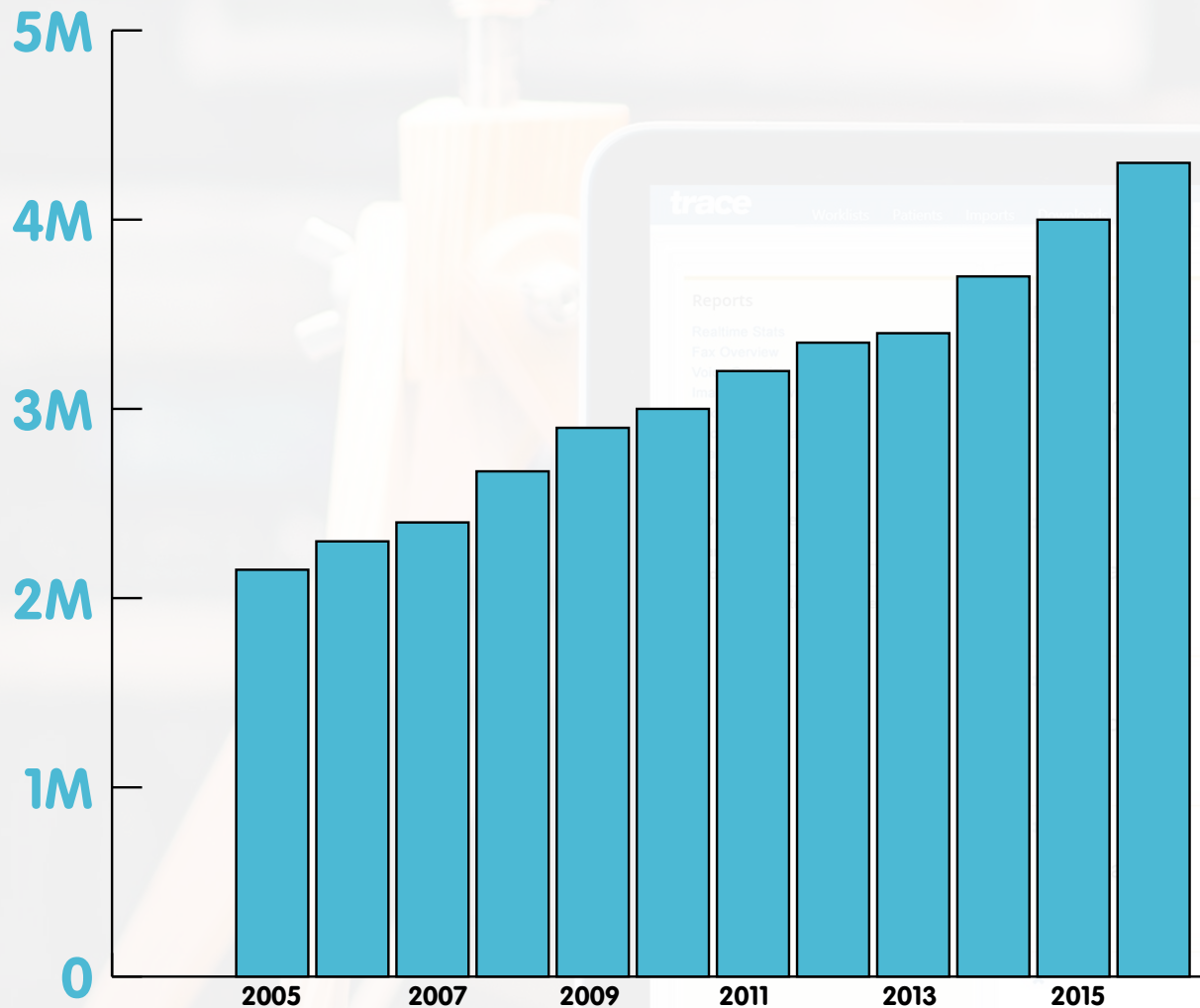




Revenue Cycle Solutions for Remote Employees



A Revolution is Underway



- More than 4.3 million people in the US work from home - 3.2% of the total workforce
- Work from home growth is up 140% since 2005 and is accelerating 10X
- A typical business can save \$11K/year per telecommuting employee

SOURCES:
GlobalWorkplaceAnalytics.com (Updated July, 2018)
The 2017 State of Telecommuting in the U.S. Employee Workforce Report

Working from Home in the Hospital Revenue Cycle

New technologies, office costs, space limitations, and increased competition for top talent are driving hospitals to provide work from home opportunities for revenue cycle employees. This change in workforce dynamics has proven to lower costs, increase productivity, attract better talent, and improve employee satisfaction and retention.

The work from home movement offers many advantages to hospitals who embrace it...

