Boosting Operational Efficiency

"Where's that report?"

Advancements in Healthcare and Technology have done much to improve the quality of care. However, it has had a side effect in the form of information overload from multiple sources that require timely access, management and review. Data related to patient care, needs to be reviewed, filed and relayed to care givers, insurers, and staff for quicker turnaround and in turn - customer satisfaction. As your business grows, so does the volume of data.

Practices are adopting EMR (Electronic Medical Records) systems to strive towards "paperless" patient charts. Those, that have adopted EMR systems, have realized that the biggest ongoing cost associated with maintaining a reliable, complete and up to date EMR is the labor associated with feeding the EMR in terms of collecting, scanning and indexing documents.

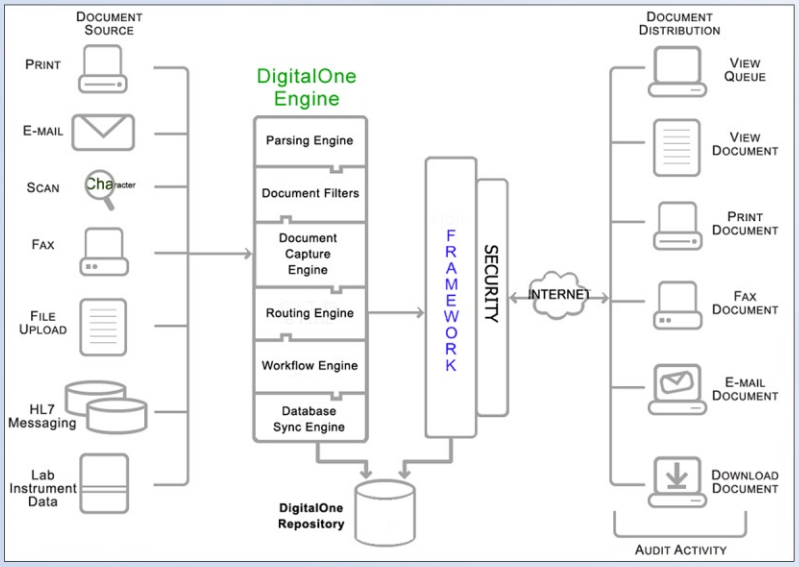
Furthermore, EMR systems have done nothing for the volumes of paper that's being passed between providers and staff, most of them with hard to read hand-written notes. It is safe to assume that some of these documents often get misplaced leading to lost time spent chasing or recreating the information.

One of the often-overlooked aspects, and probably the first thing to be considered before implementing a paperless initiative, is to better manage the volume of data being generated, which may be in various forms included but not limited to:

- Faxes.
- Emails.
- Printable lab results from websites like WebMD.
- Results generated by healthcare facilities where patients are referred.
- In-house lab instruments or other systems.
- Outputs from practice management system.
- Hardcopy paper documents.

DigitalOne Essential and Efficient in EMR and Pre-EMR environment

DigitalOne is a Business Efficiency Tool that captures data and documents, both clinical and non-clinical, from multiple sources and makes them accessible from a single platform for processing, collaboration and communication.



Documents never get misplaced while configurable alerts and alarms ensure timely attention from stakeholders. Efficiencies are achieved not only through preventing information loss and speeding workflow, but also through reducing the cost of paper and printing.

DigitalOne platform is comprised of the following major components:

- Capture Engine.
- Indexing Manual and Auto indexing options.
- Collaboration component.
- Security.
- Delivery Platform.
- Archive.

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Capture Engine

The DigitalOne Capture Engine is comprised of a powerful set of capture components:

- DigitalOne Inbound Fax - receives all faxes and makes them accessible electronically as documents in the DigitalOne repository.
- DigitalOne Print Driver - allows capture of any printable document, no matter the source, directly into the DigitalOne repository without the need for physically printing and scanning the document.
- DigitalOne Scan Station - allows the option to utilize generic bar-coded document separator sheets to automatically create multi-page documents thus greatly enhancing processing speed. Advanced barcode recognition capabilities can auto-file documents without any manual intervention.
- DigitalOne Email Monitor - captures documents from any email account. Example of this might be an outsourced transcription service that is emailing transcriptions to the facility.
- DigitalOne Lab Interface - capture results directly from the lab machines into the DigitalOne platform as a Lab Result for a patient.

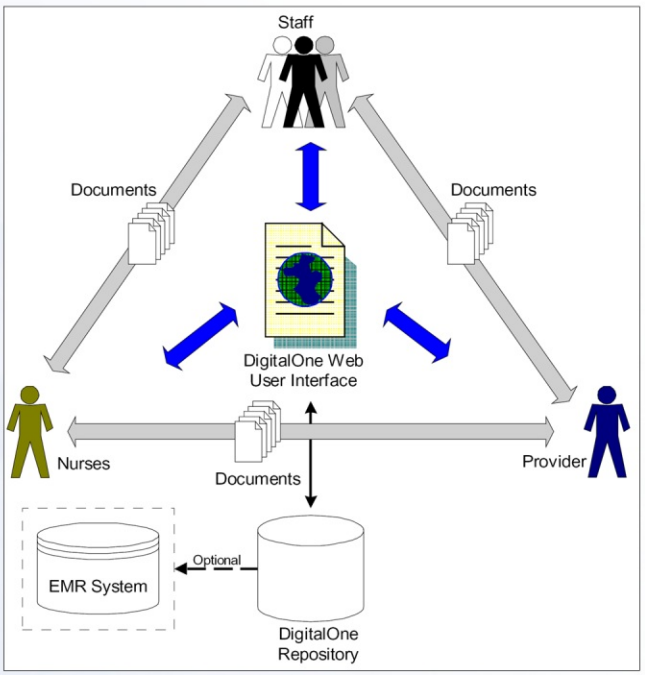
Indexing

A document, once in DigitalOne repository, can be indexed and assigned to a patient, either from DigitalOne Patient Database or by selecting the patient directly from your existing EMR or practice management system.

Collaboration Component

Digital Asset can be routed back and forth with notes between users - staff, nurses and providers Inbox - the final goal being to achieve sign-off from an authorized personnel to auto-file in the EMR or to flag it for archival in DigitalOne. The sender can be alerted automatically if the recipient has not viewed a document routed to them in a time set by the sender, allowing the sender to escalate as appropriate.

Once a document destined for the EMR is signed-off, it can automatically be filed in the electronic patient chart along with all the annotations.



Security

DigitalOne includes security features which not only ensure document access to authorized users, but also creates audit trails for identifying when and by whom documents were created, edited, viewed, routed, printed, downloaded, emailed, faxed or deleted as part of a complete HIPAA-compliance plan.

Customizable Workflow

DigitalOne is committed to the premise that every business is unique and has it's own unique processes and preferences. For this reason, DigitalOne is highly customizable and can be fine-tuned to meet your unique requirements and the way you are practicing now. Stop looking for documents. Let the documents find you.

Flexible Delivery Platform

Documents in DigitalOne can be delivered not only over a secure web connection, but also through other common delivery options like email, fax, print and download. More sophisticated delivery options like XML, HL7 and ftp are also available.

DigitalOne Easy to Deploy and Maintain

Users interact with DigitalOne through a Web browser front end that requires no special installation or maintenance regardless of end user machine. This makes the solution ideal for a multi facility organization that needs its data to be stored and managed centrally, yet accessible from anywhere, either on their intranet or over the Internet. Furthermore, Itxtend's proactive maintenance ensures maximum system availability and reliability.

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