



# Patient Information Management:

Transforming communication  
to maximize healthcare efficiency

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## Automated processes lead to happier employees and patients

Streamlining the patient journey is a key driver to modernizing healthcare. Despite technological advancements, manual processes and other inefficiencies still adversely influence the care continuum — driving up costs, increasing time and resource needs, and negatively affecting patient and staff experience. Manual processes also impact:

- **Timely access to clinical documentation**
- **Auditing and compliance**
- **Payment collection for bills, prescriptions, and lab services**
- **Insurance and patient correspondence processing**
- **Revenue reconciliation**
- **Efficient release of information**
- **Remote and hybrid work capabilities**
- **Staff burnout and retention**

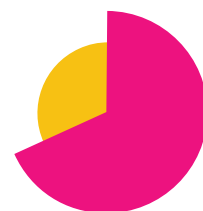




# \$16.3B

**Cost of manual processes on the U.S. healthcare industry annually.<sup>1</sup>**

Manual processes have negative implications for patients and providers alike. Patient care and outcomes may be impacted by slow, inefficient, or even inaccurate service.



# 73%

**In a recent Harris Poll survey, nearly three quarters of recent hospital patients (73%) reported that inefficiencies in handling of billing and insurance claims can cause adverse health implications.<sup>2</sup>**

Healthcare providers not only face patient satisfaction and revenue cycle performance challenges, but also an increased risk of personal health information (PHI) violations due to limited auditing and tracking capabilities.

<sup>1</sup> Source: "2020 CAQH Index," CAQH, March 2021.

<sup>2</sup> Source: "Hospital Billing Study," Ricoh/Harris Poll, Nov. 2022.

# Introducing PIM from Ricoh:

## Transforming communication to reduce resolution time and improve operating margin

Ricoh developed Patient Information Management (PIM) to reduce the time, cost, and human error associated with manual processing of patient records, insurance correspondence, and billing. Healthcare organizations can better connect, secure, and unlock the power of critical information, streamlining communication between payer and provider.

Through automation of key financial correspondence, healthcare organizations reduce the number of underpaid or denied claims and improve reimbursement and revenue reconciliation. Most importantly, automation enables providers to spend more time on bedside care and less on administration.

