyland.



### EPIC 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 for Epic
- + Healthcare Web Viewer
- + 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. "Global Enterprise Content Management Market for Healthcare, Forecast to 2023," Frost and Sullivan, April 2019, p 16.
3. HIMSS Media, *Connected Healthcare: Enabling enterprise-wide interoperability*, 2019

# Hyland<sup>®</sup>

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## HEALTHCARE

Learn more at [HylandHealthcare.com/Epic](https://HylandHealthcare.com/Epic)