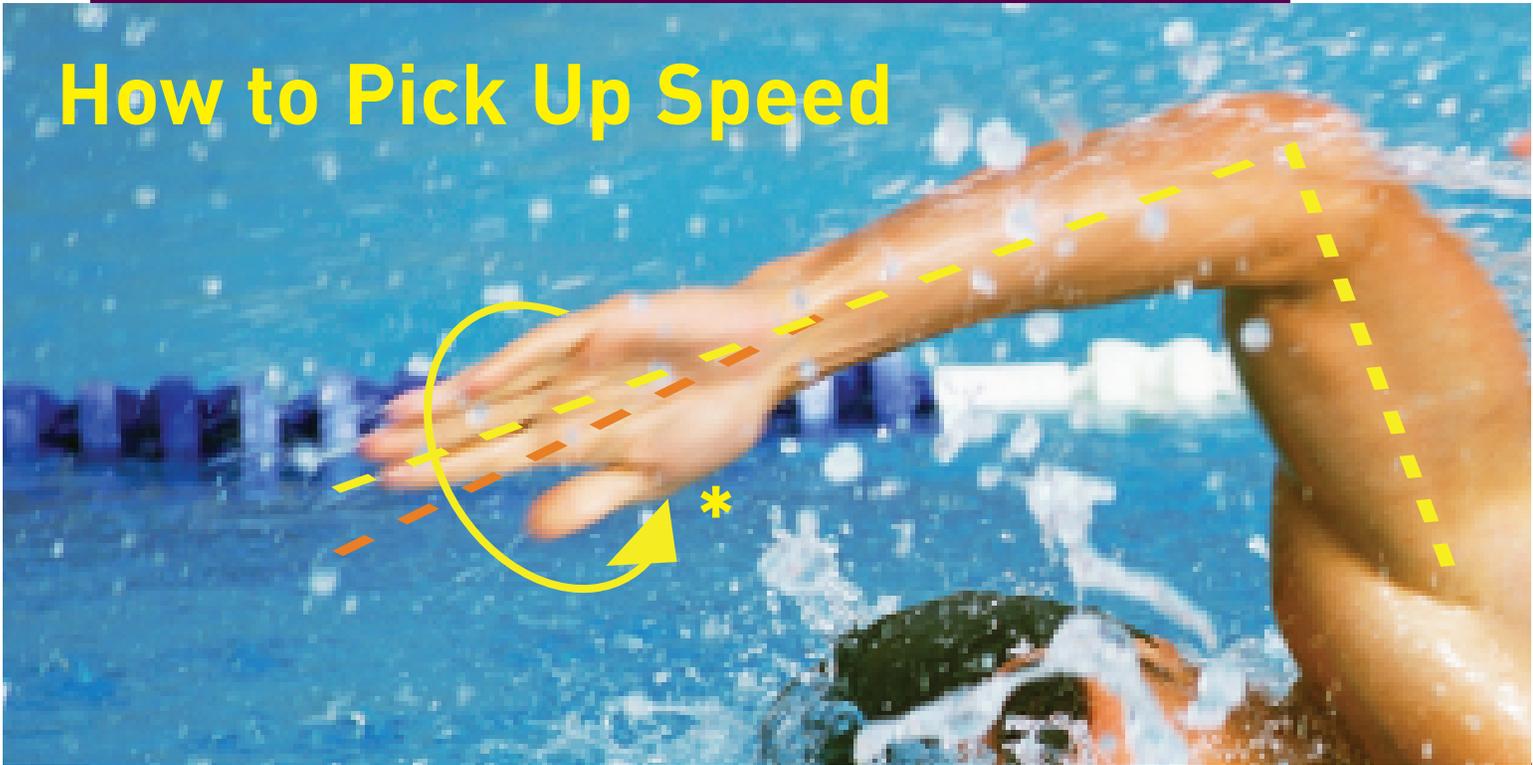


## How to Pick Up Speed



Speed up business processes, streamline admissions and reduce the drag of regulatory compliance

Regulations. Patient privacy. Long payment cycles. These are the demands that impact productivity, generate paper and drive the need for both improved records security and cost-cutting measures. Balancing these forces is critical to achieving fast return on investment (ROI) while maintaining expected levels of service.

