



BRINGING THE POWER OF TOMORROW TO BUSINESS TODAY

SOFTWARE: OnBase – OnBase OnLine
OnBase Disconnected Scanning

EQUIPMENT: 6 Canon 3080c scanners
2 Canon 5020c scanners

Snap App

APPLICATION: (Medical) Transportation Ticket Files

CHALLENGE: Customers process called for scanning medical ticket and associated patient medical documentation for patients. Other departments would also scan in EOB's and other billing forms to close out the patient trip. Customer service would create the bills and mail them to the patients based on healthcare insurance, while separately accessing them in the imaging system and the database. The client was utilizing an imaging system with limited functionalities and expansion within departments. The previous imaging solution did not allow for regulation control of images. Multiple keyword fields were mistyped and committed to the database, there by resulting in errors and inefficiencies.

The challenge was to create an interdepartmental and flexible content management platform that was easy to use and allowed for different departments (customer service and billing) to customize search retrieval methods. The ultimate goal was to stay under budget while accomplishing these requirements.

RESOLUTION: By implementing OnBase OnLine, the customer was able to eliminate company costs for new database server/license purchases. Hylands data center met all regulations for HIPPA as they offer dual back up centers and create redundancy measures based on the customers needs.

FUTURE APPLICATIONS: Other future applications include workflow, document retention, email archive, document management.

CONTACT LEVEL: Technicians, Customer Service, Billing.

CUSTOMER COMMENTS: OnBase Online allows us to get our foot in the door on an enterprise level product at a ridiculous cost and then will allow us to migrate based on our needs.