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ONE TOUCH WORKFLOW SOLUTIONS FOR HEALTHCARE



OneTouch
GLOBAL TECHNOLOGIES

ONE TOUCH INTEGRATION SERVER: BRING POWERFUL WORKFLOW AUTOMATION TO YOUR HEALTHCARE ORGANIZATION

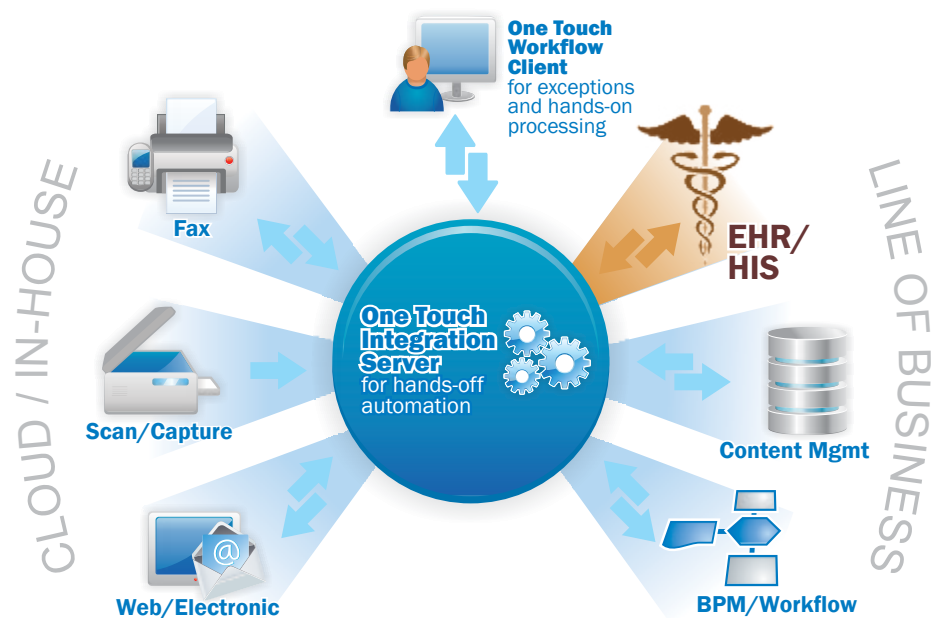
Regardless of the size of your organization, One Touch offers a document workflow solution that can seamlessly integrate with your healthcare applications, databases and back office systems.

Quality healthcare is driven by accurate, timely information in a myriad of formats: Patients fill out paper intake forms, labs send electronic reports, doctors send past care records by fax — the list goes on. Any one of these documents can drive an important medical decision or business process, so it is vital for the information to be handled quickly, accurately and securely.

The One Touch Integration Server (OTIS) is a game-changing platform for automating such document-intensive transactions and processes. It maximizes the availability of paper, fax and email documents by automatically routing and processing them as electronic documents and integrating them with a wide variety of back-end systems.

One Touch enables any healthcare provider — from large, multi-site organizations to single clinics — to

- Create a comprehensive medical record with information from paper, fax and electronic sources;
- Improve patient care and safety with immediate access to the latest medical record content;



- Increase compliance by quickly securing data and protecting access;
- Reduce costs by eliminating paper, reducing storage space and refocusing staff time on more productive tasks; and
- Accelerate revenue cycles through quicker access to coding and billing data

Unlike most workflow solutions, OTIS meets each organization's specific needs by

- Leveraging existing applications and back-end systems,
- Providing tighter integration,
- Enabling faster user adoption and
- Significantly reducing implementation costs.

IMPROVE BOTH PATIENT CARE AND BUSINESS AGILITY

The One Touch Integration Server provides healthcare providers with superior workflow flexibility, a low total cost of ownership and powerful built-in functionality that avoids expensive customization and programming.

OTIS provides a combination of features, functionality and price unmatched by any other solution. It can introduce easy automation to processes that still receive mostly paper and fax documents, and it can improve automation for transitional processes that also receive electronic information.

