



BRINGING THE POWER OF TOMORROW TO BUSINESS TODAY

SOFTWARE: OnBase Web
OnBase Desktop Imaging
OnBase Production Document Imaging
Captovation Form Recognition

Snap App

EQUIPMENT: Canon 9080C (4), 7580 (2) 3080CII

APPLICATION: (Medical) Medical Records Delivery

CHALLENGE: Customers process called for retaining all patient medical transportation paper tickets from dozens of regional locations in the US. They would then manually link the medical evaluation and diagnosis forms for the patient. They would then store all records in a file cabinet based on transportation date, name and SS# with no retention policies. Customer service reps and billing departments would search for tickets and patients folders but often found missing documents and lost tickets due to human error and incompetence. The challenge was guaranteeing regulations and compliance policies were in place to mitigate legal risk factors while becoming HIPPA compliant. Another challenge was to change the filing of patient records business process from a manual intensive operation to a streamlined operational process utilizing document scanning and electronic indexing.

RESOLUTION: By implementing Captovation and OnBase the customer is able to recognize a keyword value automatically while scanning in medical tickets through Captovation then OnBase can automatically fill in the additional keywords and commit that patients image to the OnBase repository. The customer was able to deploy a web based solution to search patient records electronically. OnBase production document imaging allows for centralized scanning to take place at the main billing facility along with desktop document imaging where the bandwidth is much less.

FUTURE APPLICATIONS: Other future applications include Workflow, Mobile E-forms, COLD, Application Enabler and Document Retention.
CONTACT LEVEL: End Users, Billers, Customer Service

CUSTOMER COMMENTS: OnBase has allowed us to streamline an out of hand process. We know OnBase workflow can take us to the next level.