



DIGITAL RECORDS MANAGEMENT, DOCUMENT MANAGEMENT & IMAGING FOR HEALTHCARE

Accelerate billing and collections cycles

Reduce HIPAA compliance costs

Improve efficiency & accountability organization-wide



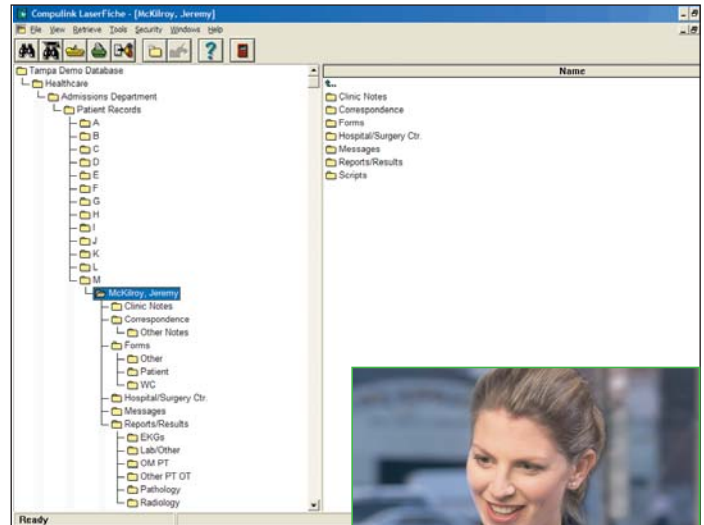
The Foundation for Reduced Costs And Simplified Regulatory Compliance

Regulatory compliance and the attendant costs. Patient privacy. Extended payment cycles and competitive pressures. 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) on technology solutions 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.

“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



A customizable folder structure allows emulation of familiar filing systems and configuration to support compliance programs.

Consider the Costs

- 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 hardcopy lab results
- Expensive records archival and protection processes 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

Consider the Potential

- Automate filing system creation for incoming patient records
- Maintain and protect copies of insurance and identity information without increasing your paper burden
- Speed billing processes with faster, more efficient access to EOBs
- Improve efficiency and accountability with automated lab results routing
- Simplify and reduce the costs of HIPAA compliance with digital records storage and comprehensive security
- Easily enforce consistent, organization-wide records policies

LaserFiche at Work in Healthcare

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

Comprehensive enterprise-level 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 email documents from their desktops. Documents may also be archived to CD-ROM or other non-volatile media, simplifying disaster recovery and business continuity planning.



Consider, for example, the costs of resolving disputed claims:

- Time lost retrieving information from disparate practice management, scheduling and other EMR applications
- Difficulty accessing supporting and 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:

- Provide a unified digital document repository that serves as an information backbone organization-wide
- Digitize patient histories and other paper-bound records to provide easier access for authorized personnel
- Retrieve documents and reconcile disputes immediately with Intelligent Search tools
- Comprehensive security safeguards protected health information
- The cumulative benefits of more efficient billing operations and improved patient service

Designed for rapid deployment, scalability and seamless integration, this is just one example of the efficiency and productivity benefits LaserFiche delivers 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 re-filing. Locating information is at least ten times faster with LaserFiche.”

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

Real-World Benefits Enterprise-Wide

Tools for Enterprise Success

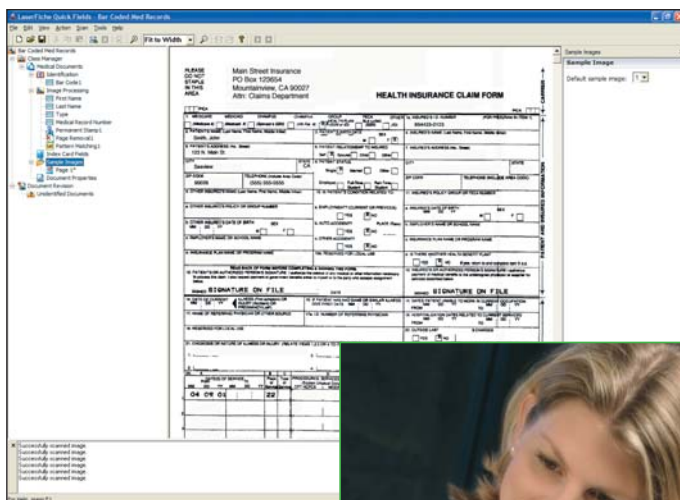
The **LaserFiche Records Management Edition** sets a new standard for unified records management, document management and imaging in a complete solution for scanned, electronic, email and physical records. The Records Management Edition is a Department of Defense 5015.2-certified solution that supports HIPAA compliance initiatives and enables enforcement of consistent enterprise records policies.

LaserFiche Quick Fields™ provides comprehensive document capture and data extraction, including forms processing, distributed capture across multiple offices, and dynamic filing system creation for incoming documents.