BETTER INFORMATION FOR HIGHER QUALITY OF CARE

- **Increase clinician productivity** and satisfaction by improving the quality and availability of information.
- **Spread new knowledge faster** by populating a case repository and making new procedures and results available for review.
- **Enhance patient safety** by enabling a faster view of orders, results, and history.
- **Capture information** for utilization reviews and best practices analyses.
- **Enable better search and analysis**, trends and projections, and operational analytics.

IMPROVED BUSINESS PROCESSES FOR FASTER ROI

- **Improve the revenue cycle** by providing claims information more quickly and accurately.
- **Increase the profitability** of services performed.
- **Decrease delays and rejections** of submitted claims.
- **Improve case management.**
- **Enhance the patient mix** for increased reimbursement.
- **Increase compliance** by quickly securing all record data and protecting access.

ONE TOUCH CUSTOMERS INCLUDE

- WellPoint / Anthem (Blue Cross Blue Shield)
- PPMC HMO/PPO
- El Camino Hospital
- Eisenhower Medical Hospital
- Night Shift Radiology
- MD Anderson Cancer Center
- Heritage of Edina
- Sunset Cardiology, P.L.
- West Fork Medical
- Presbyterian Hospital of Denton
- City of Waco, TX Dept. of Health
- Lehigh Valley Medical Hospital
- CompPartners
- Pech Optical
- Utah Pain Specialists
- First DataBank, Inc.
- Senior HealthCare Consultants
- Bionix
- And many more...

A SUCCESS STORY

Heritage of Edina is a retirement community and assisted living facility in Minnesota for residents with Alzheimer's disease and dementia.

The organization receives a variety of lab results and medical records by fax. Previously these documents were printed and delivered by hand, but they were easily lost or viewed by unauthorized personnel. Once delivered to the correct destination, the documents were scanned to an EHR system, then filed or shredded.

The facility implemented the **One Touch Integration Server** as an easier, more efficient and HIPPA-compliant way to receive and distribute these vital documents. An approved staffer uses a One Touch client to forward incoming documents to the appropriate doctor, nurse or administrator. Case managers use the system to save fax images and relevant data to the medical records software. The organization also uses OTIS to easily and securely send faxes from more than 40 workstations.

Incoming faxes are now accessed only by those who route and process these documents. Nothing gets lost, and the printing, shredding and scanning of faxes has been nearly eliminated.



FLEXIBLE INTEGRATION

- **Scanner, fax, MFP and email integration** to collect documents from a variety of sources.
- **Pre-built and configurable connectors** to integrate with EMR/EHR and other healthcare and enterprise-class applications.

POWERFUL WORKFLOW

- **Flexible router client** to view inbound documents and perform indexing, validation and even complex workflow tasks.
- **Database updates and lookups** to fill index values, identify document senders and determine how to route and prioritize documents.

ROBUST DOCUMENT HANDLING

- **Single/multi-page TIFF/PDF support and file separation** to deliver documents to different locations in different formats.
- **Barcode detection and parsing** (1D and 2D), plus barcode stamping to add ID information to outbound documents.

PROVEN FAX TECHNOLOGIES

- **Fax over IP (FoIP) and cloud fax** support to minimize the total cost of ownership.
- **Mail merge** to easily send large numbers of unique documents at any time and priority.
- **Intelligent “retries”** to differentiate between a busy phone line, an invalid number or a human answer.

SIMPLE CONFIGURATION AND ADMINISTRATION

- **GUI-driven, rules-based configuration** to easily create or change complex functions without expensive, time-consuming and risky programming.
- **Profile support** to apply rules and workflows to different types of documents based on business requirements.
- **User/group security** to control access to features, functions and processes by user role or explicitly.

ABOUT ONE TOUCH GLOBAL TECHNOLOGIES

For more than 20 years, **One Touch Global Technologies** has made companies more efficient by integrating document management solutions across corporate back-office systems. One Touch enables organizations to eliminate inefficient manual paper handling by automatically routing transactional documents received via paper, fax and email to desired destinations using customizable workflows. One Touch has improved efficiency for a wide variety of customers in healthcare, financial services and other document-intensive industries. **Business document efficiency begins with One Touch.**



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