



PATIENT ACCESS

In the patient access department, the main aims are to schedule and admit patients as efficiently as possible so they can get the care they need, and to provide exemplary service. Unfortunately, processing paper forms often gets in the way.

Misplaced or incomplete forms can delay scheduling and admission. Even if forms are where they are supposed to be, manual tasks such as retrieval from a storage area, photocopying, filing and manual indexing divert staff away from meeting patients' needs. Personnel in other departments wait for documents to arrive, and maintaining hard copies increases overhead.

Access's electronic forms management solutions are helping hospitals overcome these challenges. In the scheduling department, the Access solution can pre-populate scheduling forms with patient information sent from referring physicians or other areas within your hospital, to minimize the preparation time for these forms. Once scheduling is complete, forms are ported directly or scanned into the document management system, making patient information available instantly for insurance verification.

When the patient comes to the registration desk, all the data needed to admit them quickly can be pre-populated on every component of the admissions packet, saving more time. Patients either complete e-forms and sign them electronically on a tablet PC, e-clipboard or signature pad. They're then ported directly into the EMR. Alternatively, registrars print forms with barcodes. Once patients have authorized them, the barcodes are used to automatically tie the forms to the patient's record, with no manual indexing required.

By replacing paper-based scheduling and admissions processes with Access solutions, your patient access department can:

- Create a paperless scheduling and admissions process that ensures patients get the treatment they need faster than ever before

- Print barcoded forms that enable auto-indexing in the document management system

- Eliminate the financial, environmental and productivity costs of processing paperwork

- Output barcoded wristbands that facilitate positive patient ID throughout the visit and support BMV

- Interface forms directly into electronic medical records via the document management system

- Eliminate document loss and improve sharing of current and accurate information with HIM, patient finance and clinical floors

Improving Patient Safety and Satisfaction at Norman Regional Health System

“Access’s PFS enables our registrars to spend more time with patients, which puts them at ease. It has definitely boosted patient satisfaction.”

John Meharg
Director, Health Information Technology

At Norman Regional, a customized packet of barcoded forms and wristbands is produced the instant patient registration is complete and the registrar never leaves the patient. These forms are then ported directly to the document management system, where they’re automatically tied to the patient’s record for easy retrieval throughout the facility. The barcoded wristbands enhance the collection of vital signs and other bedside procedures. Norman saves \$380,000 annually with Access solutions.

Creating a Paperless Admissions Process at Anderson Hospital

“Access’s PFS has made our registration process simple. Patients don’t want to wait around while staff search for forms and photocopy them, and with PFS they don’t have to.”

Travis Hanson
Applications Analyst

When a patient comes in, an admissions associate registers them in the HIS and prints demographics information. Patient Flow System (PFS) Server captures this information and integrates it into a packet of admissions forms (which has been set up to meet Anderson’s exact specifications in the Access system). This way, there is no need for manual data entry when the forms are printed. The result is an admissions process that faster and hassle-free for patients and staff.



Hospital-Wide e-Forms Solutions

Access’s notification processing registration solution is part of the company’s industry-leading range of electronic forms management offerings, which deliver time and cost savings and complement EMR, patient safety and disaster planning initiatives at hospitals worldwide. Here are just some of the departments that Access provides solutions for:

- Patient Registration
- HIM
- Clinical Departments
- Emergency Department
- Patient Finance/Business Office
- Physician Services
- Nursing
- Cancer Staging
- Accounts Payable
- Human Resources
- Risk Management
- Housekeeping/Environmental Services
- Dietary Department
- Payroll