Patient Scheduling and Preregistration

Eliminate Delays and Ensure Complete Patient Records

Scheduling patient visits is document- and labor-intensive. Incomplete patient records delay care and the revenue cycle. Relying on paper-based communication inhibits information sharing with clinical staff. Calling physician offices and other care providers to address missing documentation takes time.

To help you overcome these challenges, Perceptive Software offers a comprehensive solution for patient scheduling — built using process and contenet management technology.

Efficiently and easily capture, organize and process the documents required to schedule visits for new and returning patients at inpatient and outpatient facilities. Manage physician orders, consent to treat and other documents in a secure electronic folder that's automatically tied to the patient HIS record. For new patients, simply associate the documents once you create a record in the HIS. Authorized staff can access the information they need with just a single click.

Based on parameters you define, our solution automatically identifies missing or incomplete documentation. Easily identify incomplete documents and send an automatically generated bar-coded fax to physician offices to encourage completion. They then can fax documents back for incorporation into the patient record.

With our solution, your organization can:

- ⊙ Speed scheduling, registration, precertification and insurance verification
- ⊙ Improve the patient experience by reducing the time spent at the admissions desk
- ⊙ Alleviate delays associated with missing or incomplete documentation
- ⊙ Ensure complete electronic patient records
- ⊙ Easily identify missing documentation
- ⊙ Enhance information sharing between scheduling clerks and physicians

▶ Patient Scheduling and Preregistration Solution

In the diagram below you will see how our solution helps a staff quickly complete the scheduling process.

Provider faxes order sheet and it's automatically captured

Scheduling clerk associates order sheet and supporting documents with the patient's upcoming visit

Clerk identifies a missing signature on the order sheet

Bar-coded cover sheet and unsigned order are faxed to the physician

Physician signs the order sheet and sends it back to the scheduling clerk

The solution automatically links the order to the patient's visit and adds it to the chart

Clerk evaluates the status of remaining documents required for the visit

Patient Scheduling and Preregistration Solution in Action

1 Jim Jones is scheduled for a knee replacement. His physician submits documents in advance of his visit.

2 The scheduling clerk analyzes the submitted documents in Perceptive Content and notices that the physician did not sign the order. The clerk faxes the order back to the physician with instructions to sign.

3 The physician signs the order and resubmits it to the scheduling office. This document becomes part of Jim's chart.

4 Perceptive Content determines which documents are required to be submitted in advance of Jim's visit and tracks the status of each one. The scheduling office has
a clear understanding of the status of Jim's chart before his surgery.

Flexible + Seamless Integration

According to HIMSS research, most healthcare organizations have 40+ disparate health information, clinical and business applications. Seamless integration is necessary to ensure current and consistent data critical for rapid coding, informed care decisions, and billing and core HIM processes. Perceptive Software provides myriad integration options to meet the healthcare environment's unique needs, including patented LearnMode technology, HL7 and an advanced API approach. So staff is connected to the patient and business documents they need instantly — wherever they are, whatever they're doing, directly from any system such as MEDITECH, Epic, Cerner, McKesson, GE and Siemens.

Learn more at perceptivesoftware.com/healthcare

perceptivesoftware
from Lexmark

22701 West 68th Terrace
Shawnee, KS 66226
USA
tf   +1 800 941 7460
tel   +1 913 422 7525
fax   +1 913 422 3820

Lexmark International Technology S.A.
Bâtiment ICC - Bloc A
20, route de Pré-Bois
Case postale 508
CH - 1215 Genève
Switzerland
tel   +41 (0) 22 710 70 50
fax   +41 (0) 22 710 70 51