**Automatically capture, consolidate, classify, and transfer patient information**

**Eliminate backlog, delays, and missed deadlines**

**Reduce errors with automatic data extraction and indexing**

**Integrate with payers' backend systems**

**Improve compliance and transparency with auditing, reporting, and tracking**

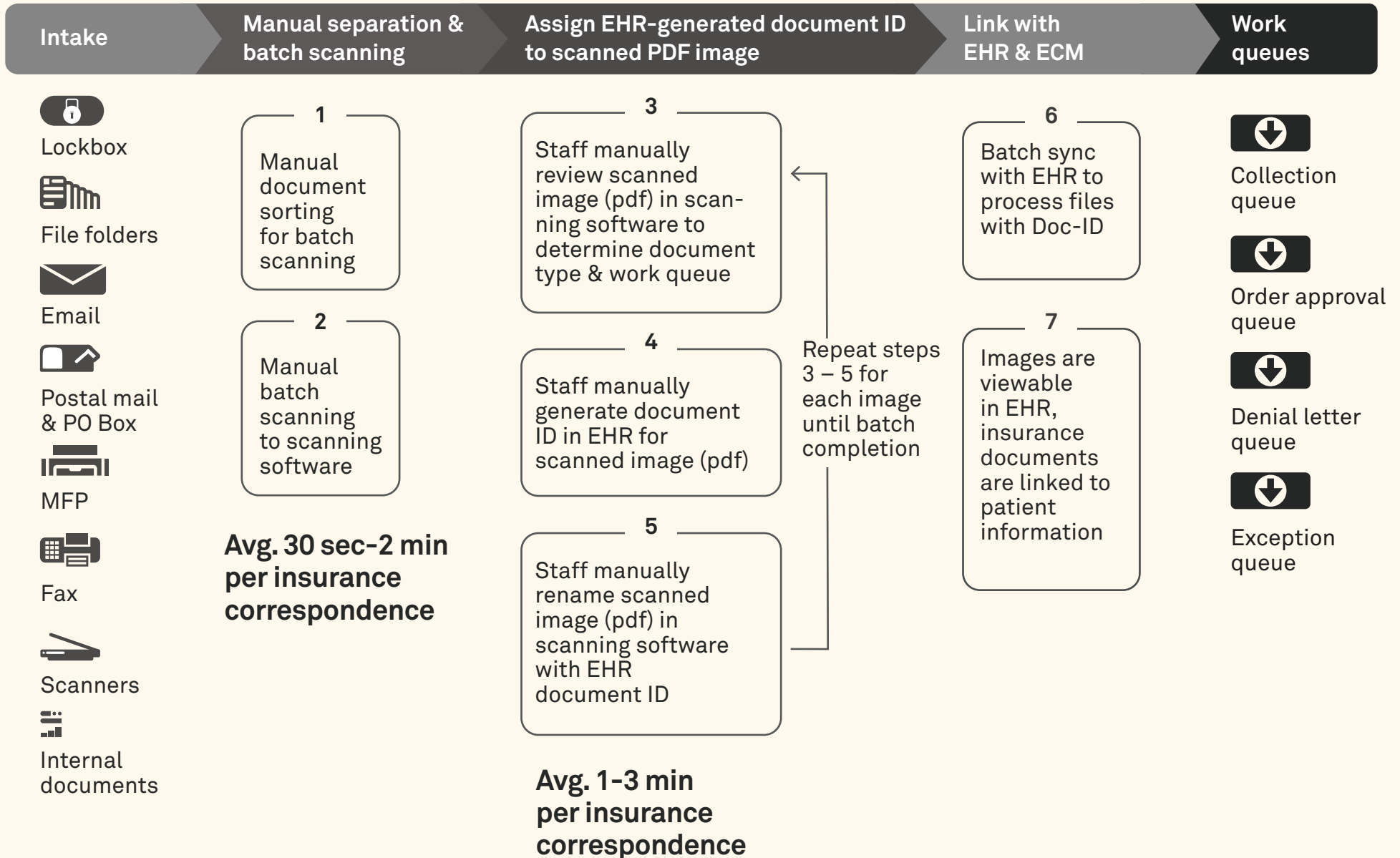
**Access actionable revenue and workflow insights**

