

Xerox® Workflow Automation Solution for Patient Electronic Registration

What bogs down your patient registration process? Is it the millions of forms, clipboards and files? The manual entry? Or the never-ending line of patients in your waiting room? The U.S. benchmark for new patient registration is 14 minutes.* That can be more time than patients spend with a physician.

With Xerox® Workflow Automation Solution for Patient Electronic Registration, you can go paperless by automating the manual aspects of this process. You'll spend less time scanning and inputting information, and more time providing a better patient experience when it matters most—from the very beginning.

Improve patient experience with a faster registration process.

Xerox® Workflow Automation Solution for Patient Electronic Registration enables information to be captured using a tablet. Everything is digital and easily accessible to all necessary parties right away.

Xerox® Workflow Automation Solution for Patient Electronic Registration helps you:

- Solve the issues of lost or incorrectly entered information associated with manual entry
- Eliminate the need for scanning and indexing documents, as the information is taken directly from the registration system
- Link forms through messages to the electronic medical record (EMR)
- Make data immediately available to revenue cycle management
- Eliminate redundant paper forms containing duplicate information
- Ensure compliance with a comprehensive auditable trail and secure data transfers

“Our staff recognize the advantages of using workflows. They even come up with new ones. Once you start asking questions, you realize you can make a big difference in terms of process improvement.”

—Kelly Paal,
Revenue Cycle Management (RCM)
Manager, Allina Health



A patient registration solution that works better for everyone.

Put an end to duplicate entry activity.

Eliminate the need for patients to provide information that's already known or situations where they have to complete forms already on file. Patients are greeted by a personalized welcome screen on a tablet and then read, complete and sign registration forms. Forms are pre-populated with any information already found in the electronic medical record (EMR), so patients visiting other units (i.e., laboratories, X-ray labs, specialists) in a healthcare facility will no longer fill out the same forms they completed only a few minutes before.

Create better forms.

Sets of forms are automatically configured by visit type and facility using intelligent electronic forms, which simplify creation and speed up implementation of advanced forms. Creators use an integrated, point-and-click Forms Designer that greatly reduces the time and specialized skills typically required to build forms. Features like built-in validation, multipage form navigation and the ability to save your draft before submitting make for a positive user experience. Even better, the forms are linked through messages to the EMR and automatically made available to revenue cycle management.

Lift the language barrier.

Although English is one of the most prevalent languages around the globe, it's not the first language of many. The solution conveniently supports multiple languages ensuring accuracy and ease of communication.

Save the environment. Spare the headaches.

Less paper means less cost and a less painful experience manually entering in data. That also means no more lost or incorrect information associated with manual processing. (Your patients will thank you, too.) Otherwise, you face potential situations when other providers get into the system to access the incomplete data or the data is full of mistakes.

One solution versus many.

Xerox® Workflow Automation Solution for Patient Electronic Registration works with virtually any EMR, providing a consolidated way to capture, manage, access, integrate, measure and store information. Whereas other vendors build various solutions on a portfolio of products including BPM engines, Java, APIs, RM and encryption products.

Support your compliance efforts.

Supporting your compliance efforts starts at the very beginning with patient registration using a single source of entry available through the EMR. This creates a

comprehensive, trackable trail of not only what has been entered, but who entered and looked at it and how it's been used.

Meet industry trends to better serve patients.

With people living longer, there's a large aging population putting increased demands on our patient care infrastructure. That makes for overwhelming amounts of data to manage. By capturing information digitally using a tablet, you'll not only be able to meet the demand, but also make the data available to all necessary departments, keeping the healthcare enterprise connected.

Customer Story: Allina Health becomes paperless one patient at a time.

Allina Health wanted to streamline its patient registration process. Even if a patient registered at one of its hospitals or clinics earlier in the day, she would have to provide her insurance cards and ID again. (Even though she simply went to a different location within the health system.)

Allina easily integrated this solution with all of its hospitals and clinics, so patient documentation can be quickly accessed in one central location from registration and points of care to the billing cycle. Patient data is entered into the EMR, scanning in all required documentation. Everything is automatically indexed and attached to the patient record. When patients return, they only need to present IDs or insurance cards if they've changed since their last visit.

The results? All billing-related information exists in one secure, centralized repository, rather than separate systems. Human processing error is reduced, staff can verify processing information more quickly and the entire patient experience is more convenient than ever before.

Xerox® Workflow Automation Solution for Patient Electronic Registration

Streamlines the patient registration process and maintains a comprehensive, auditable trail.



Easy digital creation of forms



Patient greeted by personalized welcome screen



Read, complete and sign pre-populated forms



Information is automatically sent to the EMR

Learn more at xerox.com/was.

* "Why Those Online Patient Registration Forms Should Die?" klara.com, Sept. 2015.

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