Setting the standard in unified digital records management, document management and imaging, Laserfiche solutions address these challenges with cost-effective, rapidly deployable solutions. Laserfiche solutions improve the rate of collections, streamline admissions and patient records procedures, and reduce the costs of compliance with HIPAA and other regulations.

\* A 10° tilt of the hand can make the difference between finishing and finishing first.

### Learn More Inside

- ▶ Improve Admissions Efficiency
- ▶ Streamline Records Operations
- ▶ Accelerate Payment Cycles
- ▶ Deploy Quickly for Fast ROI
- ▶ Reduce HIPAA Compliance Costs

# Accelerate the Business of Health Care

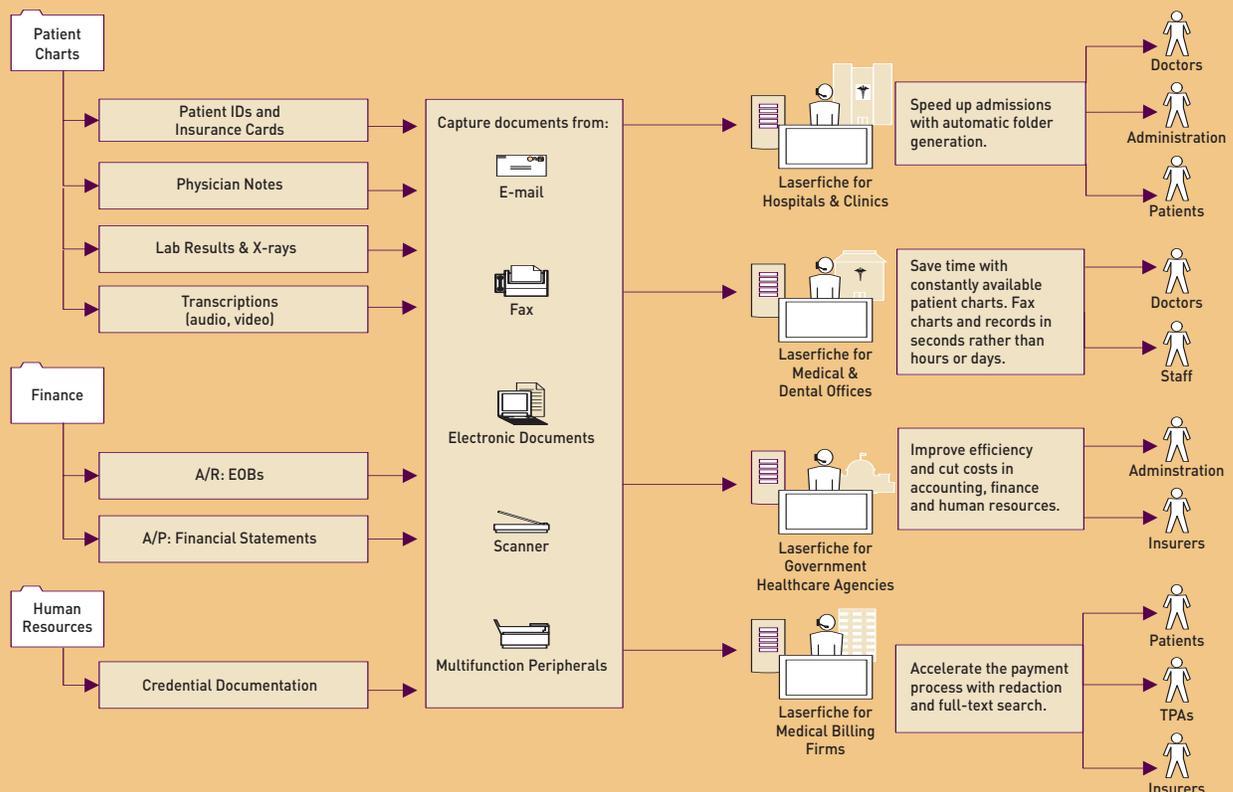
## The Costs of Paper

- ▶ Labor-intensive manual filing procedures for incoming patient records
- ▶ Costly accumulation of insurance and identity information in paper form
- ▶ Time lost searching through paper EOBs to resolve billing discrepancies
- ▶ Time-consuming physical distribution of hard-copy lab results
- ▶ Expensive compliance processes for archiving and security mandated by HIPAA and other regulations
- ▶ Inconsistent application of records policies and procedures that risks the privacy of protected health information and increases exposure to litigation

