HYLAND™

Referral Extraction

AI-powered referral packet capture, classification and data extraction

Given escalating referrals from a population with increasingly chronic conditions and staff shortages, health systems need to process incoming referrals efficiently and reliably. Faxed and emailed packets that include the referral and a variety of medical records to support it are time-consuming to process and contribute to staff burnout. In addition, the associated manual processing delays also increase the likelihood for revenue leakage to other competitors that respond faster. Without advanced data extraction, document capture can become a bottleneck for timely patient care.

Hyland Intelligent Document Processing provides OCR review of documents, AI-powered referral classification and intelligent data extraction of key fields, such as patient demographics, referral source, diagnosis codes and level of urgency, to reliably expedite referral intake and speed care. Hyland IDP leverages OnBase for document storage, routing, EHR workflow integration and dashboard reporting.

Benefits

- **Reduce staff burnout and costs:** AI-powered classification and extraction reduces manual work for referrals received via email and fax.

- **Prevent revenue leakage:** Speed processes to prevent loss to competing health systems.

- **Improve data accuracy:** Reduce errors and exceptions by validating and extracting data based on the use of intelligent content recognition and optical character recognition.

- **Strengthen security and compliance:** Reduce the risk of PHI breach by automating the processing of sensitive and private information.

- **Diminish paper usage:** Transitioning to digital documents contributes to environmental sustainability.

- **Improve patient experience:** Prioritize referrals based on level of urgency. Faster referral processing enables quicker treatment to support better patient outcomes.

- **Enhance process visibility and administration:** A web-based interface and low-code process designer simplify administration, deployment and expansion.

- **Simplify automation building:** This highly scalable capture and processing platform can address enterprise-wide IDP use cases.

- **Leverage the power of AI:** An integrated online learning engine allows the platform to continuously improve, increasing referral processing efficiency and reducing the need for human intervention.

Hyland Intelligent Document Processing for Referral Extraction

Multichannel capture

OPTICAL CHARACTER RECOGNITION
Text conversion using a deep-learning optical character recognition engine for hand print and machine print

SEPARATION
Separation of large packets of multiple documents into individual documents for further processing

CLASSIFICATION
Identification of document types using text and image classifiers with trainable machine learning models

EXTRACTION
Extraction of data within semistructured and unstructured content with trainable machine learning models

VALIDATION
Validation and verification of the extracted content, format and structure of the processed documents

CONTINUOUS ONLINE LEARNING
Automatically analyzes, tests and promotes AI model improvements based on user input

DOCUMENT PROCESSING PLATFORM
Service-oriented, high-volume architecture with web-based BPMN-compliant designer and monitor

HYLAND™
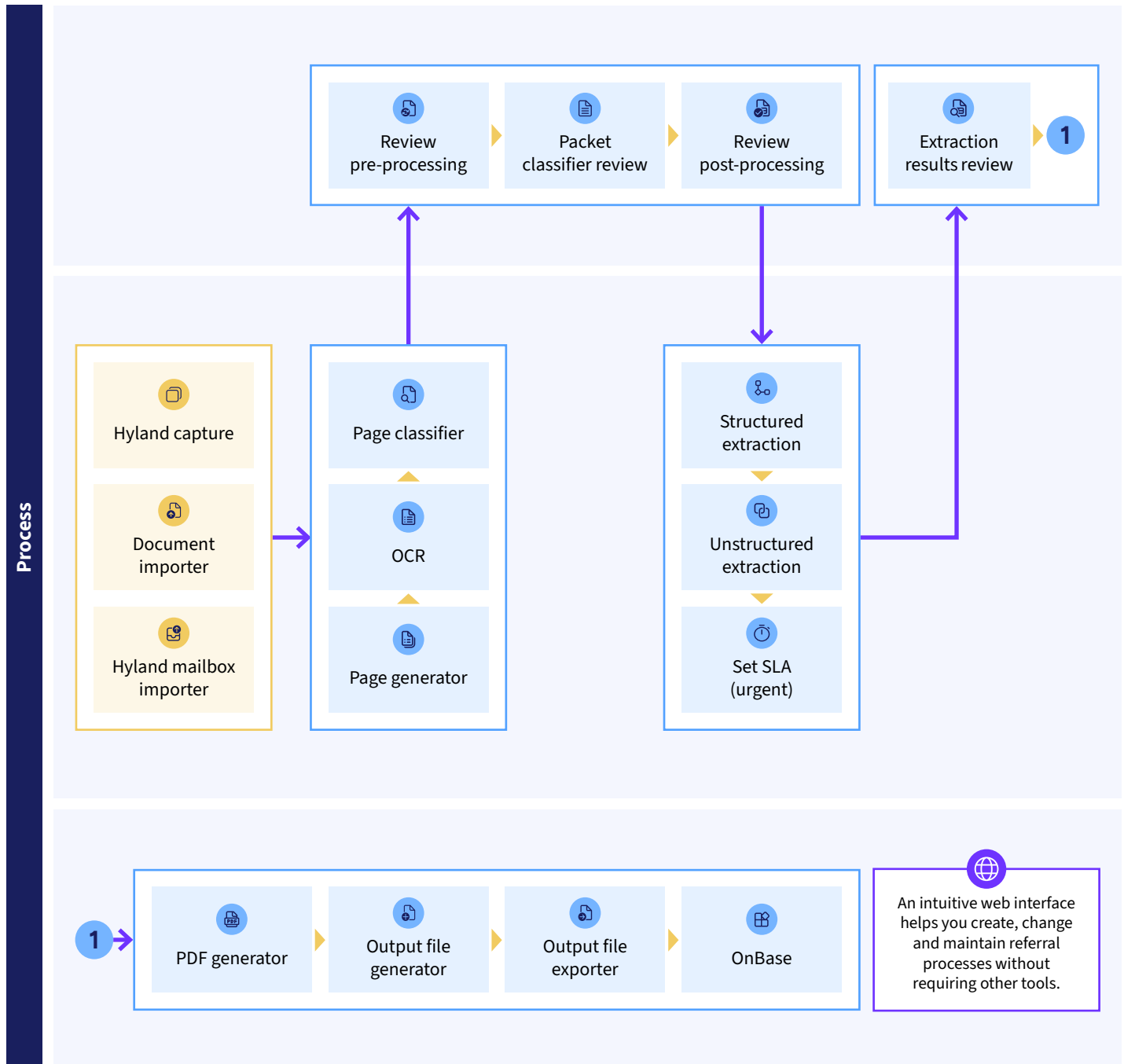
Alfresco
Nuxeo
OnBase
Perceptive Content

Enterprise applications

RPA

Referral Extraction through Hyland Intelligent Document Processing

Process

Review pre-processing → Packet classifier review → Review post-processing

Extraction results review → 1

Hyland capture
Document importer
Hyland mailbox importer

Page classifier
OCR
Page generator

Structured extraction
Unstructured extraction
Set SLA (urgent)

1 → PDF generator → Output file generator → Output file exporter → OnBase

An intuitive web interface helps you create, change and maintain referral processes without requiring other tools.

About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

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