

SOLUTION OVERVIEW

Today's complex patient registration processes require the handling and management of huge amounts of information, such as insurance plan code, insurance eligibility, demographics, credit risk, charity availability, deductible amount and much more. Unfortunately most of this information is residing as raw, unorganized data on disparate resources.

While many resources are available that provide access to this wide assortment of data, successful patient registration requires a lot more than just being able to access the data.

What is crucial is how to deal with the data, turn it into information, integrate it with other patient information and then guide the registrar with the next step to take in order to make a patient registration process work effectively.

Revenue360 does just that by empowering your registration and revenue-cycle processes with Automated Intelligent Guidance that automatically:

- **Prompts registrars with interactive scripts**
Automated Intelligent Guidance enables you to build the rules that guide registrars and other patient-facing employees through complex registration processes with easy-to-understand prompts and scripts.
- **Turns data into information**
Automated Intelligent Guidance enables you to not only access the data needed, but create business rules that customize the information to specifically fit the required process of the hospital or healthcare-provider facility.
- **Initiates actions when needed**
Automated Intelligent Guidance enables you to build business rules to detect key events in the registration process, performing a predetermined action when that event occurs.

Revenue360® Empowering Your Revenue Cycle with Automated Intelligent Guidance

Guiding your registrars through even the most complex processes



The Revenue360 Automated Intelligent Guidance module is at the center of the Revenue360 solution and empowers all of the implemented modules with the intelligent guidance to guide hospital personnel, and to return the appropriate information in a packaged, customized format so it can be better used by the end-user.

Automated Intelligent Guidance solves the problem of disparate and unusable data by enabling healthcare providers to not only access the information needed, but customize the information to fit the required process. It intelligently and automatically guides the patient-facing employees to use the appropriate information effectively throughout the entire patient registration process.

Automated Intelligent Guidance ensures accurate patient registration while optimizing your facility's revenue cycle. The results? Less claims will be denied and the correct amount of billing will be collected from the patient at the right time. It ensures, at initial patient contact, that the patient information is accurate and complete, and is the impetus for successful medical treatment, claims payments and revenue management.

Patient registration not only involves the creation of the patient's medical record, which must be accurate in order to provide appropriate treatment and care, but in addition, a healthcare provider's ability to collect payments directly correlates to an efficient and accurate registration process.

It is that initial patient contact that must be accurate and complete; it is the key driver of successful medical treatment, claims payments and revenue management. And all of this is dependent upon complete and accurate information.

Registrars Prompted with Interactive Scripts

The Revenue360 solution enables a healthcare provider to build customized rules and scripts for all processes supported at that facility – rules that systematically guide the behavior of your registration personnel regardless of the complexity of the process. Automated Intelligent Guidance allows you to build and maintain interactive prompts and guides without the need for traditional programming. During the registration process, each module uses Automated Intelligent Guidance to gather the data and send the information back to the registrar, who is then automatically prompted to use that information, and be guided to the next set of relevant questions. These scripts and prompts can be instantly

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deployed throughout your entire facility to lead your registrars step-by-step through even the most complex situations.

Responses come back on each question posed to the patient with an actionable message, customized by the facility, enabling the registrar to request the exact information that is needed to determine the next step in the registration process.

Data Turned into Information

With most registration systems, the information received from the different sources is not readily available in an easy-to-use format; the registrar has to interpret the information and glean whatever information is relevant. But, rather than returning pages and pages of data, guided intelligence allows the site to use business rules to rearrange the data and to present it to the registrar at the precise moment when it is required and in an easy-to-understand format. Guiding the registrar step-by-step and presenting the information in a context that is easy to interpret ensures that registrars are never stuck at any point of the registration process.

Actions Initiated When Needed

With Automated Intelligent Guidance, the ability to kick off an action at any specific time is unique. Automated Intelligent Guidance enables you to create business rules that can detect key events in the registration process that trigger other actions to be taken. You can define your process to perform this predetermined action, or set of actions, when a particular event occurs anywhere within the registration process. These additional actions can be anything from adding additional guidance to the process of filling out the screen and recording key information, to firing off notices of key events to other specific people or tasks. Unlike other approaches, Automated Intelligent Guidance adds to the process workflow of the existing Health Information System (HIS), rather than trying to displace the existing business processes.

About Revenue360

By providing a unique intelligence-guided system technology and using data from multiple sources, Revenue360 guides and supports hospital personnel through complex revenue-cycle functions and dramatically improves the hospital's financial performance, increases staff morale and enhances patient satisfaction. Visit our website: www.cincom.com/revenue360.