**Increase and protect revenue**

**Improve workload-to-resource ratio**

## Without Patient Information Management from Ricoh:

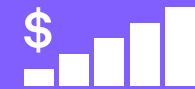
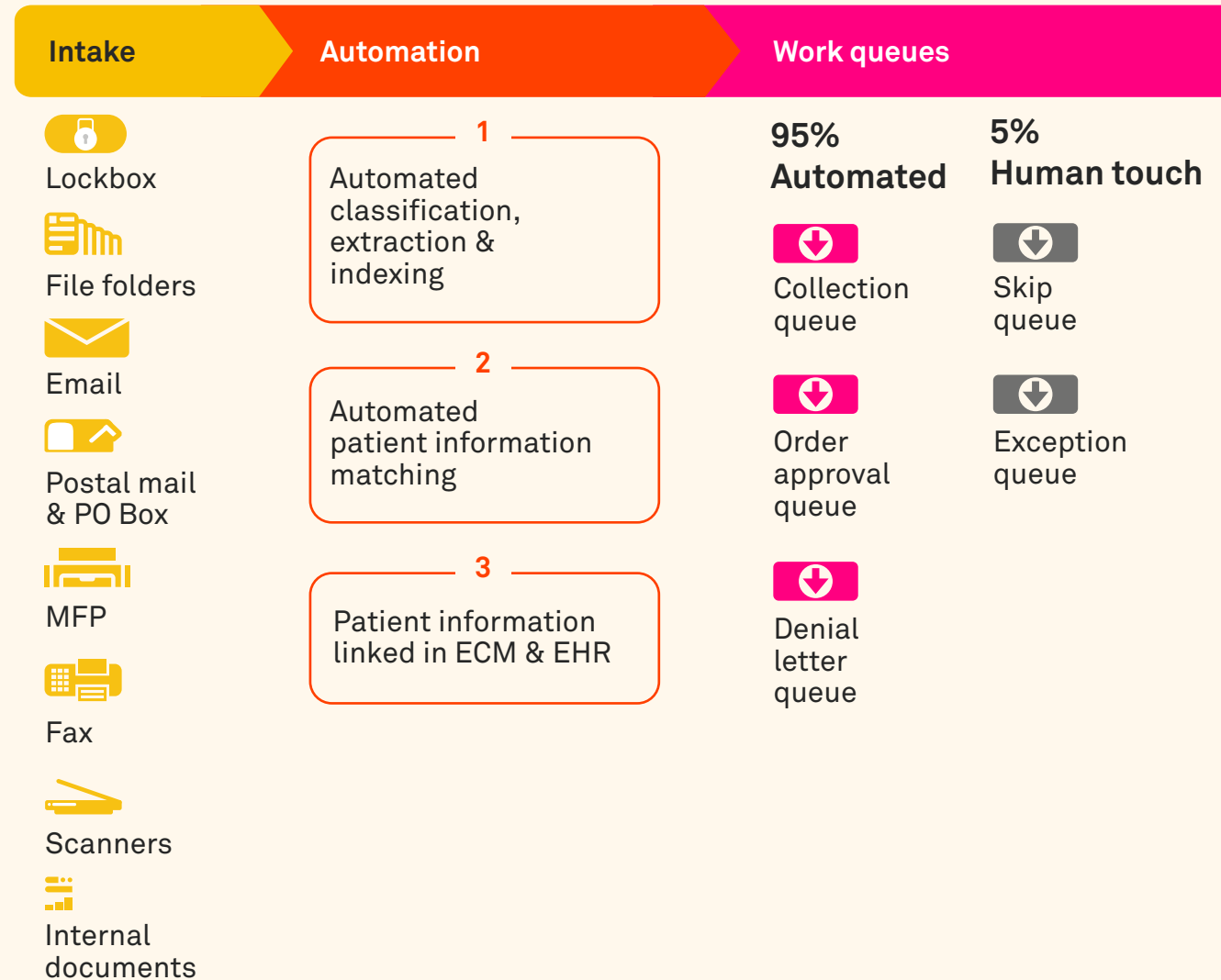
Without Patient Information Management, the typical correspondence handling process is highly manual. It can take up to 3 weeks to sort and scan boxes of important documents. This is often followed by additional stages of manual review. **The result is a backlog of 2+ weeks and a high percentage of denied authorizations and payments.**



## With Patient Information Management from Ricoh:

With Patient Information Management implemented, the process for correspondence handling is automated and transformed. **Five manual, paper-heavy steps are now 3 digital steps — resulting in a 90% reduction in local scanning.**

### 2 Weeks → 2 Days



### Higher net operating margin

- Faster claim resolution
- Higher auditing compliance
- Actionable revenue insights
- Patient access (web)