## The Laserfiche® Potential

- ▶ Automated filing system creation for incoming patient records
- ▶ Streamlined management of copies of insurance and identity information without the paper burden
- ▶ Accelerated billing processes with faster, more efficient access to EOBs
- ▶ Improved efficiency and accountability with automated routing of lab results
- ▶ Less expensive, simplified HIPAA compliance with digital records storage and comprehensive security
- ▶ Easily enforced, consistent records policies organization-wide

## Efficiency, Security and Improved Service



# Laserfiche at Work in Health Care

Billing, Admissions, Patient Records and other departments capture EOBs, superbills, encounter forms, identification and insurance cards—documents of varying types and sizes—into single or multiple Laserfiche databases. A complete suite of capture tools scours your network for incoming faxes, quickly processes backlogs of forms or reprocesses existing repositories to extract information required for compliance programs.

Comprehensive security safeguards patient information captured in paper form, as well as sensitive administrative records, with individualized protective measures for specific departments. Original documents can be destroyed or stored off-site according to regulatory demands.

Administrators, coders and front desk staff then retrieve documents instantly with Laserfiche's Intelligent Search. Users view, print and e-mail documents from their desktops. Documents may also be archived to CDs, DVDs or other non-volatile media, simplifying disaster recovery and business continuity planning.

## Consider the Costs of Resolving Disputed Claims:

- ▶ Time lost retrieving information from disparate practice management, scheduling and other EMR applications
- ▶ Difficulty accessing historical patient records in paper form
- ▶ Delays in determining procedure dates and verifying release signatures
- ▶ Challenges maintaining security in accordance with evolving regulations
- ▶ The cumulative, adverse impact on revenue cycles and patient service

## Now Consider Managing Those Demands with Laserfiche:

- ▶ A unified, digital document repository to serve as an information backbone
- ▶ Digitized patient histories and other paper-bound records to provide easier access for authorized personnel
- ▶ Ability to retrieve documents and reconcile disputes immediately with intelligent search tools
- ▶ Comprehensive security to safeguard protected health information
- ▶ The cumulative benefits of more efficient billing operations and improved patient service

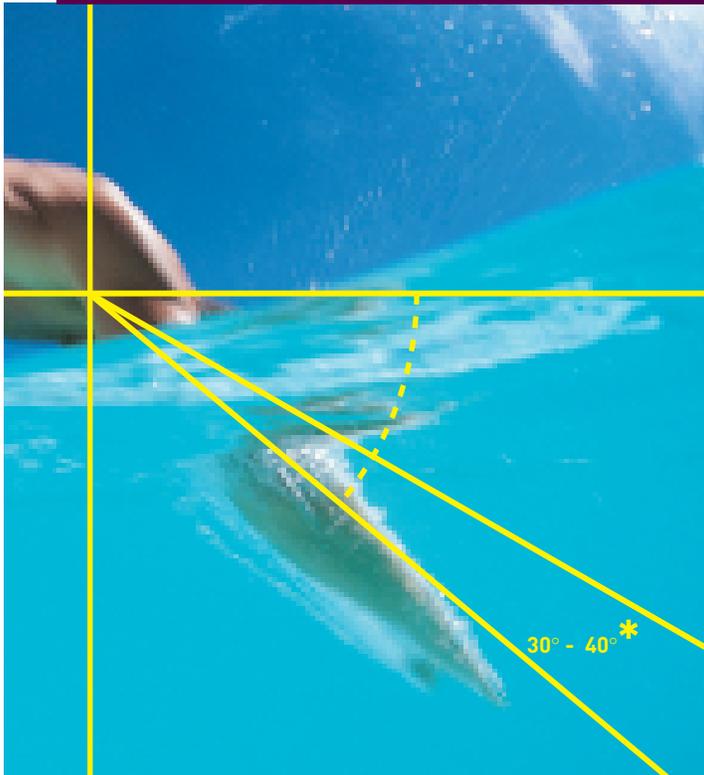
This is just one example of the efficiency and productivity benefits of Laserfiche software. Designed for rapid deployment, scalability and seamless integration, Laserfiche software delivers solutions throughout healthcare organizations.

