

## Industry Profile

Today's healthcare organizations face some significant challenges. In addition to providing excellent patient care, they must comply with expanding regulatory laws, including the Health Insurance Portability and Accountability Act (HIPAA) and follow strict rules and procedures for billing



insurance companies. At the same time, they need to offer advanced care and state-of-the-art procedures in order to attract more patients. And to stay competitive, healthcare organizations must accomplish all this while controlling costs and increasing operational efficiencies.

## Solution

Unity Document Suite is a complete desktop document management solution that transforms tedious, costly paper-based processes into highly efficient digitized workflows. This powerful, intuitive software works with the document capture capabilities of an integrated bizhub multifunction printer (MFP), enabling healthcare employees to convert, edit, organize, combine, search and share scanned documents as well as Microsoft® Office and PDF files like never before.

Unity Document Suite provides a user-friendly interface between MFPs and desktop applications. It optimizes the way users capture, manage, work with, and share documents while eliminating common concerns about file compatibility or security. By enabling users to scan and convert paper documents into editable, searchable PDF documents right from the MFP, Unity Document Suite helps healthcare organizations to reduce costs, improve patient care, comply with regulatory laws, and increase operational efficiency.

## Addressing Key Industry Challenges:

### Challenge:

Healthcare organizations need to maintain massive numbers of patient files, each of which can contain reams of paper. This not only takes up valuable office space, but it impedes the timely, efficient access to information that is needed for delivering superior patient care and ensuring operational efficiency.

### Solution:

Unity Document Suite supports the healthcare industry's transition to Electronic Medical Records. How? By enabling staff to scan and/or convert patient files to editable, searchable PDF files and store them in a digital archive. Depending on the type of document being processed, authorized staff members can define a personalized workflow — complete with scan-to destination, conversion format, and routing instructions — that is executable at the MFP with a push of a button. These workflows will automatically scan, convert and route PDF documents — with

appropriate security — to all specified locations and/or recipients. To locate specific information authorized staff members can simply search the archive by alphanumeric pattern or text to find what they need instantly.

## Challenge:

Accounting departments within hospitals, medical practices, health maintenance organizations and other healthcare organizations are typically overwhelmed by the volume of paper their employees need to handle every day, including insurance documents, invoices, patient activity records, and more. Managing all this paper is difficult, and unless it's done well, it can delay response to inquiries from patients, insurance companies, suppliers and other parties.

## Solution:

With Unity Document Suite, patient files, invoices, purchase orders, insurance paperwork, and other documents can be automatically scanned, converted, indexed and stored in a designated location within any digital archive — whether it be a desktop folder, a Windows® network folder, a centralized health information system, or an enterprise document management system like Microsoft® SharePoint®. Information can be easily located within the archive via a simple text or alphanumeric pattern search.

Ideal for capturing, converting, editing, combining, and sharing patient files and other healthcare-related documents, including:

- Health histories
- Insurance card copies
- Insurance approvals and denials
- Hospitalization records
- Test results
- Treatment plans
- Patient referrals
- Patient charts
- Physician notes
- Prescriptions
- Insurance billing paperwork
- ...and much more

## Challenge:

Protected Health Information (PHI) and its management are addressed under the Health Insurance Portability and Accountability Act (HIPAA) and local laws.

As a result, confidentiality of electronically managed patient records is a major concern for healthcare organizations — especially given the number of people who have access to at least part of a patient's records during a hospitalization and during the billing process.

## Solution:

Unity Document Suite enables healthcare organizations to protect scanned and/or converted documents with secure encryption and permission controls. That way, information can be shared electronically while protecting private patient information in accordance with HIPAA and other regulatory laws.

## Challenge:

Patient files can include all kinds of documents, including health histories, prescriptions, hospitalization records, referrals, insurance statements, test results, and more. Some of these documents may be supplied in hard copy and others as electronic files in various formats. Managing and assembling all these documents can a time-consuming process that drives down productivity and drives up costs.

## Solution:

With Unity Document Suite, healthcare employees can instantly create 100% industry-standard, universally viewable PDF files — including all PDF and PDF/A versions — directly from the MFP or from virtually any PC application. They can also combine scans with word processing, spreadsheets and other files for automatic conversion to the PDF format. Once the scanning and/or conversion are complete, they can assemble PDF documents by simply dragging and dropping individual pages or complete files. For added convenience, healthcare employees can also convert to PDF from within Microsoft® Office documents or create PDF files of any document with a single click while browsing with Windows. What's more, support for Windows 7 Jump Lists provides quick access to recent files and common PDF creation and conversion tasks.

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## Challenge:

Healthcare organizations deal with dozens of types of forms, many of which have traditionally been filled in by hand. As a result, the information on these forms often has to be re-typed into an online system, wasting valuable time and administrative resources.

## Solution:

Unity Document Suite features Logical Form Recognition™ technology which makes it easy to turn static paper forms into electronic PDF or Microsoft Word forms that can be filled out on line.

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## Challenge:

In order to provide superior patient care, healthcare professionals need to be able to share documents with multiple parties — without worrying about file compatibility, information security, or incurring additional costs.

## Solution:

Unity Document Suite provides integrated tools for capturing, converting, editing, assembling and electronically sharing paper and digital documents. That way, healthcare organizations can share and distribute documents via email instead of wasting time faxing or spending money on overnight mail and courier services. Application of secure encryption and permission controls to all scanned and converted files ensures that document contents remain protected per HIPPA privacy rules — no matter where they are sent.

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