



Fortis for Healthcare

Document management treats paper overload

On top of demands to deliver the highest quality patient care, healthcare providers need to be constantly mindful of operational efficiencies to help contain growing medical costs. With no shortage of paper and electronic patient information, document management software solutions are becoming a critical factor in meeting burgeoning healthcare challenges.

Among the areas where document management is making a significant contribution are: integrating digital patient information with paper, charts and dictated notes; instant availability of the latest and most correct patient information; improved collaboration between multiple doctors' offices; reduced administrative costs to handle insurance and billing documents; ensuring compliance with DEA, HIPAA and Sarbanes Oxley.

Westbrook **Fortis** document management software captures, indexes, stores and retrieves paper-based and electronic medical, administrative and financial documents, images, and files – from anywhere, instantly and securely.

Medical Records

Fortis provides a secure repository for all forms of medical records – scanned paper, lab reports, notes, dictation, medical imaging and correspondence.

- Records are fully text searchable; patient information can be found quickly
- Merged lab reports and notes with electronic medical images create a composite file
- Improved care through instantaneous and remote access to patient medical records
- Enhanced patient safety by reducing lost information or use of incorrect information
- More accurate billing through better coding processes
- Reduced administrative costs in filing and retrieving records

Banner Health, AZ - One of the largest not-for-profit healthcare systems in the country with 34 hospitals and healthcare facilities throughout the western U.S. and more than 35,000 employees implemented **Fortis** document management software to streamline document intensive processes and eliminate costly storage fees. With **Fortis**, Banner Health achieved tremendous efficiencies throughout their organization by reducing time spent searching for paper documents and eliminating mailing and off-site storage costs of \$30,000.

Hospice Pharmacia, a division of excelleRX, Inc., is a pioneer in the field of medication management for hospice and specialty disease markets, providing medication consultation and pharmaceutical distribution services. **Fortis** document management software reduced turnaround time for approving, dispensing and shipping prescriptions. Using **Fortis** has reduced the turnaround time from when the signed prescription is received to when the medication is dispensed and shipped from an average of four hours to two minutes.

Patient Experience and Care

Fortis impacts patient registration and workflow, speed of care, and portability of records - ensuring the availability of the most current and correct patient information.

Clinical Records

Fortis captures and secures patient records in every format from images and notes to audio and lab reports. **Fortis** makes these records fully searchable and accessible remotely.

Facility and Safety

Fortis is a repository for facility management information, thus keeping records and inspection reports up to date and facilities in compliance.

Insurance and Administration

Fortis provides a solution for capturing and managing the insurance billing, EOB, and accounts payable processes. **Fortis** reduces miscoding and helps staff respond quickly to patient inquiries.

Compliance

Providing multiple levels of security and auditing, **Fortis** is a secure repository for managing DEA compliance and staff credentialing.

Fortis for Healthcare

Fortis provides one document management backbone that integrates with administrative and business systems.

Healthcare Applications

Fortis is successfully in use in virtually every aspect of the healthcare value chain. Some of the applications of **Fortis** in healthcare include:

- Insurance billing and EOBs
- Accounts payable / receivable
- Credentialing
- Patient registration/admissions
- Patient records
- Legal aid
- Materials management
- Clinical trials

Return On Investment

Among the savings, productivity, and revenue healthcare organizations will realize with **Fortis** document management software are:

- Reduced patient record administration staff
- Reduced paper record storage costs
- Achievement of 100% compliance – patient information security; information audit trail
- Accelerated access to patient records from minutes or hours to seconds
- Faster throughput due to decreased administrative wait time
- Better management of insurance claim process

Scalable Solutions

Fortis is used by a wide range of healthcare enterprises, from very small medical practices to hospital networks. These include:

- Duke Health Raleigh, NC
- Outpatient Services East, AL
- Medical Center Clinic, FL
- Banner Health, TX
- Mercy Hospital, ME
- St. Raphael's Hospital, CT

Integrated Document Management

Fortis provides a full range of document management capabilities including:

- Image capture and OCR
- Versioning and archiving
- Records management and retention
- Security and management
- Viewing and annotation
- Disaster recovery