COST REDUCTIONS

INCREASED PRODUCTIVITY

EMPLOYEE SATISFACTION & RETENTION

RECRUITMENT ADVANTAGES

THIS MONTH	LAST MONTH	YTD
79	120	683

Important components for work from home employees:

- Establish a paperless revenue cycle process
- Ensure compliance with hospital procedures and guidelines
- Create and maintain proper home office environments and secure remote access
- Monitor productivity, compliance and team collaboration

Trace Anywhere[®] Solution

Thousands of hospital employees currently utilize the Trace[®] platform from home or remote locations.

- Physician Orders
- Patient Scheduling
- Insurance Authorizations
- Pre-Registration
- Financial Counseling
- Denied Claims and Appeals
- Customer Service
- Business Office

The Trace platform from Vyne Medical[®] provides a more secure, paperless environment for centralizing all voice, fax, document and image communications from home or in the office. Records are indexed to the patient and interfaced to critical systems, such as the EHR, to improve workflow, compliance, service levels and team collaboration. New tools, such as custom dashboards and tailored reports, allow hospital management to monitor remote employee productivity, compliance, and quality as if the employee were working in the office.

Using Trace software from home may result in:

- Increased employee satisfaction and retention
- Increased productivity
- Improved employee recruitment
- Lower real estate costs
- Reduced operational costs
- Elimination of costly commute times

REAL-WORLD RESULTS

Published results from clients using the Trace solution include: improved financial performance, patient experience, compliance, physician & staff alignment, and patient safety & quality.


The Trace Platform

The Trace platform establishes a central repository throughout the patient care continuum. From processing an incoming faxed physician order to monitoring the quality of a post-discharge follow-up phone call, Trace software is an industry leading solution that connects disconnected data within the revenue cycle, thus creating a more complete patient record.

Consolidate records in a centralized, web-based tracking system.




PATIENT DETAILS



Last: Stanton
Acct. #: 0411362
DOB: 05 Nov 1941

First: David
MRN: 9584166
Admit Date: 27 Jun



PATIENT TRANSACTIONS

		TRANSACTION DATE	ACTIVITY	TYPE
1	View	25 June 11:57 AM	Verification	Web
2	View	26 June 10:16 AM	Authorization	Phone
3	View	26 June 1:44 PM	Registration	Phone
4	View	26 June 2:58 PM	Notification	Fax
5	View	27 June 7:33 AM	Financial Counseling	Phone
6	View	27 June 10:05 AM	Continued Stay Review	Web/Fax
7	View	28 June 11:34 AM	Discharge Notification	Fax
8	View	30 June 12:14 PM	Post-Discharge Follow Up	Phone
9	View	07 July 1:08 PM	Denial Appeal	Document



INTEGRATE
Seamless integration with other systems creates a more complete patient record.



RETRIEVE

Easily accessible information improves customer service and increases efficiency.



SHARE

On-demand or automatic sharing to enhance workflow, team collaboration and visibility.



