

EMC Documentum ApplicationXtender for Healthcare

The Big Picture

- High speed integrated capture, imaging, enterprise report management, and workflow for electronic health records and claims forms
- Powerful document capture options, with zonal optional character recognition, batch indexing, and barcode support to digitize paper trails
- Direct access to stored documents, reports, and information from virtually any desktop application or web browser to facilitate easy, cross-functional information sharing
- Direct integration with EMC Centera for cost-effective retention, protection, and disposition of fixed content

Capturing critical patient information to deliver greater efficiency

Healthcare professionals must increasingly process and manage a variety of data and information sources—diagnostic test results, admission documents/questionnaires, healthcare claims forms, and medication lists—to make effective care decisions and provide measurable, quality healthcare. Practitioners and IT staff have tremendous pressures to manage many clinical applications throughout their product lifecycles and to drive greater efficiencies in patient care. They need to be able to electronically manage records for litigation, billing, and eDiscovery purposes and speed time to care for patients. Managing paper records is inefficient, time consuming, and expensive. More importantly, in today's global economy, most organizations and departments are geographically dispersed, which warrants the creation of an electronic record system, where patient information can be shared securely amongst departments in a matter of minutes.

For example, consider this all too common scenario in most healthcare organizations—a medical procedure might be held up for months because the patient's medical history and insurance information were misfiled; therefore, the patient record has to be re-filed—an expensive and time-consuming process. Or the patient's information was in a file that moved from desk to desk, and one department could not work with it until another was finished. Or worse yet, the file got lost.

A skilled professional often spends an inordinate amount of time searching for and/or waiting to access the patient's information that is necessary to order or complete a procedure or file a claim. Even when filed correctly, patient records may be stored off-site, which can cause significant delays to retrieve records from off-site storage.

In healthcare organizations, effective problem-solving and decision-making depend on a healthcare professional having immediate access to the right information at the right time, processing and evaluating minute by minute. Unifying processes, people, and systems to drive better decision-making is paramount to maximizing the benefits and resources of any healthcare organization.

Efficient information management and control with EMC Documentum ApplicationXtender

With EMC® Documentum® ApplicationXtender®, healthcare organizations can capture, organize, route, deliver, and archive business-critical information such as patient records and healthcare claims forms. ApplicationXtender is easy to implement, integrate, and manage, providing instant, role-based access to content from either a desktop interface or web browser. It is the market-leading document management solution for mid-size organizations and departments.

ApplicationXtender provides out-of-the-box capabilities that allow healthcare organizations to quickly create “electronic file cabinets” to capture and store all paper-based patient records, healthcare claim forms, and other associated patient information in a digital format. Built on a central repository, ApplicationXtender enables quick access to information from a browser or desktop interface. Now, healthcare organizations can avoid the fines and embarrassment that occur when critical information can't be located in response to an eDiscovery or litigation request. Most importantly, healthcare professionals can make better decisions with an integrated view of all patient information, all in one place. They can improve customer service with faster, more comprehensive responses to inquiries,

because they can access all patient history and related claims in one place, through a simple search query. Critical patient information is no longer stored somewhere in an obscure file folder or lost between departments.

Based on an easy-to-use Microsoft® Windows® .NET-optimized system, ApplicationXtender can be quickly deployed through a network of value-added partners in the Microsoft environment. End users can easily access document management technology from familiar, easy-to-use Microsoft Office business applications, including Microsoft SharePoint®, with little to no training and limited requirements for IT departments. Physicians, hospital staff, and other healthcare professionals benefit from a unified platform that aggregates, manages, and archives all paper and electronic patient information, and presents it via an intuitive user interface.

Time and cost savings

EMC ApplicationXtender solution for healthcare cost-effectively scans paper records of all kinds and stores them in an easily searchable electronic file cabinet. With the ApplicationXtender solution, dispersed teams such as finance, accounting, hospital management, and patient records departments can manage hundreds of gigabytes of documents and scan tens of thousands of documents monthly.

All of the information—records, e-mails, claims forms, and supporting documentation—is stored, managed, and archived within ApplicationXtender. Team members can easily share this information across geographically dispersed departments and can locate relevant information at their fingertips. Each team has access to all of the clinical, financial, and operational content for billing, litigation, and eDiscovery purposes. Healthcare professionals can also speed time to care for patients, since a patient's medical history, insurance information, and other critical records are located in one place and can be retrieved electronically in a matter of minutes—providing a holistic view of a patient's physical and financial condition.

By making images of critical documents readily available, your healthcare organization can also eliminate delivery costs and time delays associated with shipping and carting documents from different locations. You no longer have to pay to have files hauled back and forth nightly, critical records can be viewed at any time—right from your desktop, from any location. In addition, eliminating the need to file and retrieve paper will save many person-hours, eliminating the need for several staff people and freeing up time for more value-added activities.

Compliance and governance

Regulations like the Health Insurance Portability and Accountability Act of 1996 (HIPAA) place urgency on healthcare organizations of all sizes to store and manage their content appropriately. Healthcare organizations must manage the many different parts of a health record while ensuring the security of private patient information, consistent with the requirements of the (HIPAA). However, most healthcare organizations keep several years of paper records off-site in storage, which are not even accessed on a frequent basis, costing the company exorbitant amounts. With ApplicationXtender, healthcare organizations have come to the realization that digital fixed images stored in a secure, robust system such as ApplicationXtender are more reliable than paper, easier to retrieve and track, and less likely to be lost or misplaced. Organizations can create, safeguard and access records and cost-effectively archive or destroy them according to system-enforced administrative, regulatory or legal rules. Thus helping healthcare organizations to meet governance and compliance and audit regulations such as HIPAA, avoid legal or monetary penalties while protecting business critical information and reducing storage expenses.

Beyond capture of paper records

In addition to managing documents, ApplicationXtender features workflow management functions that enable organizations to automate processes and leverage automation to significantly reduce manual steps and improve cycle times. ApplicationXtender Workflow Manager is an easy-to-use, yet fully enabled workflow solution, featuring process and forms design, workflow management, and analysis tools. Workflow Manager enables solutions to fully control processes within the ApplicationXtender environment and to easily integrate with existing business applications. Workflow Manager offers complete capabilities for creating solutions designed to improve efficiency in document-based business processes.

ApplicationXtender has comprehensive integrations into third party applications, be it user interfaces, storage systems, record management capabilities, or even media conversion and distribution capabilities.

ApplicationXtender also includes comprehensive retention management capabilities. Retention management functions enable organizations to easily configure document retention and disposition policies to mitigate risk and ensure that compliance goals are met. The policies can be easily defined and are automatically enforced in the background to ensure that documents stored within the electronic file cabinet are managed appropriately.

Beyond the ApplicationXtender retention policy management system, there is also an integration with EMC Centera®, the market-leading data archiving platform. ApplicationXtender administrators can easily configure retention policies without the need for separate management applications or interfaces, making this solution ideal for healthcare organizations that need to enforce policies for information protection and authenticity.

Summary

Automating manual, paper-based processes can provide healthcare organizations competitive advantages such as decreased operational costs and faster time to information, which leads to improved patient care and speeds the ability to easily respond to regulatory or litigation requests. EMC Documentum ApplicationXtender provides an instant document management solution—from capturing to processing to delivering information. Healthcare organizations can not only eliminate vast quantities of paper, but save countless person-hours, increase productivity, and eliminate delivery and storage costs.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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