

## Use Cases for Healthcare Providers: Inbound Document Management

Automate inbound documents and coordinate with patient information and provider systems to ensure the right services are provided at the right time in the right location.

### CUSTOMER PROFILE

- Large multi-institutional health care delivery system serving in 21 states with 86 hospitals, 128 continuing care facilities and home health and hospice programs that provide nearly 2.8 million visits annually
- Annual operating revenues over \$13 billion and assets over \$19 billion
- 89,000 employees, including 3,300 physicians

### CHALLENGE

Difficulty managing incoming documents and associating them with other patient information

- Lack of controls with a legacy document management approach
- Reliance on manual database updating, document linking, and patient indexing
- No tracking or accountability to measure results for hospital front-end or back-end
- All scheduling system and patient financial services / payer interactions laborious and generally disconnected

### SOLUTION GOALS

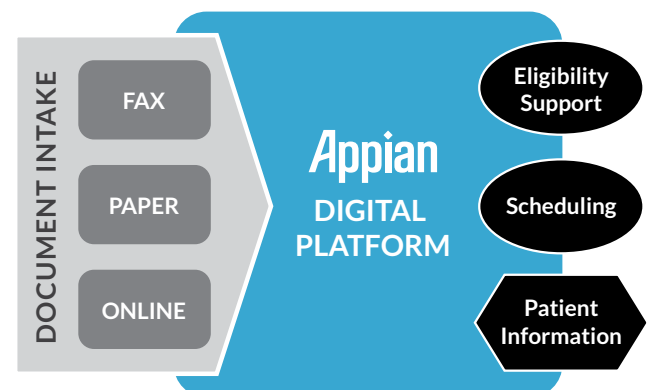
Deploy Inbound Document Management across the enterprise

- Process thousands of inbound documents per day
- Attach documents to the appropriate patient medical record even down to the encounter/account level
- Integrate with electronic medical record (EMR) system, initiating patient scheduling processes and insurance eligibility checks

### RESULTS

- Improved patient satisfaction, safety, and reduced costs
- HIM technicians are able to quickly and accurately match documents to medical records
- Scheduling of patients, per their availability, is automatically integrated
- 270/271 eligibility checking transactions are fully integrated and automated
- Front-end patient interaction time vastly reduced; cleaner claims sent to payers; fewer denied bills for the revenue cycle excellence team

*Appian provides the ability to integrate documents with patient data, provider processes, and core systems.*



### 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

### PREPARE FOR THE FUTURE

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

To keep pace with the changing healthcare environment, providers must adapt to three key trends:

- The consumerization of healthcare
- The proliferation of value based care models
- The continued focus on cost reduction and patient outcomes

Appian is helping to lead digital transformation efforts that allow healthcare organizations to address these key trends. Rapidly build applications that bring together data, automate key processes and enable mobile innovation. Give providers and patients the information they need anytime and anywhere.



Appian provides a leading low-code software development platform that enables organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and enables competitive differentiation.

For more information, visit [www.appian.com](http://www.appian.com)