Appian

Use Cases for Healthcare Providers: Inbound Document Management

Automate inbound documents and coordinate with patient information and provider systems to ensure the right services are provided at the right time in the right location.

CUSTOMER PROFILE
- Large multi-institutional health care delivery system serving in 22 states with 93 hospitals, 109 continuing care facilities and home health and hospice programs that provide nearly 2.8 million visits annually

- Annual operating revenues over $19.3 billion

- 125,000 employees

CHALLENGE
Difficulty managing incoming documents and associating them with other patient information

- Lack of controls with a legacy document management approach

- Reliance on manual database updating, document linking, and patient indexing

- No tracking or accountability to measure results for hospital front-end or back-end

- All scheduling system and patient financial services / revenue cycle interactions laborious and generally disconnected
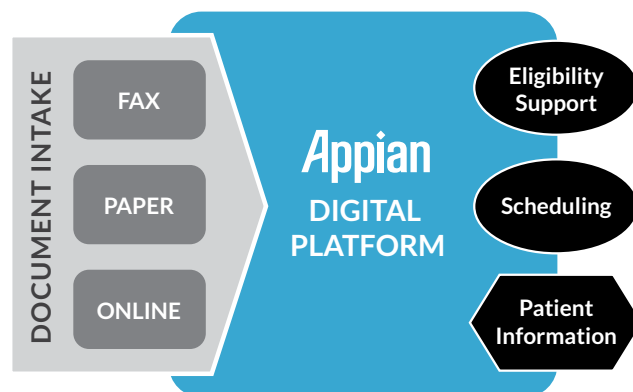
SOLUTION GOALS
Deploy Inbound Document Management across the enterprise

- Process thousands of documents per day

- Append to the appropriate patient medical record even down to the encounter/account level

- Integrate with electronic medical record (EMR) system, initiating patient scheduling processes and insurance eligibility checks

RESULTS
- Improved patient satisfaction, safety, and reduced costs

- HIM technicians are able to quickly and accurately match documents to medical records

- Scheduling of patients, per their availability, is automatically integrated

- 270/271 eligibility checking transactions are fully integrated and automated

- Front-end patient interaction time vastly reduced; cleaner claims sent to payers; fewer denied bills for the revenue cycle excellence team

Appian provides the ability to integrate documents with patient data, provider processes, and core systems.

DOCUMENT INTAKE: FAX, PAPER, ONLINE → Appian DIGITAL PLATFORM → Eligibility Support, Scheduling, Patient Information

PRIORITIZE WHAT PATIENTS NEED

Healthcare is at a crossroads with ever-increasing competition. Patients want to seek the best quality care at the most affordable price. Appian takes the desires of the patient, and executes on these needs in a clean, easy-to-use interface:

- Improve customer service
- Provide simplicity for patients
- Unify process, data, systems, and caregivers with coordinated patient solutions
- Increase price transparency
- Streamline operations
- Improve patient satisfaction
- Protect personal health Information
- Automate HIPAA compliance
- Enhance and ensure security

FOCUS ON BEING THE BEST

With proven, unified technology, Appian helps overcome challenges across virtually any product, department, or organization:

- Rapid development of data-centric applications
- Real-time access to information across systems
- Process management
- Case management
- Quality and regulatory compliance
- Records management
- Group benefits
- Claims
- IT Operations
- Global security management

PREPARE FOR THE FUTURE

The future of healthcare demands greater convenience and simplicity for providers, payers, and most importantly, patients.

To keep pace with the changing healthcare environment, providers must adapt to three key trends:

- The consumerization of healthcare
- The proliferation of value based care models
- The continued focus on cost reduction and patient outcomes

Appian is helping to lead digital transformation efforts that allow healthcare organizations to address these key trends. Rapidly build applications that bring together data, automate key processes and enable mobile innovation. Give providers and patients the information they need anytime and anywhere.

GLOBAL HEALTHCARE LEADERS TRUST APPIAN:

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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