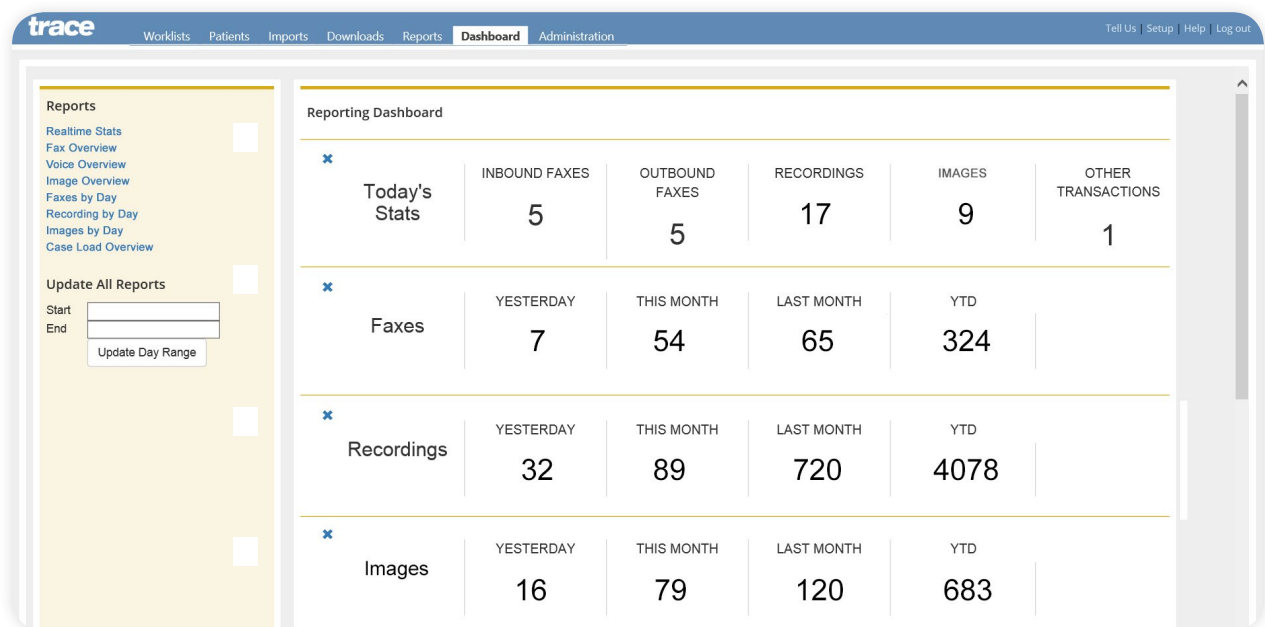
EVALUATE

New insight for management into workflow, productivity, and best practices.

Trace Anywhere Delivers

Your team will have the flexibility and functionality that complements the work from home environment to deliver maximum revenue cycle performance from virtually *anywhere*.

- A more secure, paperless environment from virtually any location
- Accessibility to and management of all revenue cycle communications including: phone, email, fax, voicemail, documents, images, and data
- Seamless integration with patient records within the EHR



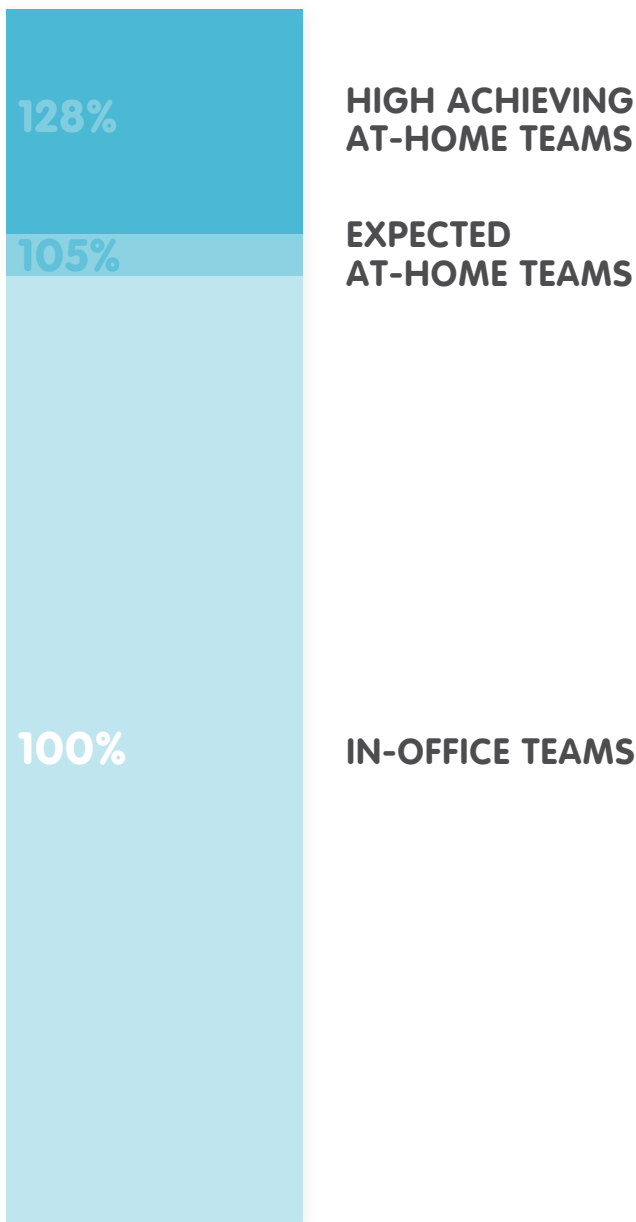
Management Tools

- Reports and Dashboards for monitoring individual and team performance, compliance, and collaboration
- Trace Quality Assurance (TQA) for monitoring and tracking verbal communication consistency, quality and compliance
- Tools to measure productivity of in-office versus remote employees

Real-world results...

Moving employees from an in-office setting to an at-home environment with the right tools in place, comes with undeniable advantages. Among the benefits are cost reduction, recruitment, retention and employee satisfaction. Most notably, increased productivity is a resounding result with a majority of at-home teams.

Productivity: In-Office vs. At-Home



Clients using the Trace Anywhere solution report up to a 28% increase in productivity for work from home employees versus on-site workers.

“[Our] at-home staff tend to produce more due to less distractions; they don’t have the same interruptions as their in-house co-workers.”

ACCESS LEADERS: TELECOMMUTERS ARE MORE PRODUCTIVE
AHC MEDIA



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