



OnBase

a Hyland Software solution

OnBase Integration for GE Centricity®

Complementing GE Centricity EMR and revenue cycle management solutions with OnBase enterprise content management (ECM) forms a comprehensive electronic medical record (EMR). OnBase enhances the Centricity system with the power of enterprise-class document management and workflow.

EMRs that remain partially paper-based actually run the risk of decreasing efficiency. However, OnBase eliminates inconsistency, giving physicians, nurses and administrative staff all of the information they need without leaving the Centricity EMR. Users do not need to go searching for paper files or switch between applications to see a complete patient record. A fully paperless EMR ensures all of a patient's record is available when and where it is needed, increasing patient safety while preventing medical errors and reducing cost.

ELIMINATE PAPER DEPENDENCIES

OnBase captures information difficult to integrate into an EMR and revenue cycle management (both scanned and electronically captured) and makes it available through a simple click of a link in Centricity applications. The OnBase Integration for GE Centricity utilizes OnBase tools such as HL7 synchronization, high volume scanning, document retrieval and storage of structured data to capture and manage clinical and financial content throughout the patient care delivery cycle.

The capture of patient information begins as soon as a patient presents. Registration staff working in GE Centricity are prompted to scan in documentation, such as insurance cards, consent forms and driver's licenses. Because scanning is initiated through the Centricity screen, OnBase is transparent to the end user, training requirements are minimal, and users do not need to toggle between applications.

The patient experience is improved because patients need only to provide information once, no matter where they later travel in the health system. Authorized users simply click on a link in the Centricity screen to verify information.

ACCESS MORE COMPLETE INFORMATION TO IMPROVE PATIENT CARE DECISIONS

Throughout a patient's stay in the healthcare organization, OnBase continues to capture patient information. Documents signed by patients or providers, handwritten notes regarding care, clinical care photographs, surgical videos and graphics and many other types of information are included in the patient record. They are quickly accessed by authorized users to make swift, informed decisions on a patient's care.

Benefits of the OnBase Integration for GE Centricity

- Reduces manual labor, safeguards a patient's identity and reduces lost revenues due to fraud with access to documents across multiple sites
- Improves patient safety and quality of care by delivering timely access to a patient's medical record, including special diagnostics and orders
- Decreases revenue cycle time and increases accountability in accounts receivable and coding processes
- Provides a centralized, enterprise-scale system for document scanning and management while increasing productivity through automated workflows
- Integrates with clinical and business systems to make documents accessible electronically

"We selected OnBase because of the seamless integration with our GE Centricity EMR and the ability to create efficiencies enterprise-wide. Hyland matched our vision of an integrated EMR that was able to fit in as an adjunct rather than replace the EMR we have in place. OnBase is that extra piece we need."

-Caryn Hewitt, RN, BSN
Executive Partner Health Information Management (HIM)
MeritCare Health System

The complete EMR achieved with Centricity and OnBase puts thousands and even millions of more documents and other content at a caregiver's fingertips. With increased access to information, the solution improves patient safety and leads to better patient outcomes, while increasing productivity and reducing costs.

IMPROVE REVENUE CYCLE PROCESSES

Information collected in OnBase during the patient's stay speeds revenue cycle process times. Complementing GE Centricity revenue cycle solutions, OnBase reduces days in accounts receivable (AR) by making information instantly available from Centricity to multiple users, simultaneously, for coding and claims submission.

By automating processes that fall outside of Centricity with OnBase Workflow, health systems improve accountability and further increase efficiency. Capturing, storing and retrieving explanations of benefits (EOBs) with OnBase, whether received via paper or in the electronic HIPAA ANSI X.12 835 format, accelerates and promotes better receivables management with a consistent way to process all EOBs, no matter how they originate.

When a patient is released and requests his/her medical record, the OnBase Medical Records Release of Information (ROI) for GE Centricity EMR electronically and automatically fulfills the ROI requests in minutes. Increased efficiency reduces request response time, decreasing labor costs and enhancing customer service.

ABOUT HYLAND SOFTWARE HEALTHCARE SOLUTIONS

Hyland Software Inc. is the developer of OnBase, a rapidly deployable suite of ECM applications that includes document imaging, workflow, electronic document management, COLD/ERM and records management. OnBase Healthcare Solutions enable organizations to run more efficiently by managing content and streamlining workflows across the enterprise with solutions for revenue cycle management, medical records and back office operations. For more information about OnBase, an AHA-endorsed solution, please contact an Authorized OnBase Solution Provider or visit www.onbase.com.

MERITCARE HEALTH SYSTEM

Headquartered in Fargo, N.D., MeritCare Health System operates 17 locations in the Fargo/Moorhead area, 17 regional clinics in Minnesota and nine regional clinics in North Dakota, servicing two million patients per year. With the Centricity EMR, MeritCare was collecting about 75 percent of patient information electronically. The health system implemented OnBase to manage the remaining 25 percent and now has successfully integrated hospital, clinical and business systems to create a fully electronic medical record.

By eliminating the remaining paper handled outside of Centricity, MeritCare

- Saves more than \$650,000 annually in the Health Information Management (HIM) Department alone.
- Saves an additional \$145,000 annually in the Hospital Business Office.
- Eliminates the need to retrieve 1.5 million records per year for patient visits.
- Decreases incomplete medical records from 50 percent to less than five percent.
- Increases analyst productivity by 40 percent.
- Re-allocates more than 60 full-time employees (FTEs) in HIM.

"All of our customers—patients, providers and physicians—couldn't be happier with the solution...Physicians spend more time with patients and less time on administrative tasks. Patients can take comfort in knowing their physicians are more available to them and that all of their information is available at their point of care."

-Caryn Hewitt, RN, BSN