

Appian for Healthcare: Ambulatory Provider Management

- Reduce clinician and IDN reporting burdens
- Improve patient care and maintain accurate physician quality metrics
- Ensure physician compliance to state, federal, and IDN regulations
- Ease communication between systems and across providers

In today's complex healthcare market, providers need to be on the forefront of easing communications between disparate physician and services groups scattered across various practices and networks.

Whether a caregiver is a part of an integrated delivery network (IDN), where a patient may seek primary care, or a single-physician practice, where the patient may seek a specialist's treatment, all need to be able to visualize how they are treating their mutual patient in order to provide the best quality of care. Oftentimes, providers are on distinctly different electronic medical records (EMRs) systems, making the communication process cumbersome and frustrating for the patient.

What if physicians were enabled with a technology that could close the loop between groups?

With this accomplished, referrals and follow-ups would be simplified, and quality of care improved, easing the minds of both the caregivers and their patients. And, there is no reason that this same technology could not provide valuable insights for an IDN itself, aggregating data that could examine a physician's financial performance, his patient's satisfaction, accuracy in diagnoses, federal and state regulation compliance and more. What if this same tool were also able to aid

the larger IDNs with predictive analytics that enabled them to better anticipate physician retention issues that many health systems face?

Enter Appian.

With the Appian unified application platform, powered by Business Process Management and Case Management capabilities, ambulatory provider management goals, and much more, become achievable. IDNs are easily able to work across their organization and with outside providers to give their patients the highest quality of care.

The Appian solution provides for segregation of duties so caregivers can access the appropriate patient information they need, and nothing more. Plus, physicians from individual practices and those employed by provider healthcare systems or IDNs are able to more easily collaborate in order to provide the best healthcare experience possible.

Appian ensures an integrated approach that leverages current technology investment. IDNs are able to work not only with their latest and greatest cutting-edge systems, but also with their legacy ones, eliminating the need for a costly "rip and replace" approach.



THE APPIAN DIGITAL TRANSFORMATION PLATFORM FOR HEALTHCARE

- **Automation:** Drive efficiency in core processes and enable your knowledge workers to gain satisfaction across patients, providers and payers.
- **Integration:** Access and use data across systems and obtain current, complete, and actionable information.

- **Regulatory and Security Compliance:** Appian Cloud is HIPAA and PCI Compliant. Build, deploy, and employ business applications that utilize Protected Health Information in accordance with HIPAA security and privacy requirements.
- **Analytics:** Gain immediate visibility into transactions, health events, and patient/provider interactions with real-time, actionable, and configurable reports.

PRIORITIZE WHAT PATIENTS NEED

Healthcare is at a crossroads with ever-increasing competition. Patients want to seek the best quality care at the most affordable price. Appian takes the desires of the patient, and executes on these needs in a clean, easy-to-use interface:

- Improve customer service
- Provide simplicity for patients
- Unify process, data, systems, and caregivers with coordinated patient solutions
- Increase price transparency
- Streamline operations
- Improve patient satisfaction
- Protect personal health information
- Automate HIPAA compliance
- Enhance and ensure security

FOCUS ON BEING THE BEST

With proven, unified technology, Appian helps overcome challenges across virtually any product, department, or organization:

- Rapid development of data-centric applications
- Real-time access to information across systems
- Process management
- Case management
- Quality and regulatory compliance
- Records management
- Group benefits
- Claims
- IT Operations
- Global security management
- Online and offline capabilities

PREPARE FOR THE FUTURE

The future of healthcare involves convenience and simplicity for providers, payers, and most importantly, patients.

In order to take into account the changing healthcare environment, payers must address three trends:

- Performance based care and payment
- Mobility
- Digital transformation to improve healthcare orchestration



Appian delivers an enterprise platform for digital transformation in healthcare that enables payers and providers to bridge core systems, enhance member experience, and significantly improve patient outcomes. Powered by industry leading Business Process Management (BPM) and Case Management capabilities, Appian's low-code approach can radically accelerate the time it takes to build and deploy powerful, modern applications, on-premises or in the cloud. The world's most innovative organizations use Appian to reinvent their customer experience, transform their business operations, and master governance, risk and compliance. **For more information, visit www.appian.com**