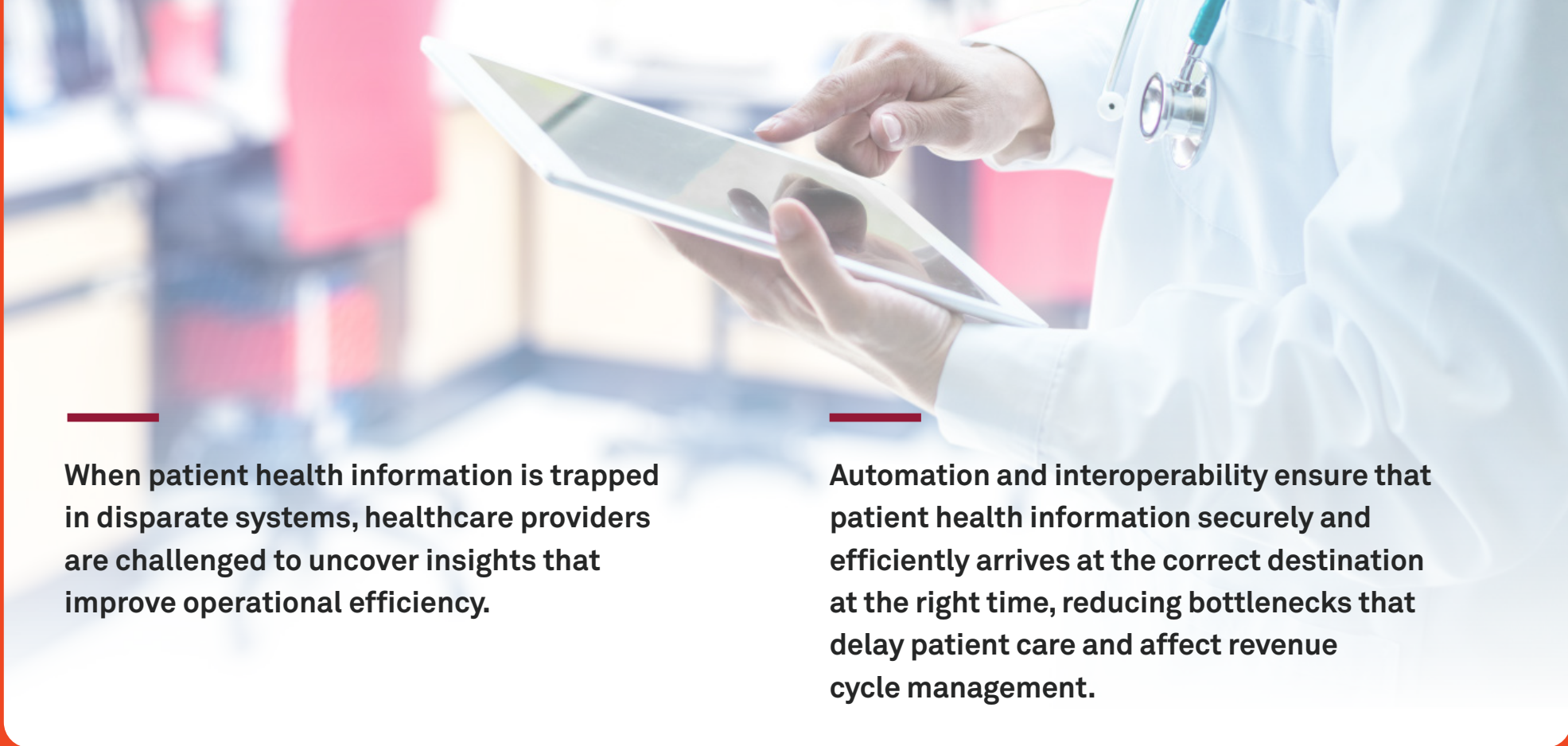


# Free staff and patients to focus on care

The transition from paper-based, manual processes to automated financial correspondence streamlines the patient journey, enabling patients and staff to focus on patient recovery instead of administrative tasks.

- ✚ Efficiently and accurately release information to enable continuity of care
- ✚ Decrease response times from providers at the point of care
- ✚ Reduce wait times for discharge or prescriptions
- ✚ Improve handling of insurance claims, appeals, and denials
- ✚ Provide peace of mind that patient health information is processed securely and efficiently





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**When patient health information is trapped in disparate systems, healthcare providers are challenged to uncover insights that improve operational efficiency.**

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**Automation and interoperability ensure that patient health information securely and efficiently arrives at the correct destination at the right time, reducing bottlenecks that delay patient care and affect revenue cycle management.**



