

# RICOH Healthcare Administrative Solutions

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## Improve patient information management

Are you spending countless hours and numerous resources throughout the revenue cycle to ensure the accurate flow of patient information? Are you experiencing challenges with important processes linked to patient intake and patient care? Is patient satisfaction being affected? Can delivery of care be delayed by these challenges?

RICOH Healthcare Administrative Solutions, powered by HealthWare Systems, can help. We deliver paperless and automated solutions for many of the critical aspects of the revenue cycle – and the help you need upfront to ensure workflows will work for your individual needs.

## Order management

Healthcare Administrative Solutions provide a single interface for receiving all preadmission physician orders. This makes it easy for internal staff to ensure orders are processed efficiently and allows all patients to be quickly and accurately scheduled for procedures.

A strong preadmission and outpatient order management process can improve financial clearance, streamlines patient registration and reduces wait times.

Patient intake staff can easily:

- Review documentation for accuracy
- Reject and return incomplete documents with just one click
- Route information to appropriate departments electronically
- Index documents for permanent encrypted storage and retrieval

## Make your revenue cycle work for you

Our workflow management solutions help automate important processes so that clinical staff can focus on patient care and information can be distributed to systems in a seamless manner. Information related to orders, surgery, lab, financial clearance, payer and pharmacy are delivered automatically and replace manual steps. When revenue cycle processes are improved, increased reimbursements and unimpeded delivery of patient care can be the result.

## Pre-arrival financial clearance

The Healthcare Administrative Solutions business rules are at the heart of the pre-arrival workflow. Business rules drive all steps in the process:

- Order management
- Scheduling
- Pre-registration
- Insurance verification
- Pre-certification, pre-authorization
- Medical necessity
- Patient estimate
- Prior balance review
- Collections
- Self-pay management

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## Patient arrival

The best care in the world will not make up for a bad patient experience during admission. If your facility is not ready to efficiently greet and manage arriving patients, patient satisfaction scores may tumble, the ability to attract new patients may be compromised and eventually compensation may be reduced.

Healthcare Administrative Solutions provide consulting and software solutions that help assure each and every patient is greeted, registered and cared for in a professional, competent manner. By combining sophisticated business rules and workflow with all the information objects previously captured, patients can move through the arrival process quickly, efficiently and seamlessly.

## Registration management

All your preparation is wasted if patients are admitted but the details of the admission are not complete. Healthcare Administrative Solutions' registration accuracy checks can assure that every patient is fully registered and that all the relevant documentation is in place. Patients are scheduled for the proper procedures and insurance authorization is complete.

## Encounter accuracy

The need for accuracy does not end with initial registration. Changes in patient accounts can lead to problems with billing. Healthcare Administration Solutions' accuracy checks continue through the patient stay and remind staff to update documentation as needed.

## Financial Services

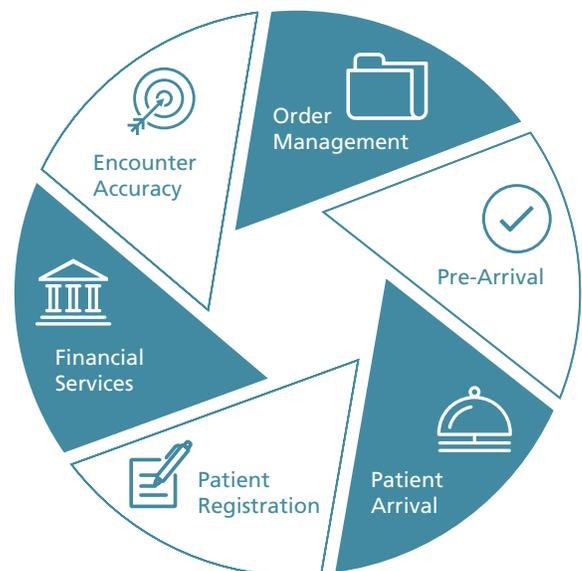
Patient financial services (PFS) personnel need the tools and resources to efficiently and successfully resolve patient accounts. Healthcare Administrative Solutions provide everything the PFS professional needs to quickly and effectively respond to patient/payer requests and settle financial discrepancies.

## Contact us today to learn more

For more information about Healthcare Administrative Solution, visit <https://www.ricoh-usa.com/en/industries/healthcare/healthcare-administrative-solutions>

## Why RICOH Healthcare Administrative Solutions?

- Reduce lost orders.
- Improve physician satisfaction without changing their processes.
- Receive, store and transmit any information object with workflow tools.
- Use bi-directional messaging for patients and physicians.
- Manage reminders, requests, and post-acute care follow-up.
- Transform and standardize disparate information from any source.
- Automate requests for information.
- Set call-back reminders more effectively manage patient communications.
- Configure workflows to meet the needs of any department.
- Point-and-click returns incomplete items to originator.
- Seamlessly integrates with existing systems (i.e. Epic, Cerner, Meditech)
- Helps ensure HIPAA Compliance



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