

# STREAMLINE RECORD MANAGEMENT

## Clintegrity 360 | Records Management

Automate deficiency monitoring, patient record tracking, and the release of information

### CHALLENGE

How can I prevent ineffective record management from jeopardizing my coding and billing processes, staff efficiency, reimbursement, or my ability to meet Joint Commission regulations?

### SOLUTION

Accelerate your Health Information Management processes while maintaining medical records and correspondence in a centralized, secure, web-based database. An integrated component of our leading Clintegrity 360 | Record Managements suite, Nuance® Healthcare's Records Management modules provide enterprise-wide access to paper and electronic records while ensuring patient documentation is complete and always accessible.

### STREAMLINE RECORD MANAGEMENT

Having complete, accurate patient records is paramount—as is being able to efficiently locate those records, share them amongst your medical staff, and meet release-of-information requirements. Without a proven, intuitive solution, your health system may struggle to update, maintain, and share records in a timely and efficient manner. This not only complicates your record management process—it jeopardizes your ability to adhere to Joint Commission chart delinquency standards and other regulations.

### KEY BENEFITS

- Improves staff efficiency and reduces response times
- Streamlines release of information
- Improves patient record location tracking
- Facilitates Service Performance Analysis
- Ensures Joint Commission and other compliance standards
- Facilitates HIPAA Accounting of Disclosures

## Clintegrity 360 | Records Management

Consists of the following modules

Clintegrity 360 |  
Chart Completion

Clintegrity 360 |  
Chart Locator

Clintegrity 360 |  
Correspondance  
Management

An integrated component of our Clintegrity 360 platform solution, Clintegrity 360 | Records Management is the solution to meet your record management challenges. Through intuitive tools and a centralized, web-based database, Clintegrity 360 | Records Management facilitates the timely completion, tracking, and sharing of patient records across your health system. The result—operational efficiency gains for your entire health system, as well as accurate, complete records that you can share with confidence.

### CLINTEGRITY 360 | CHART COMPLETION

Every day, hospitals are challenged to promptly monitor, and take action on patient chart deficiencies in an efficient manner. Neglecting to do so can slow billing processes and make it difficult to meet Joint Commission delinquency timelines and standards. To ensure efficient chart completion, your health system requires a solution that promotes effective communication between HIM staff and physicians; tracks chart completion progress; and makes it clear how to proceed. Fully integrated with our Clintegrity 360 platform solution.

Clintegrity 360 | Chart Completion helps you automate deficiency monitoring and tracking for both hybrid and electronic patient records. It ensures that patient documentation is timely, complete, and accessible, while reducing the burden on your HIM staff.

Clintegrity 360 | Chart Completion automatically tracks medical record documentation deficiencies, and highlights who is responsible for providing missing information. This takes

the guesswork out of chart completion for your staff and leads to improved information sharing. Your staff can quickly reassign deficiencies from one provider to another or track when records are received, assembled, and coded. Delinquent charts are listed with each chart's age and financial value by provider, as are provider events, such as visit dates, phone calls made, and the number of incomplete charts available. All the while, Clintegrity 360 | Chart Completion helps ensure your health system remains compliant with Joint Commission and other regulation standards.

### Features And Benefits

- **Improves communication and issue resolution.** Sophisticated management tools facilitate communication between your medical staff and other internal clients regarding the status of incomplete records. And, your staff can easily track how long each step in the chart-completion process takes for each provider—paving the way for future process improvements.
- **Ensures Joint Commission and other compliance standards.** Powerful tools for concurrent and retrospective record analysis improve compliance with Joint Commission and other regulatory standards by facilitating the timely completion and tracking of patient records within a single facility or throughout the enterprise.
- **Increases staff productivity.** Clintegrity 360 | Chart Completion can create, update, and complete documentation deficiencies automatically, requiring little or no staff intervention.

- **Improves risk management.** Easily track the receipt of documentation both concurrently and retrospectively, while always having access to a history of documentation deficiencies.
- **Improves medical staff peer review and credentialing activities.** Streamline your medical staff peer review processes with easy access to the important data needed for re-appointment and re-credentialing, including extensive provider chart-completion-activity reports.

