



# Document Workflow Software for Healthcare


# Automating the healthcare enterprise

The healthcare enterprise is among one of the most document-intensive businesses in the world. Whether it's privacy issues, payment processes, patient records, or employment concerns, healthcare organizations are under great pressure to achieve high levels of patient excellence while lowering costs and ensuring patient privacy and service. This is very difficult to achieve when dealing with real-time documents that rely heavily on resource-intensive, manual processes.

The ever-increasing pressure to automate processes and eliminate costs associated with handling paper is causing healthcare leadership to seek out creative ways to address workflow automation needs. As the volume and breadth of documents grow, so do reimbursement delays, lost documents, HIPAA exposures, wasted space of vast file rooms, and the added expenses of copying, faxing, and couriers.

Healthcare providers need innovative technology to overcome business office challenges and provide cost-effective, low-risk ways to:

- Send secure fax-based communications
- Route prescription, medical, and surgical content
- Scan and submit medical records
- Lower IT responsibility through adoption of cloud and hybrid applications
- Improve revenue cycle management
- Capture and organize human resource documents
- Manage invoice approval and processing
- Process purchase requisitions
- Support HIPAA compliance
- Provide auditing and accountability
- Strengthen archiving, retrieval, and accessibility
- Simplify disaster recovery plans



By streamlining document processes, you can free up valuable resources and focus more on the quality of patient care and achieving quicker time to revenue.

# Document processing system to deal with all the paper

Healthcare providers are turning to AccuRoute to capture, fax, process, deliver, and archive critical documents. AccuRoute uniquely delivers extensive healthcare-specific capabilities, flexible configurations, and the simplicity to implement basic or comprehensive solutions that involve thousands or millions of documents per month.



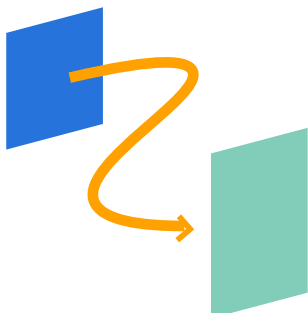
## Capture

AccuRoute supports any networked scanner, scan-enabled digital printer, copier, fax, or multi-function peripheral (MFP) in your hospital or clinic to capture all of your paper documents—admissions forms, pre-authorizations and referrals, employment records, invoices, supply and materials, and more. Use AccuRoute Mobile from your smartphone or tablet to access the product wherever you go.



## Process

Interchangeably convert your paper (and existing electronic documents) into a wide range of digital formats (PDF and text-searchable PDF, Microsoft Word and Excel, JPEG, RTF, TIF, and more). You can even extract data from barcodes, validate the data, and “profile” your documents before archiving in your document management system so it’s easier to store and find documents faster.



## Deliver

After you scan your documents, AccuRoute can quickly, easily, securely, and automatically deliver your document (by fax or email) to yourself, internal colleagues, payers, outside providers, or other authorized stakeholders in a single process—all while providing a complete audit trail. You can also store or send your documents to shared network folders or document archives and repositories.



# Streamline mission-critical document workflows

You need a document workflow product that helps you optimize revenue cycle management in a challenging and fast-changing reimbursement environment. Highly flexible, configurable, and easy to use, you can rely on AccuRoute to help improve your existing revenue cycle workflow using our trusted technology.

## Compliant Fax-Based Communications

While fax remains a popular communication method, it also raises concern as a HIPAA liability. By leveraging existing MFPs and business applications, AccuRoute makes faxing more secure, auditable, efficient, and cost-effective. AccuRoute Fax identifies, tracks, and records all document-related transactions and communications. Stored in a secure archive, they are easily accessible when needed.

- **AccuRoute On-Premise Fax** allows you to connect to your local environment and communicate with business systems and devices. Infinitely scalable, AccuRoute can handle any volume of data while segregating it from cloud systems if needed.
- **AccuRoute Hybrid Fax** gives you all the benefits of On-Premise Fax while eliminating fax infrastructure hassles. Hybrid bridges the gap between pure cloud desktop faxing and integrated workflow processes.
- **AccuRoute Cloud Fax** reduces costs, eliminates hardware maintenance, improves access, and supports secure and compliant fax communications.



## HR and Employee Document Workflows

From recruitment through onboarding and termination, healthcare staffing and HR management require document-intensive processes for your most important asset—your people. Traditionally this meant endless cycles of printing and copying as documents get reviewed, approved, processed, delivered, and updated.

AccuRoute allows you to capture personnel information from any networked scan device, convert documents to a wide range of formats, and quickly, easily, and securely deliver them to desired destinations, applications, and repositories. Electronic employee files can be assembled and reviewed as documents arrive at different times from different locations. Enable near real-time access from all touchpoints through more streamlined content capture processes.



## Medical Content Routing

Healthcare providers can securely and easily provide faster patient care by routing prescriptions, referrals, or medical and surgical content between applications, offices, and devices. Simply scan documents from any device to automatically process and deliver to the patient file within the health information system (HIS) and route to appropriate recipients.

## Records Scanning

Managing paper is a challenge. Digital documents are easier to access, manage, track, and share with colleagues. By scanning paper content to create electronic document processes, you can eliminate manual data entry and enforce quality control standards via automatic data extraction, classification, and submission into one central system.

You can also easily route documents to one or multiple email addresses for processing. All captured content is automatically and securely archived to enable audit-readiness at all times.



## Accounts Payable

Outdated workflows, manual processes, and legacy systems cause healthcare organizations to spend too much time searching for and entering invoice information. The results: missed discount opportunities, costly late fees, higher costs per invoice, process inefficiencies, and poor vendor relationships.