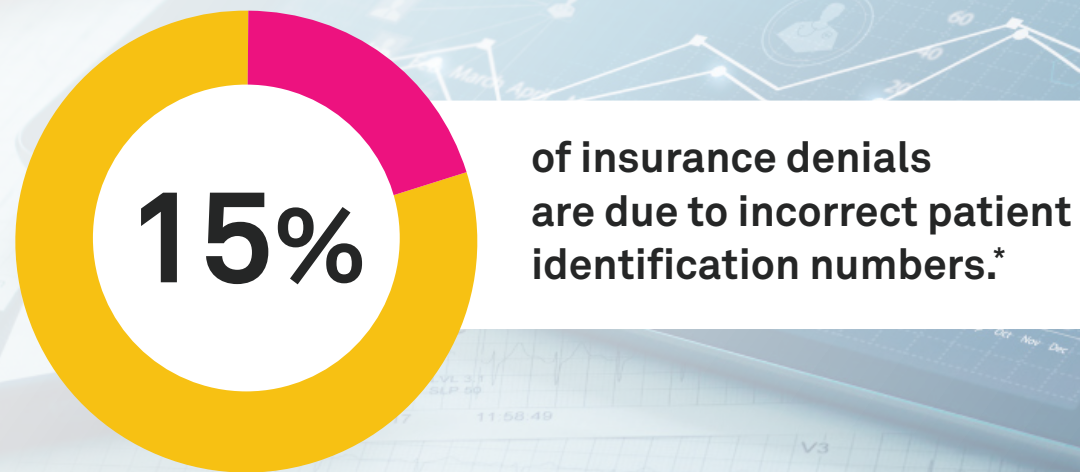
**80%**

**4 out of 5 recent hospital patients agree that hospitals need to modernize and automate their billing and claims processes so employees can focus more on patient care.\***



# Benefits of digitizing and automating insurance and billing correspondence

- ✚ Increase operational efficiency and system-agnostic interoperability
- ✚ Reduce resource requirements and costs
- ✚ Enhance business continuity through remote working
- ✚ Improve auditing, reporting, and tracking capabilities
- ✚ Reduce risk of PHI violations
- ✚ Transform static, unstructured content into actionable information



\* Source: "Improving Provider Interoperability Congruently Increasing Patient Record Error Rates," Black Book Survey, April 2018.

# 3 factors contributing to healthcare's shift to digital workflows



## Compliance

Digital workflows ensure that patients and staff receive the right information at the right time so there are fewer delays in care and inaccurate service. Dashboards allow for accurate auditing and tracking for compliance.



## Security

Digital workflows provide enhanced visibility and proactive notifications to providers of potential PHI violations. Early detection can greatly reduce the cost and risks that come from violations and help maintain system-wide security.



## Agility

Digital workflows simplify staying compliant with ever-shifting regulatory requirements, facilitating remote and hybrid staff, and making data-driven decisions in ways that manual processing can't match.

# Case Study

**A major U.S. medical center was heavily dependent on manual processes for insurance claims and correspondence. This was negatively affecting its efficiency, staffing, and bottom line.**

## Challenge

The medical center used a major bank's lockbox for financial matters related to claims and other correspondence. However, these were often misrouted to the wrong lockbox address. Those that did arrive correctly were boxed and physically shipped from the bank to the medical center.

Staff devoted significant time to manually processing more than 1,000 claims correspondence per day, with no remote working capabilities. Not only was this time-consuming and burdensome, but the ensuing backlog also delayed revenue.

The center was at risk of missing critical deadlines, resulting in more denied authorizations and payments.

## Solution






Ricoh implemented Patient Information Management (PIM) for the medical center to enable the transfer of images and documents via HL7 integration to the center's electronic health record (EHR) system. Now, this information is captured automatically from various sources — the bank lockbox, electronic data, and scans from the bank, email, fax, etc.