When used with Nuance Healthcare Clintegrity 360 | eSignature, Clintegrity 360 | Electronic Document Management (EDM), and a deficiency interface, Clintegrity 360 | Chart Completion Chart Completion ensures that deficiencies are automatically created, updated, and completed.

### CLINTEGRITY 360 | CHART LOCATOR

Most health systems still rely on at least some paper-based medical records, and will likely continue to do so. Does your staff have an effective method to locate and track your paper-based medical charts and records? Is your staff challenged by a high volume of both verbal and hand-written chart requests, resulting in slow turnaround time and other inefficiencies?

Clintegrity 360 | Chart Locator simplifies the chart tracking process for paper, hybrid, and electronic medical records for your record management staff and reduces the turnaround time for retrieving files. An integrated component of Clintegrity 360 | Chart Locator works with your dictation, transcription, and electronic signature systems to provide efficient access to your patient records.

With the help of an intuitive interface, your staff can track the location of paper records, schedule chart delivery, and create reservations for charts

required for patient appointments. And, for additional convenience, your staff can track charts on-the-go by simply using a PDA and scanning the bar codes on charts.

In addition, Clintegrity 360 | Locator safeguards the patient confidentiality of your records and helps ensure HIPAA compliance. It achieves this in part through record management tools that allow you to flag sensitive records. Clintegrity 360 | Chart Locator works seamlessly with Clintegrity 360 | Chart Completion to provide an automated process to update documentation and track record location.

### Features And Benefits

- **Improves patient record location tracking.** Track and manage record reservations with ease—whether for an ad-hoc request or for a specific patient appointment. Also, benefit from proactive notification of pending reservations and always know the required return date for records.
- **Streamlines record check-in, check-out, and re-filing.** Designate an unlimited number of record check-out locations that work best for you, and easily check-out and check-in records in bulk when necessary. And, when it comes time to check the chart back in, your staff will know exactly where to re-file it.
- **Improves risk management.** Ensure patient confidentiality by flagging sensitive records, and avoid misplacing records by easily identifying the records that are due to be returned soon.
- **Facilitates service performance analysis.** Reliable, centralized record tracking enables you to evaluate the effectiveness of your release-of-information process and make future adjustments.

## CLINTEGRITY 360 | CORRESPONDENCE MANAGEMENT

How quickly and effectively does your record management staff manage requests for copies of medical records? Can you easily meet HIPAA privacy regulations by providing an account of all of your health system's medical record disclosures?

Clintegrity 360 | Correspondence Management automates the release of information and disclosure accounting processes for paper, hybrid, and electronic patient records. It helps your record management staff easily track requests for copies and automatically calculates relevant fees based on the request. These features streamline workflow and disclosure entry, while minimizing entry mistakes and improving both internal and external communications.

By automatically storing all of your disclosures, Clintegrity 360 | Correspondence Management helps ensure compliance with HIPAA privacy disclosure accounting and other regulations. And, when used with Clintegrity 360 | Chart Locator and Clintegrity 360 | Electronic Document Management (EDM), your staff can easily ensure the availability of medical records needed for disclosure. The integration with Clintegrity 360 | EDM also enables your staff to choose which documents will be released, and easily keep track of all pending requests and related documentation.

### Features And Benefits

- Improves staff efficiency and reduces response times. A flexible reporting interface, summary statistics, and aging information for all outstanding requests and invoices enables staff to efficiently manage operations and accounts receivables.
- **Streamlines release of information.** Eliminate duplicate data entries via auto-correction functionality, and enable your HIM department to internalize release of information (ROI) functions and generate revenue.
- **Facilitates HIPAA accounting.** Easily consolidate your HIPAA accounting of disclosures via our centralized enterprise-wide disclosure management solution.
- **Minimizes staff training and retraining costs.** Because of its intuitive workflow and tight integration with the Clintegrity platform, Clintegrity 360 | Correspondence Management eases the learning curve for your staff.

Our comprehensive, integrated Clintegrity 360 | Records Management solutions work together to provide your health system with an accurate and efficient method of monitoring deficiencies, tracking patient records, and releasing information— all while helping you remain compliant with Joint Commission, HIPAA, and other regulations.

### ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please visit us at [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**