Kofax in Healthcare

Making the First Mile™ of Healthcare smarter
Kofax in Healthcare

Deploying the Power of Kofax

In the new healthcare industry, providers and patients will thrive by deploying intelligent technology to deliver care sooner and more effectively. New solutions include Kofax Smart Process Applications and Smart Mobile Apps, which enable healthcare organizations to automatically and accurately capture, validate, extract and classify information from anywhere inside or outside the organization — and then instantly drive business processes and applications while saving critical documentation in secure content repositories.

**IMPROVE HEALTHCARE QUALITY** by enabling secure, real-time access to accurate patient data from anywhere and through any device.

**FULLY LEVERAGE ELECTRONIC HEALTH RECORDS** by integrating digitally captured medical and financial information with EHRs in health information systems.

**DRIVE DOWN COSTS** by creating an efficient, unified, information-capture platform that facilitates straight-through, Touchless Processing™ of health records from registration through billing.

**ENABLE MOBILITY** Kofax technology enables providers to turn mobile devices into care-management tools that can be fully integrated with today’s EHR systems.

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**Results in an Optimized Customer Experience & Greatly Reduced Operating Costs**

- **Systems of Engagement**
  - Generate real-time information-intensive communications from customers

- **KOFAX PROVIDES THE ESSENTIAL BRIDGE TO**

- **Systems of Record**
  - Are enterprise applications designed for internal purposes

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EHR / ERP

ECM & Records Management

Databases & Other Archives

IT & Telecom Infrastructure
Health System Overview

- Clinic and Ambulatory Care
- Medical Records / Health Information
- Admissions and Registration
- Emergency Room
- Patient Room
- Mail Room
- Business Office

Click on a room for more information
Clinic & Ambulatory Care

Kofax Value Proposition

Improve patient registration and providing clinicians with accessibility to a patient’s complete medical record, automate and streamline medical records processing and classification, thus improving patient care.

Challenges

- More than 60,000 inpatient discharges annually, more than 12.5 million inpatient documents each year, including 2,400 unique clinical document types.
- Clinical records processed another 8 million documents annually.
- Define a standardized end-to-end process from scanning to QA.
- Meet the three-day service level agreement for clinicians (all records electronically available within 72 hours of discharge).

"Kofax was instrumental in enabling our one patient/one record methodology... as we continue to grow, Kofax will continue to be a mission-critical platform for us."

– Michael Putkovich, System Director of HIM at Spectrum Health

The alternative of total manual document classification would have been to add 50 full-time employees.

Prepared, scanned, reviewed, QA’ed by three people and then released for consumption, all within 72 hours.

Drive toward one patient/one record methodology.

Reduce physical storage space.

Reduce labor costs for processing documents.

Click here for more information online
Kofax Value Proposition:

Capture critical information up front to enable clinicians a complete view of the patient record. As patients are discharged, related documents are scanned, captured and linked to the patient’s chart to complete a one patient/one record methodology.

Challenges:

- Labor intensive, distributed process of capturing and storing its hundreds of millions of documents.
- Data that was stored in hard copy at the facility where it was generated, making it difficult for employees or medical personnel in other locations to access.
- Office staff’s time was being misappropriated away from their core responsibilities, the patient.
- Need to capture, classify, separate and index more than 2,400 unique clinical document types.

“Kofax Capture™ can be adapted to a significant number of capture needs, whether it’s high volume desktop, network-attached, MFP, fax or email-based. It’s a highly flexible application”

– David Partsch, Program Director (IT), Enterprise Imaging & Content Management, Geisinger Health System
Admissions and Registration

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Processes some 23 million images per year for medical records.

Up to 80% of the processes involved in capturing and managing these images has been done manually.

Now many of our purchasing and AP processes are almost 100% automated.

Previously, invoices would be scanned and entered into the system in batches, perhaps once a week. Now invoices are scanned upon receipt.

“Kofax was instrumental in enabling our one patient/one record methodology… as we continue to grow, Kofax will continue to be a mission-critical platform for us.”

– Michael Putkovich, System Director at Spectrum Health

Having our information captured and stored digitally, that’s been huge.

Click here for more information online
Kofax Value Proposition

Streamline registration process and create a paperless environment to effectively manage incoming clinical documentation.

