



Appian for Healthcare

PATIENT RELATIONSHIP MANAGEMENT

- > Manage patient correspondence
- > Access actions, reports, and records anywhere via mobile apps
- > Track and audit all correspondence and tasks
- > Fully manage all documents with critical patient information

Delivering patient benefits and services is a core function of nearly every NHS entity. Appian's Patient Relationship Management offering streamlines clinical and financial correspondence and provides transparency into inefficiencies, bottlenecks, and overdue tasks.

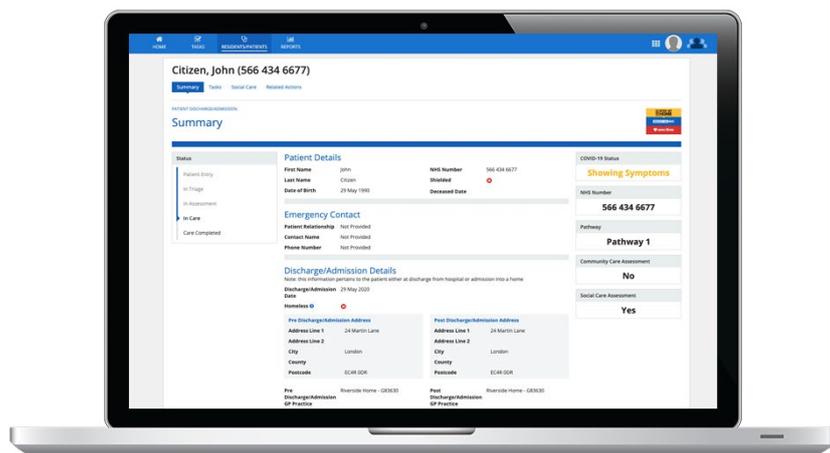
With Appian, organizations can integrate interactions from multiple data sources into a unified view for every patient. Omni-channel delivery, with "mobile anywhere" access, allows clinical services to be delivered across environments.

Appian turns correspondence into documents and organizes it in specific folders. This ensures the proper identification of a patient's request and the appropriate workflow for review, approval, and resolution. The system maintains verified responses to patient or clinician inquiries, so organizations can avoid duplicate processing of common correspondence topics.

Workflow templates consistently capture frequently-used business and clinical processes. Organizations can use these templates to quickly develop different types of correspondence and generate tasks and assignments. Users can assign deadlines and SLAs to ensure timely handling of correspondence, and they are able to dynamically adjust routing, tasks, and approvals and assign deadlines and SLAs to ensure timely handling of correspondence.

A simple dashboard displays tasks and due dates. Further in, detailed reports and a full historical audit trail of all folders, documents, and tasks provide visibility into system usage patterns and operational efficiencies.

With Patient Relationship Management, organizations can define workflows in real-time for reviewing, approving, and signing off on a wide variety of documents and forms. Users are also able to modify workflows as business rules and needs change and check documents out and back into the system to ensure integrity as they are updated and versioned.



FOCUS

With a comprehensive patient journey management application, your clinical operations can run smoothly, enabling the focus to:

- Create a cohesive view of patients' entire care plans
- Conduct ongoing screenings, case management and utilization management reviews to ensure quality and escalate exception cases where necessary
- Allow clinicians within facilities to spend more time with patients instead of in front of a computer screen

TAKE CONTROL

Using Appian, you can quickly build, deploy, and scale clinical operations initiatives with enterprise solutions for:

- Biomedical Device Asset Management
- Drug Exception Order Management
- Home Health Automation
- Surgical Suite Management

PREPARE FOR THE FUTURE

The future of healthcare depends upon the ability to quickly adapt and provide quality and convenience for providers, payers, and most importantly, patients.

It takes speed and power to deliver transformational healthcare solutions. The Appian low-code automation platform provides both.

With Appian, organizations can build web and mobile apps faster, run them on a HIPAA-compliant cloud, and manage complex processes, end-to-end, without limitations.

HEALTHCARE ORGANIZATIONS TRUST APPIAN:



Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com