



HLM Cancer Center and Research Institute

Online data management improves communication and streamlines billing process

The HLM Cancer Center and Research Institute has seen the instances of accessing and retrieving documents skyrocket as a result of its EMC[®] Documentum[®] ApplicationXtender[®] implementation. The system has also led to an increase in employee productivity and efficiency, while reducing paper needs and cutting costs.

Benefits

- Increased accuracy in bill paying, as bills are no longer lost
- Increased employee productivity and efficiency
- Reduced paper needs, leading to cost savings

Business overview

The H. Lee Moffitt (HLM) Cancer Center and Research Institute is Florida's only cancer center designated by the National Cancer Institute. The not-for-profit cancer center includes private patient rooms, the Southeast's largest Blood and Marrow Transplant Program, outpatient treatment programs that record more than 110,000 visits a year, the Moffitt Research Center, and the Lifetime Cancer Screening Center. It is licensed for 162 beds and serves more than 4,500 inpatients annually.

Challenges

The HLM Cancer Center needed to find a more cost-effective way to file and capture patient registration and patient accounting documents and reports. Recording patient records and appropriately filing and accessing that data when needed was a paper-driven and labor-intensive chore. All cash correction, adjustment, and refund requests had to be submitted via hardcopy to the HLM Cancer Center managers for review. Further, dealing with multiple hard copies of documents increased the potential for miscommunication between employees and patients. As a result, hospital-patient communication regarding resolution of billing and collections took longer than expected.

EMC solution

In conjunction with Cerner Corporation, a leading supplier of clinical and management information systems to the healthcare market, the HLM Cancer Center successfully implemented EMC Documentum ApplicationXtender to create an electronic billing and collections system. Cerner helped the HLM Cancer Center by implementing an imaging system using EMC Documentum ApplicationXtender, ApplicationXtender Media Distribution, ApplicationXtender Workflow, ApplicationXtender Image Capture, and EMC DiskXtender[®].

Business profile

HLM Cancer Center and Research Institute

Florida's only cancer center designated by the National Cancer Institute

Industry

Healthcare

Geographies

Located at the University of Southern Florida

Business solution

Knowledge management, transactional content management

EMC products

EMC DiskXtender, EMC Documentum ApplicationXtender, EMC Documentum ApplicationXtender Media Distribution, EMC Documentum ApplicationXtender Image Capture, and EMC Documentum ApplicationXtender Workflow

EMC partners

Cerner Corporation

As a result, the electronic system streamlined the HLM Cancer Center's billing and collections process, and enhanced communication between the hospital and its patients by scanning and automatically routing all correspondence to the group responsible for action and follow-up. By changing to an electronic system, the hospital improved the quality of communications and increased the response time to billing and collections.

Once an application and all associated documents are submitted, all payments, documents, and explanations of benefits are scanned and captured—using ApplicationXtender Image Capture—and indexed by patient account number. All paperwork associated with the patient account is indexed, organized, retrieved, and stored with the EMC Documentum system.

ApplicationXtender Workflow is used to automatically route only the patient accounts that have a balance remaining to the appropriate collector or refund persons. Cerner and EMC eliminated the need for paper billing forms by creating an electronic form. The electronic form is automatically populated through the ApplicationXtender indexing function, which triggers workflow to route the form through the approval process. All information managed by the system can be accessed immediately from the HLM Cancer Center's storage hardware by using DiskXtender.

ApplicationXtender and ApplicationXtender Workflow work to ensure patients of accurate communication of all correspondence, and reduce employee guesswork caused by a missing or misfiled document.

Increased employee productivity and efficiency

The system has led to increased employee productivity and efficiency. Since all documents are now electronic and are held in a patient account folder, it is no longer possible to lose paperwork and prolong the billing and collection process. As a result, there has been a significant reduction in the amount of time a bill is held in accounts receivable, improving cash flow.

Cost savings in paper

One of the biggest cost savings is in the reduction of paper now used in the billing and collections department. There is no longer a need to create multi-copy forms and internal copying of documents since every billing and collections employee has online access to the information.

Summary

The HLM Cancer Center's Billing and Collections Department has seen the instances of accessing and retrieving documents skyrocket as a result of the implementation. Since all of the processes have been automated, the HLM Cancer Center saves time on each bill and can move on to the next without worrying if all of the necessary steps were taken to ensure that accurate information was sent to the patient.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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Customer Profile
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