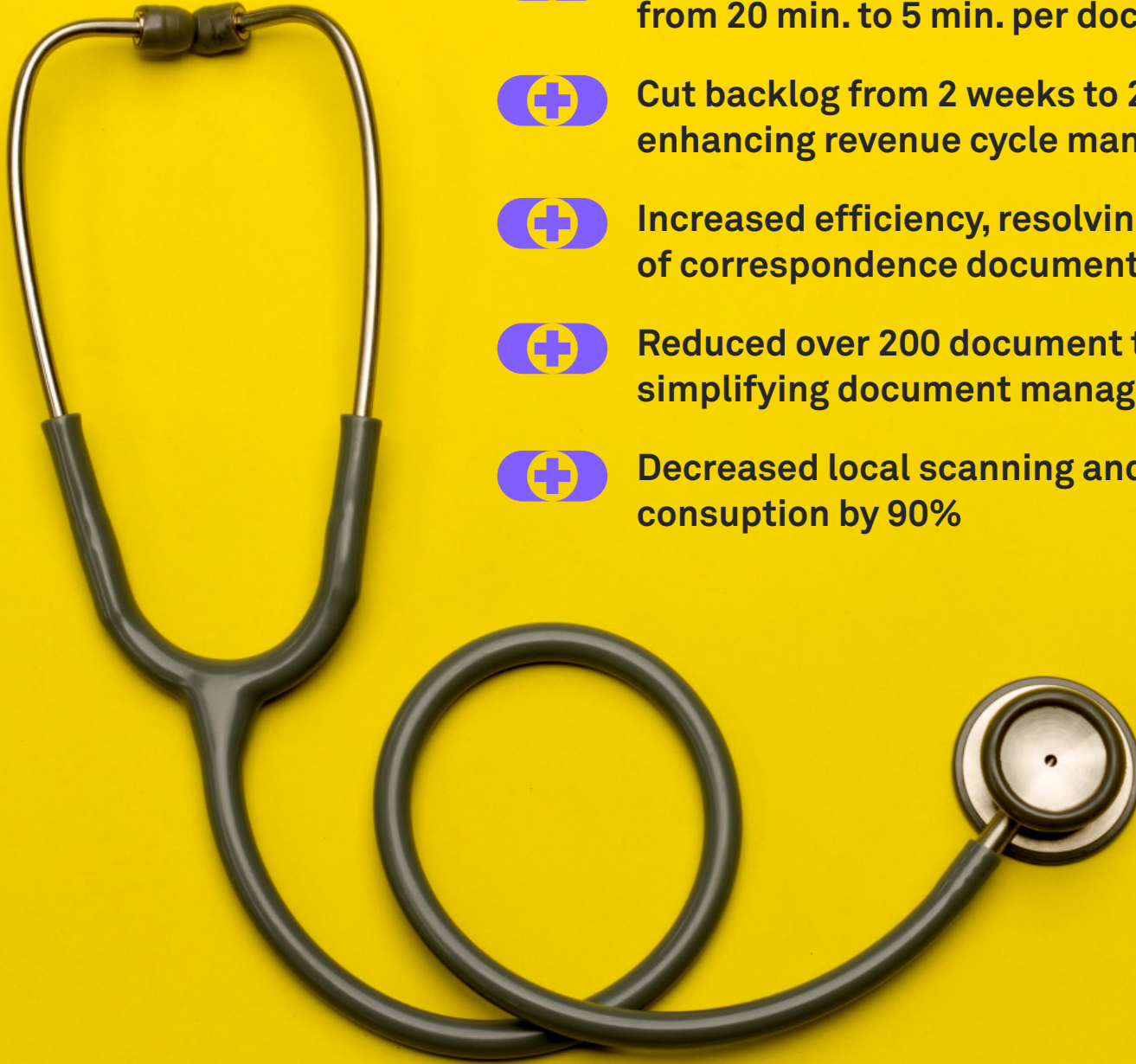
Information is indexed and automatically matched to the patient's EHR with machine-learning accuracy for more timely response to document submissions and insurance follow-up. Automation empowered medical center staff to triple the number of correspondence documents resolved per day, improving accuracy, collection rates, and cash yield.





# Results

-  Slashed average processing time by 75% from 20 min. to 5 min. per document
-  Cut backlog from 2 weeks to 2 days, enhancing revenue cycle management
-  Increased efficiency, resolving 3x the number of correspondence documents per day
-  Reduced over 200 document types to 22, simplifying document management
-  Decreased local scanning and paper consumption by 90%



# Worksheet - Taking the next step

Beginning the process of digitizing your organization requires an understanding of your own manual process challenges. For example, try to assess and answer the following:

**1** Is your backlog impacting your ability to process approvals, insurance payments, or patient information?

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**2** What is your current spend on administrative processes, and how much are you looking to reduce it by?

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**3** How much are manual auditing and compliance processes negatively impacting your workflows?

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**4** What percentage of documents could be moved to EHR without the need for any human touch?

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**5** What volume of local scanning and paper-based documents do you deal with daily?

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# Why Ricoh?

Ricoh connects, secures, and unlocks the power of healthcare information from end to end, so you can create exceptional patient, provider, and employee experiences with the speed and efficiency your organization requires. At Ricoh, there's no such thing as too much information.

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**Ricoh named a Major Player in the IDC MarketScape:  
U.S. RCM Service Solutions 2022-2023 Vendor Assessment**

**For further information, please visit [ricoh-usa.com](https://www.ricoh-usa.com)**

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