

streamline. automate. enhance.



It's a new era in healthcare, filled with promise, yet fraught with challenges for revenue cycle management (RCM). As unfunded government initiatives, RAC audit fines and medical identity theft erode revenue, hospitals are forced to look at every step within revenue cycle processes to reduce errors, remove bottlenecks and enhance revenues. By focusing on the front end of the revenue cycle process, hospitals have the opportunity to improve accuracy and registration-related claim denials.

## Building a Foundation for RCM and the Patient Experience

Patient Admissions lays the foundation for the revenue cycle. It's where the patient account is initiated and where about 70 percent of claim form data is generated.<sup>1</sup> Sadly, some studies have shown registration accuracy rates as low as 50 percent. However, it's not surprising when you consider all that the registration department deals with – disparate processes, ever-changing registration requirements and a high turnover rate that puts the department in a constant training mode.

That's where Standard Register Healthcare can be a valued resource. Leveraging leading technologies and best practices, we help you automate the registration process, introducing a new level of accuracy and efficiency to improve the revenue cycle and enhance the patient experience.

## Improve Accuracy, Establish Positive Patient ID

SMARTworks® Clinical Enterprise is the backbone of our Patient Access Solution. Coupled with a powerful package of easy-to-use applications, it will transform admissions and provide vital support to downstream RCM processes. It gives you the means to scan patient ID and insurance cards directly into the patient's record. Plus, patient photos and signatures can be captured electronically. Then guided by a rules-based engine and patient data feeds from your ADT system, the solution generates all the necessary documentation – electronic or preprinted forms, patient ID wristbands and labels – based on patient and payer type.



### THE BENEFITS ARE SUBSTANTIAL:

- Establishes positive patient identification from the onset
- Classifies patients properly to optimize reimbursement
- Enhances safety with patient photo, demographics and bar codes
- Enhances patient experience with automated processes
- Reduces errors and related claim denials with accurate data

## Validate Patient Identity, Decrease Fraud and Abuse

Our solution offers a dual means of verifying patient identity. In addition to capturing and integrating patient photos into their EMR, we also provide a secure, Web-based ID verification application that conducts a real-time search of national financial, government, insurance and banking data sources. In a matter of seconds, you can verify patient identity and view a report of past fraudulent activity.



### ID VERIFICATION PROVIDES VITAL SUPPORT TO RCM:

- Detects fraud and prevents identity theft
- Improves downstream processes, reduces cost of correcting errors
- Provides needed data for government audits and criminal investigations

## Improve Medication History Collection, Reduce ADEs



Our Rx History application automates the tedious job of gathering medication history. Drawing data from pharmacy benefit managers, retail pharmacies and your own HIS, it creates a reliable, comprehensive list of patient medications your clinical staff can use to more easily validate with patient or family.

### CONSIDER THE VALUE RX HISTORY PROVIDES:

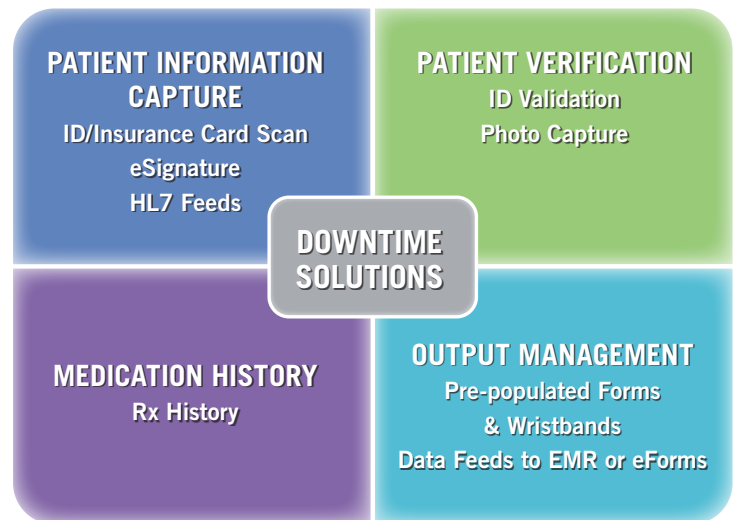
- Supports your efforts to meet national Patient Safety Goal #3
- Automates collection of medication history
- Provides the foundation for the medication reconciliation process

## Minimize Impact of Network and System Downtime

Whether network or HIS is up or down, admissions and care must proceed. Standard Register's Patient Access Solution provides a standardized approach that allows you to produce patient ID wristbands, labels and documents offline with patient demographics and bar codes.

### THE DOWNTIME APPLICATION DELIVERS IMPORTANT BENEFITS:

- Maintains the integrity of registration process during downtime
- Assures continuity of care
- Allows easy scanning of records into EMR once HIS or network are back up



<sup>1</sup>J. Patrick Murphy, "improving registration accuracy," *Healthcare Financial Management*, April, 2008