AccuRoute creates electronic workflows to move invoices and related information quickly through approval cycles and into financial systems. Capture invoices at the point of processing and route them through approval stages along with pertinent client and billing information. Once approved, invoices are archived while retaining a direct connection to the billing system for continuous and immediate access, without having to file, make multiple copies, or rekey data.



**We had a 33% rate of unaccounted for faxed prescriptions. Once we implemented AccuRoute, we saw significant improvements and reduced the rate to less than 1%.**

Director of Pharmacy Services  
at a 164-bed medical center

# AccuRoute foundation for complete end-to-end automation



**83%**

of providers encounter issues due to incomplete patient records or information



To ensure comprehensive document process automation, organizations often need to integrate image capture with existing business applications. For some projects, manual intervention may still be required to approve specific documents. Needs change, and AccuRoute offers additional features to deliver flexible workflow capabilities to organizations as requirements evolve with their business.

## Data Loss Prevention

Ensuring data security and compliance are more critical than ever. AccuRoute allows you to easily monitor documents for sensitive or confidential information to safeguard the data you have. Monitor and flag sensitive content using specific rule sets, key terms, or patterns such as credit card

information or Social Security numbers, then send to appropriate workflows or to approved users for review and approval. You can even set up gated security blocks to anticipate potential risks and prevent data loss before it even happens.

## Data Extraction

AccuRoute automatically extracts and classifies data captured from forms or via OCR, reducing human error and accelerating processes. Configure streamlined workflow processes to quickly route captured information to the correct files or recipients, create exception handling rules for specific data, and automatically archive everything for fast retrieval.

## AccuRoute Mobile Capture

AccuRoute Mobile Capture delivers highly distributed, mobile document capture capabilities to medical professionals and hospital staff on the go with portable devices from wherever they are.

AccuRoute Mobile Capture transforms your smart phone or tablet into a document capture device, enabling you to submit document images for scanning and processing including format conversions, OCRing and creating PDFs. It will deliver those images to any destination available to you from within the office including fax, email, content management systems, network file folders, printers, and more.

## AccuRoute Queue

AccuRoute Queue is the document queue-management component of AccuRoute and allows you to manage in-process documents that require manual intervention or external system access to address deficiencies and exceptions such as missing information or signatures.

It also provides capabilities required to specify the stages a document must flow through and criteria used to evaluate the completion of each stage. AccuRoute Queue automatically identifies documents that have not met all the criteria required for their defined process and provides the capabilities needed to manage queues of these documents through completion.



**We have considerable savings on an annual basis, and our users are thrilled with the ease of use and improved productivity by using the intuitive desktop application.**

Office Services Executive  
at a 988-bed hospital

Automating a specific document process may require a captured document to proceed through one or more stages of:

- Additional data collection and/or validation
- Data exchange with other applications
- Visual reviews and/or approvals
- Confidence value assessment

Traditionally, offices had to create multiple copies of documents and had inefficient manual processes for tracking the documents as well as the required data collection, approval, and signatures. With AccuRoute and AccuRoute Queue, you can easily capture documents and efficiently manage the entire process electronically.

# Benefits for healthcare organizations

AccuRoute streamlines basic to complex document-driven workflows to make information readily available how and where you need it. Increase overall efficiency of Health Information Management processes when you capture complete patient and financial information electronically at the point of entry, and send it to a central database that is fully searchable and auditable.

## Increase Efficiency

- Automatically capture and classify any health, patient, or finance document and route process-ready information to the point of care

## Maintain Security

- Use fax over IP (FoIP) or cloud fax as a secure, compliant solution to manage communications including billing, prescription routing, material management, and more while maintaining data integrity

## Leverage Existing Technology Investments

- Improve automation by using currently installed multi-function peripherals as the on-ramp to document capture, workflow, and fax throughout your enterprise
- Support heterogeneous (different systems from different vendors) environments
- Utilize and interconnect your current applications to avoid adoption of new systems

## Move to Electronic Health Records

- Capture, transform, exchange, and archive health information to meet Meaningful Use requirements

## Improve Accessibility

- Reduce time to storage for faster access to electronic information for doctors, nurses, clinicians, and patients to enable better care and minimize costly re-admissions and errors
- Send documents to multiple locations in multiple formats from a single scan

## Reduce Operational Costs

- Eliminate handling, shipping, and storage fees and make service and financial information available on-demand to expedite billing and minimize claim denials
- Remove analog fax lines and traditional hardware to deliver documents

## Support HIPAA Compliance

- Create HIPAA-compliant processes that integrate with and scan documents to repositories and document management system
- Encrypt and convert documents to required communication formats and sizes
- Access comprehensive, time-stamped audit trail of document-related communications

## Increase Productivity

- Improve the accessibility of documents for easy collaboration and immediate action
- Create electronic file to reduce lost documents and lower misfiling instances
- Accelerate back-office processes

## Support Environmental Initiatives

- Eliminate multiple paper copies to support green initiatives
- Preserve electronic copies of documents to prevent the complete destruction of documents in the event of a disaster
- Reduce the corporate footprint by decreasing real-estate and storage needs for paper records
- Cut down consumption of paper products





## **AccuRoute**

Upland AccuRoute helps organizations accelerate business processes by automating data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage. With AccuRoute, users can easily capture, process, deliver, or fax content from any device using a single, unified platform.

**Want to learn more?**

# **Contact us.**



[uplandsoftware.com/accuroute](https://uplandsoftware.com/accuroute)  
email: [accuroute@uplandsoftware.com](mailto:accuroute@uplandsoftware.com)