

CASE STUDY:

Acuant scanning solutions streamline patient registration and verification, enhance data entry for CGM APRIMA EHR/PM systems



▶ THE CLIENT

Aprima Medical Software, Inc. provides innovative electronic health record (EHR), practice management (PM) and revenue cycle management solutions (RCM) for medical practices. Aprima is one of the most established EHR companies, with an 18-year track record of success. Based in Richardson, TX, Aprima performs all development, support and implementation from the U.S.

▶ THE CHALLENGE

Patient registration and check-in can be slow, labor-intensive, and prone to error, not to mention tedious for both patient and office staff. Moving patients through the check-in process quickly and accurately impacts not only billing processes, but also practice efficiency (how many patients can be seen each day) and patient satisfaction (no one enjoys waiting or filling out repetitious paper forms). Data capture mitigates communication errors due to language barriers, poor handwriting, and patient transcription mistakes. Several years ago, Aprima became dissatisfied with their card scanning vendor. They were looking for a tech solution built on high quality software and backed up by responsive service, and found the Acuant solution more in line with their customers' preferences.

▶ THE SOLUTION

Digitizing and automating the initial registration and data entry steps is a key step in optimizing the quality of back office solutions. Any tool that helps practices streamline administrative tasks, especially patient registration, is highly valuable. Likewise, patient expectations have evolved. They expect technology will be used, as it is in other customer service settings, to streamline their interactions with medical offices. Acuant has partnered with Aprima to provide a solution that allows for the optimization of the processes associated with patient registration and check-in. Acuant's solutions digitize drivers' licenses and all types of insurance cards using both barcode and OCR technologies along with their patented data logic. The digitized images can be stored permanently in the patient record, which is important for insurance and identity verification purposes. At the same time, the data on the cards is converted to text and populated into patient records. The captured data can then be run through verification systems (e.g., insurance eligibility checks) and automatically integrated into Aprima.

"We've been extremely satisfied with the relationship. It's a no-brainer for our clients, and makes our solutions even stronger."

NEIL SIMON, COMPUGROUP MEDICAL

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▶ THE RESULT

Aprima customers report that scanning a driver's license using the Acuant system can take less than 30 seconds. Acuant's technology reads the front and the back of an ID, including the bar code, and verifies the data (e.g., cross-checking with DMV database) to output the most accurate results. Insurance cards can also be scanned quickly; Acuant's system captures and stores images of the front and back of the card, and digitizes the text with OCR. With Acuant solutions, Aprima customers benefit from a more effective entry point. Better patient data capture from the start means better results from all the subsequent activities that rely on that data. Acuant's technology will help Aprima to be ready for ongoing changes in the healthcare and insurance systems. For example, automatic ID verification and digital image storage will ease compliance with emerging fraud and personal identity protection regulations.

Acuant's technology is **cloud and mobile ready**, so they are in position to support Aprima's clients as healthcare information technology continues to evolve. Acuant's integrated software solution is **an essential enhancement** for both new and existing accounts.

Healthcare providers realized several benefits after implementing Acuant's MedicScan®:

- ▶ Faster & More Accurate Patient Intake
- ▶ Ability to Process a Higher Daily Volume of Patients
- ▶ Fewer Rejected Claims
- ▶ Streamlined Billing & Reimbursement Cycles
- ▶ Shorter Patient Rooming Times
- ▶ Increased Patient & Staff Satisfaction

1

REDUCE REJECTED CLAIMS:

Stored images make it easy to verify current insurance and personal data accuracy. If a claim is rejected, specialists can quickly pull up the card image to verify current insurance, saving a call to the patient.

2

REALIZE REVENUE SOONER:

Revenue cycle services are often performed remotely; having easy access to insurance card images when not in the office with the records avoids delays in the revenue cycle.

3

CUSTOMER SUCCESS:

Staff and physicians focus more on patients and less on their keyboards resulting in numerous benefits including streamlining interactions between staff and patient and improving customer service.