Challenges

- Required a fully integrated system to handle the capture and flow of patient-related data.
- Streamlined automated records management solution to assist in minimizing the time, accuracy, cost and occupational health and safety issues traditionally created by the storage.

System recognizes scanned paper documents and reads an affixed patient barcode label or the handwritten surname and date of birth.

Easy to use mobile devices to retrieve complete digital patient health care records from anywhere in the hospital.

Minimizes manual intervention.

“Although we are fully digital, we still have to cater for external organizations that work with paper records. Patients may arrive with paper documents, we must ensure this information is entered into our system so it can be instantly available to our clinicians.”

– Azad Edmekjian, Manager Health Information Services, Macquarie University Hospital
Patient Room

Kofax Value Proposition

Patient healthcare information is integrated across all departments, ensuring clinical documentation is instantly available and a patient’s journey can be tracked throughout the entire hospital system.

Challenges

- System required to compliment fully digital environment already established.
- Eliminated the overhead found in traditional, paper-based hospital system.
- The need for a workflow processes that follows the patient journey, stage of patient care.
- Lack of a user friendly, efficient and effective system for patient records.

"The Kofax solution demonstrates the importance of 'behind the scenes' efforts to support the highest levels of patient care through the efficient delivery of timely and accurate information."

– Azad Ekmekjian, Manager, Health Information Services, Macquarie University Hospital, Australia

Leveraging mobile in a digital environment makes it easy to retrieve a complete digital patient health care record from anywhere in the hospital.

The Kofax solution support the highest levels of patient care through the efficient delivery of timely and accurate information.
Kofax Value Proposition

The Kofax Mailroom Automation Solution enables organizations to improve the management of incoming information from any source while reducing costs, improving efficiency, and meeting compliance requirements.

Challenges

- Receives more than 2.4 million healthcare benefit claims forms and related documents.
- Devoted 273 of its employees to manually enter claim data into its proprietary reimbursement system.
- Typically process a maximum of approximately 300 claims forms on any given day.
- Typical time required to process a claim from receipt to reimbursement was between two and three months.

Reduce the amount of employees devoted to claims processing tasks from 273 to 235 employees, resulting in a huge cost savings.

A single employee is now able to process more than 2,000 documents daily, up from 300 and access all relevant claims data quickly.

Complete claims reimbursements in five to eight days, as opposed to its prior two to three month turnaround time frame.

“We felt Kofax provided the best capture technology for our needs and served as an ideal foundation for the new document management system.”

– Dr. Luis Pires, Manager Director at ADSE
Kofax Value Proposition

Streamline back-office operations by automating invoice capture, claims management and accounts payable with proven metrics and ROI.

Challenges:

- Administrator’s directive of efficiency and productivity gains in Accounts Payable and Financial Operations.
- Staff members spent hours troubleshooting invoice processing accuracy and leading to delays in payment and delivery of critical medical supplies and services.
- No on-line view of the flow of invoices to help track trends, spot bottlenecks and address problem areas.

“\textit{When we look back at the results, we wish we would have implemented Kofax much sooner.}”

– Jeff Lubbe, Corporate Finance Director, University Hospitals

AP employees process about 2,100 transactions per month, and the average cost of processing an invoice has declined from $3.17 to $2.13. $265,000 savings from capturing more early payment discounts.

Staff savings of $1.2M with staff optimization and avoiding hiring.

Handled 47% increase in invoice volume with 10% fewer staff.
Additional Resources

Kofax Whitepapers

- Document Capture Helps Health Care Providers Put Meaning into Electronic Health Record Utilization
- Electronic Health Records — End-to-End Document Capture is Key to Health Care
- Document Capture Across the Health Care Enterprise: Onramp to Improved Business Processes and Health Care Quality

Kofax Case Studies

- First Fully Digital Private Hospital in Australia Creates Paperless Environment with Kofax
- University Hospitals Controls Costs and Sharpens Health Care Focus by Streamlining Back Office with Kofax MarkView for AP
- Capture Driven Processes Enable Geisinger Health System to Reduce Costs and Improve Patient and Member Service
- Spectrum Health Uses Kofax Transformation Modules to Enable One Patient/One Record Methodology
- Loma Linda University Health Modernizes Processes with Kofax Capture
- ADSE Utilizes Kofax Solution to Automate Healthcare Benefit Claims Processing and Improve Business Process Efficiencies and Employee Productivity
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