The **LaserFiche Workflow Suite™** streamlines repetitive document handling with automated routing of lab results, email notifications and audit trail reporting for improved accountability.

LaserFiche Web Access™ provides secure, interactive document management access in a rapidly deployable, Web browser-based thin-client solution.

The **LaserFiche Integrator's Toolkit™** delivers essential tools for image-enabling and back-end integration with practice management, electronic medical records (EMR) and other existing systems.



The LaserFiche Quick Fields capture platform automates filing of new patient information, reduces data entry costs and improves data quality.



Improve Admissions Efficiency

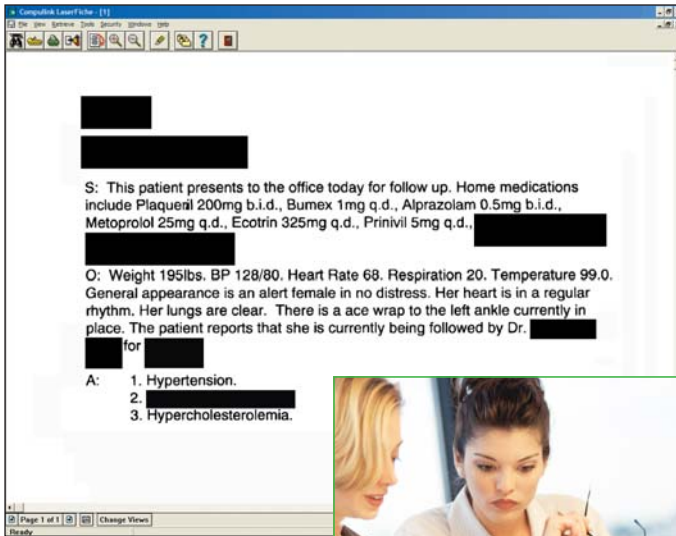
Paper begins to accumulate the moment a patient enters a provider organization. LaserFiche streamlines operations beginning with admissions processes, simplifying the work of front desk personnel by delivering immediate access to scanned insurance cards, driver's licenses and other ID documents. When used in conjunction with a card scanner, staff capture new cards in digital form and make them available instantly to authorized users. Staff can quickly compare new cards with those existing 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

Streamline Patient Records Operations

Document management is the bridge that spans the gap between your practice management solution and information remaining inaccessible in paper form. LaserFiche provides access to historical patient records, paper 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 good health. When integrated with your EMR application, historical files are accessible from within the context of the existing system.

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



Redaction capabilities protect sensitive patient information to maintain privacy and help meet regulatory requirements.



Reduce HIPAA Compliance Costs and Mitigate Risks of Non-Compliance

Protecting the integrity of patient records is crucial to the success of your organization. As HIPAA privacy rules take effect, 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 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 risks of 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 standards

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 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 with faster research and discrepancy resolution.

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

"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
Accu-Code Billing Service, Chico, CA

Rapid Deployment & Simplified Technical Administration

Long deployment schedules and a lack of interoperability with legacy systems are two key challenges to healthcare technology implementations. Engineered for maximum scalability, LaserFiche allows healthcare organizations to budget for departmental installations and then expand enterprise-wide, minimizing implementation risks. A truly open architecture simplifies integration with billing, EMR, hospital information systems (HIS) and other standard applications. Enterprise configuration also allows departmental databases to reside in separate physical locations with individualized security settings.

- Non-proprietary file storage formats maintain future accessibility
- Configure access and feature rights by users and groups
- Leverages COM (Component Object Model) technology to facilitate customization
- Support for industry-standard Microsoft® SQL Server™ and Oracle® database platforms simplifies integration and delivers maximum scalability
- International solution provider network delivers local implementation, training and support services

Capture

LaserFiche Quick Fields™
Forms Processing
Zone OCR
Bar Code Recognition
Bates Numbering
Real-Time Lookup
Universal Capture

LaserFiche Import Agent™
LaserFiche Snapshot™

Records Management Document Management

LaserFiche Document
Management Platform™
LaserFiche Records
Management Edition™
LaserFiche Web Access™

Workflow

LaserFiche Workflow Suite™
Work Distribution
Automatic Notification
Audit Trail

LaserFiche Agenda
Manager™

Distribution

LaserFiche WebLink™
LaserFiche Plus™ CD
Publishing
LaserFiche
COLD, COLD Plus &
COLDLINK™
LaserFiche E-mail Plug-In™



- Archival Management
- System Administration Tools
- Integration & Image Enable Tools
- Intelligent Search Engine
- Adaptable Indexing
- Comprehensive Security

About LaserFiche Solutions

LaserFiche has pioneered high-volume document imaging and management solutions since 1987. Dedication to customer-driven innovations has built a suite of products and services that address organization-wide document management needs from executive, information technology and end-user perspectives. LaserFiche solutions manage mission-critical information in over 21,000 healthcare organizations, local, state and federal agencies, educational institutions, financial services firms, and other public and private sector organizations around the world.

