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Solution Brief

Document Capture Solutions for Healthcare Providers
Discover how digitizing document-intensive processes can take the pain out of paper-based workflows in hospitals and clinics.

Top Opportunities for Healthcare

Despite the efforts made to automate administrative processes and digitize internal processes, workflows involving external inputs from patients, other healthcare providers or healthcare payers still involve lots of paper and are very manual. This adds time and cost, while introducing risks due to manual processing and missing information. These factors can impact the top priorities for healthcare providers:

- Patient experience
- Accuracy of patient records
- Patient confidentiality
- Cost-efficient processes

Intelligent capture solutions can take paper out of the process and deliver positive outcomes for healthcare providers.

The Admissions Challenge

New patient admission is by far the most time-intensive process faced by healthcare providers.

89% of medical admins stated that patient onboarding is highly time intensive. This is because 70% of patient information involved in the pre-admission and admission process at hospitals and clinics is dropped off or filled out as paper.[1]

70% of new patient information is dropped off or filled out as paper during the admission process.

In many hospitals and clinics, data from documents related to patient records is subsequently keyed in manually, which ties up medical admins and has a significant cost impact. Manual data entry is error prone and may have far reaching consequences on patient care. Multi-day turnaround times for patient data also prevents hospitals from obtaining the desired certification.

Patients often have to wait at the admissions desk because insurance cards usually have to be scanned one side at a time. Also, medical staff often struggle to scan documents provided by the patient due to the variance in document types and quality. These factors impact patient satisfaction and the reputation of the clinic or hospital.

The Foundation for a Great Patient Experience

When you scan documents at the time of admission, the data is available for medical staff immediately, and there's no time due to hand-keying data into electronic medical records (EMR).

Dedicated scanners with advanced capabilities ensure medical admins can digitize documents upon receipt, identify critical documents that need to be OCR'd and highlight data that needs to be made available in the patient charts.

The scanner also needs to offer industry leading image processing technology that ensures superior image quality for excellent OCR results. To meet this need, scanners from Alaris offer Perfect Page technology. Medical admins do not need to presort documents, adjust settings for low contrast documents or even manually enter and correct extracted data.

Scanners from Alaris have been designed to allow the medical staff to operate the scanner right from the device rather than switching between scanner and PC. This allows them to focus on the patient.

The two major hospital groups in the US have standardized on scanners from Alaris.

The Medical Records Challenge

For returning patients it is essential for doctors to have access to the patient's record that covered prior procedures and medical history. In many cases these records are archived in paper in the medical records department.

Patient records are very challenging to scan due to their extreme mix of document sizes, colors and qualities.

Missing or hard to read pages may delay the diagnosis and scheduling of procedures due to time consuming validation or correction.

Optimizing the scanning of medical records can significantly save cost and improve patient care

The Medical Records Department needs to be able to scan records on demand in a reliable way regardless of the number of documents involved and the mix of documents.

Other hospitals require to scan active medical records at the end of a patient's hospital stay or outpatient visit.

The capabilities of a scanner to reliably capture patient record files significantly reduces the time involved for medical records staff and the accuracy of patient data.

Scanners from Alaris are designed to handle even extreme mixes of documents including those in bad condition.

For example, the straight-through paper path and extended document handling power of the i4000 series, enable scanning of very long documents like EKG strips and fetal monitoring.

Scanners from Alaris scan both sides of documents in a single pass, and offer Controlled Output Stacking that handles even the longest patient files efficiently and reliably.

Intelligent Document Protection listens for problems and alerts admins to jams or misfeeds that can be caused, for example, by bar code labels that are stuck on documents.

Why choose Alaris solutions?

Alaris offers scanning solutions covering all document scanning needs of a hospital or clinic, from the centralized scanning needs in the Medical Records Department to the patient admission and nurse station.

Scanners from Alaris are used by hundreds of healthcare providers in the US and have been tested and certified by all major EMR vendors. They meet all compliance requirements such as HIPAA, Meaningful Use, and HL7.

Backed by Alaris Service and Support we ensure that documents are reliably captured; issues are often responded to within just four hours. Add our Professional Services and we can help you optimize your document workflows to meet the growing demands of the healthcare industry.

Hospitals & Clinics Improve Patient Care and Process Efficiency with Alaris

- Alaris' superior paper handling capabilities ensures that even the most challenging patient records are reliably scanned. Active Feed Technology, Controlled Stacking and Document Protection ensure that documents are scanned without manual presorting etc.

- Alaris' Perfect Page technology provides superior image quality that provides maximum OCR results. Alaris' hardware barcode reading capabilities provide unparalleled barcode read rates while keeping images small.

- Alaris' unique Service and Support organization ensures maximum uptime of hospital capture solutions.

- Scanners from Alaris have been tested and certified by all major EMR vendors.

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