"With Laserfiche, all the paper is scanned in and filed automatically. The paper files went away. We didn't need so many filing cabinets, and we were soon under control again. We're now able to provide timely electronic activity reports without costly copying and refiling. Locating information is at least ten times faster with Laserfiche."

Bob Haupt, Executive Director,  
Central Valley Collections (Medical Billing), Modesto, CA



# Real-World Benefits from the Front Desk to the Back Office



## Streamline Records Operations

Document management is the bridge that spans the gap between your practice management solution and information otherwise accessible only in paper form. Laserfiche software provides access to historical patient records, charts and faxed lab results from the desktops of authorized staff. With Laserfiche's comprehensive security measures, your patients can be sure you are as serious about maintaining their privacy as you are about protecting their health. When integrated with your EMR application, historical files are accessible from within the existing system.

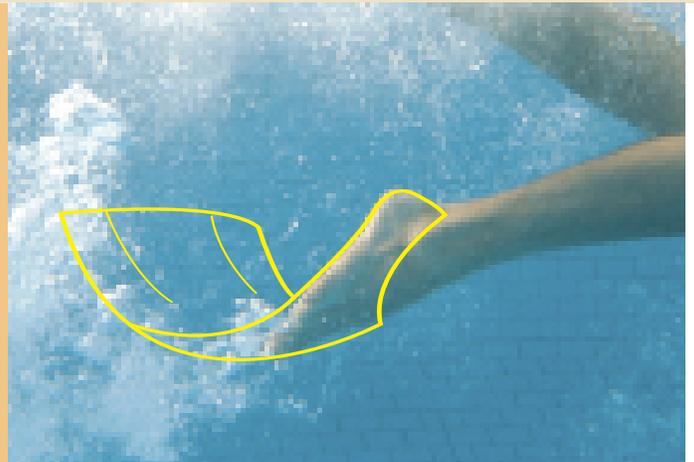
- ▶ Improve patient care with fast access to current and historical information.
- ▶ Reduce misfiling, document loss and their attendant costs.
- ▶ Increase productivity with on-demand, simultaneous records access.
- ▶ Enhance efficiency and accountability through automated chart routing with the Laserfiche Workflow Suite™.
- ▶ Easily implement an organization-wide file plan with the Laserfiche Records Management Edition™.

\* Entering the race in the best position minimizes drag and results in faster start times.

## Improve Admissions Efficiency

Paper starts to accumulate the moment a patient enters a provider organization. Laserfiche software streamlines operations, beginning with admissions processes, and simplifies the work of front-desk personnel by delivering immediate access to scanned insurance cards, driver's licenses and other ID documents. With a card scanner, staff capture new cards in digital form and make them instantly available to authorized users. Staff can quickly compare new cards with those in your database from previous visits.

- ▶ Archive and retrieve admissions paperwork more cost-effectively.
- ▶ Automatically create folder structures for new patient records.
- ▶ Advanced usability encourages fast staff acceptance.
- ▶ Easily link admissions paperwork to records in existing patient databases.



"We deal with thousands of documents every day. For every patient, we scan in an information sheet, a copy of their insurance cards and the charge slip. What really saves our organization time is the retrieval of our payment information on insurance explanations of benefits. In seconds we can access documentation of primary insurance payment in order to rebill a second insurance."

Phyllis Morgan, CEO,  
Accucode Medical Billing Service, Chico, CA

## Accelerate Payment Cycles

Billing operations are among those most subject to excessive paper burdens, and explanation of benefit (EOB) forms are at the root of the problem. Laserfiche software eliminates time-consuming searches through physical EOBs and delivers information immediately to authorized service representatives and coders. On-demand digital access to EOBs, claims, statements and remittance information also contributes to shortened billing cycles through faster research and discrepancy resolution.

- ▶ Easily capture EOBs, collections correspondence and other supplemental information for fast digital retrieval.
- ▶ Manage complex interactions with primary, secondary and tertiary payers more efficiently.
- ▶ Find relevant EOB pages fast, regardless of location or filing method.
- ▶ Improve service with faster responses to patients, providers and payers.
- ▶ Speed communication with e-mailed and faxed EOBs, including redactions, directly from authorized desktops.

