

Fax Automation with Healthcare Records

Industry

Healthcare



Technology

OpenText



BUSINESS CHALLENGE

- » Client with multiple statewide hospital and office facilities faced challenges triaging 10k faxes per day containing pre-authorization forms
- » Multiple resources were assigned to perform manual triage activities
- » Records were not compliant in accordance to hospital or government guidelines
- » SLA targets were not met due to records being inaccessible or not available to the business users



SOLUTION

- » Fax Automation Solution (FAS) leveraging the OpenText platform with Alitek solution tools
- » Defined the specific ingestion requirements for all incoming forms subject to the triage process
- » Built SharePoint Flows and Content Workflows to formalize the classification and review of the actionable tasks
- » Integrated with EMR/HER's allowing for single source of truth when filing incoming forms



KEY BENEFITS

- » Average time to process incoming faxes takes seconds with real-time review
- » Cost reduction of up to 80% of current cost to manual triage process flow
- » Users are able to directly access key information in real-time, improving decision making , customer/patient support
- » 100% SLA compliance
- » Better customer service
- » The ability to report on all tasks in the process managing operational efficiencies