## Deploy Rapidly and Simplify Technical Administration

Long deployment schedules and a lack of systems interoperability are two key challenges to healthcare technology implementations. Engineered for maximum scalability, Laserfiche software allows healthcare organizations to budget for departmental installations and then expand organization-wide. An open architecture simplifies integration with billing, EMR, hospital information systems (HIS) and other applications. Flexible configuration allows departmental databases to reside in separate locations with individualized security settings.

- ▶ Non-proprietary file storage formats maintain future accessibility.
- ▶ Configure access and feature rights by users and groups.
- ▶ Leverage COM (Component Object Model) technology to facilitate customization.
- ▶ Support for industry-standard Microsoft® SQL Server™ and Oracle® database platform simplifies integration and delivers maximum scalability.

## Reduce HIPAA Compliance Costs and Mitigate Risk

Protecting the integrity of patient records is crucial to the success of your organization. To comply with HIPAA privacy rules, you must balance security and accessibility to safeguard confidential information while making sure authorized personnel have access to the documents they need to work most efficiently. Laserfiche software is the records management cornerstone of HIPAA compliance initiatives, providing comprehensive security that protects records while reducing storage costs and allowing authorized personnel to access information on-demand.

- ▶ Balance security with efficiency to minimize the risk of the non-consensual release of protected health information (PHI).
- ▶ Audit trails easily demonstrate adherence to established retention and access procedures.
- ▶ Laserfiche Records Management Edition assures proper destruction of expired patient records according to Department-of-Defense-5015.2 standards.



“When it comes to HIPAA compliance, the Surgery Center of Baltimore has what it needs with Laserfiche, with its Audit Trail feature to safeguard patient privacy. Our administrator serves on a national HIPAA compliance panel, and she frequently invites confused hospital administrators to see how we have solved the problem.”

Jeffrey R. Johnson,  
Systems Information Coordinator,  
Surgery Center of Baltimore, MD

# About Laserfiche

## Laserfiche Product Suite

### Laserfiche Document Management Platform

These core products help you organize, protect and retrieve information.

Laserfiche United™ and Laserfiche Team™  
Laserfiche Records Management Edition™  
Laserfiche Web Access™

### Document and Information Capture

These tools bring paper and electronic documents into your digital system.

Laserfiche Quick Fields™  
Laserfiche Import Agent™  
Laserfiche Snapshot™

### Document Distribution

Provide secure, efficient document access to users across the office and around the world.

Laserfiche WebLink™  
Laserfiche Plus™  
Laserfiche E-mail Plug-in™  
Laserfiche COLD™

### Business Process Management

Streamline document-centered processes and track activity for regulatory compliance.

Laserfiche Workflow Suite™  
Laserfiche Agenda Manager™  
Laserfiche Audit Trail™

### Integration and Customization

Tools and packaged solutions facilitate image enabling and back-end integrations.

Laserfiche Integrator's Toolkit™  
Integration Express™  
Integration Express-GIS™

### Software Assurance

Manage change and protect your investment.

Laserfiche Software Assurance Plans (LSAP™)

## About Laserfiche Solutions

A resource for over 21,000 organizations since 1987, Laserfiche creates elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovations has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

© 2004 Compulink Management Center, Inc.

All rights reserved. Laserfiche is a division of Compulink Management Center, Inc. Laserfiche is a registered trademark of Compulink Management Center, Inc. All other trademarks are properties of their respective companies. Due to continuing product development, product specifications and capabilities are subject to change without notice. Printed in the USA. Item No. 7604.

## Your Next Step

Call (800) 985-8533 to arrange a demonstration. Also e-mail [info@laserfiche.com](mailto:info@laserfiche.com) or visit [www.laserfiche.com/healthcare](http://www.laserfiche.com/healthcare) for more product details or to request your free Laserfiche demo CD.

3545 Long Beach Blvd.  
Long Beach, CA 90807 USA  
Tel: (562) 988-1688 Fax: (562) 988-1886  
[www.laserfiche.com/healthcare](http://www.laserfiche.com/healthcare)  
[info@laserfiche.com](mailto:info@laserfiche.com)