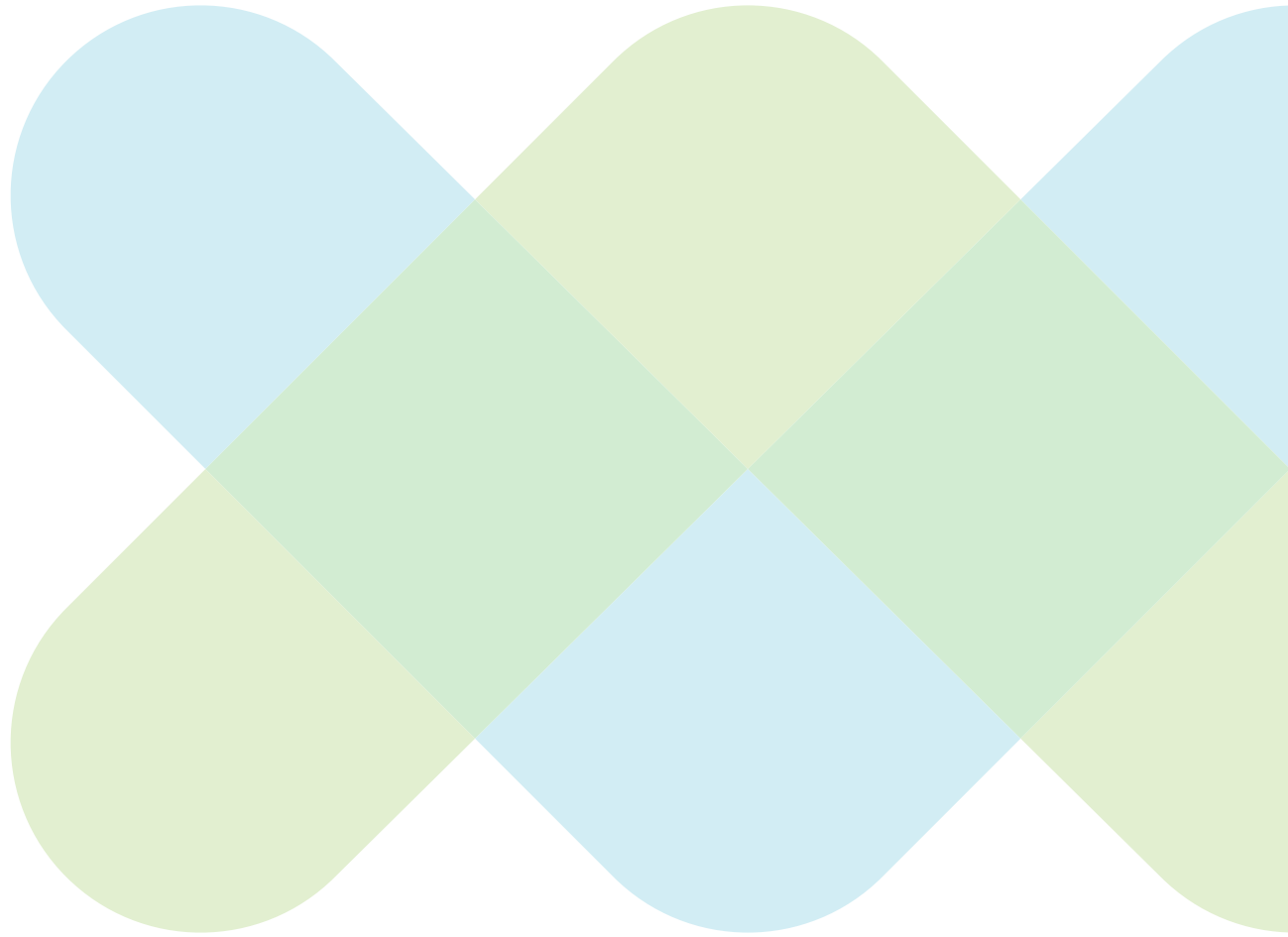




Connecting Disconnected Data®



Improving Physician Order Workflow

A Workflow for Physician Orders

Whether received electronically or by fax, the Trace® platform from Vyne Medical provides a central repository for managing physician orders through a streamlined, paperless process.

Simply use Trace tools to capture the order, index to the appropriate patient and retrieve in real-time for processing and forwarding.

Order sent to hospital

Patient scheduled



1.

Scheduler receives alert of new order and reviews in Trace

Faxed order captured in Trace



2.

Scheduler sends order back to physician to complete missing information

Order faxed back through Trace



3.

Scheduler receives complete order and contacts patient to schedule

Scheduling call recorded in Trace



4.

Physician receives notification of scheduled procedure and associated work lists and reservations

Scheduling notification sent in Trace

Central repository

Reconciling incoming orders

Trace provides a central repository for inbound faxes with the option to notify individuals and/or groups when a fax is ready for retrieval. This eliminates the need for two temporary positions that had the sole responsibility of reconciling incoming faxes. Faxes are received through one main number, removing physician concerns about lost faxes.

Viewing history

Trace eliminates the risk of unauthorized personnel viewing patient health information. A viewing history displays the user, date and time each record has been accessed. Users can attach incoming orders to the calls made to schedule procedures, ensuring a thorough quality assurance process.

Manager, PAS Central Scheduling
Hartford HealthCare (CT)

Increased satisfaction

Addressing inefficiency and lost orders

“When we started going through our process, we realized how manual and intensive it was. And even with our efforts to file faxes, make copies and get them to the clinical areas, we still had issues with losing orders or not having them available at the time they were needed. That required calls to physicians, who were sometimes on-call and frustrated because they knew they had written the orders.”

Streamlining workflow and boosting satisfaction

“Now orders are available in real-time across the enterprise. Clinical departments don’t have to call out to physician offices to have orders faxed in or dictated over the phone. There’s a high level of satisfaction from our physician practices, as well as our clinical departments. We’ve seen scores above the 95th percentile with overall physician satisfaction, and that’s continuing to increase for us.”



VP of Revenue Cycle Systems
Lowell General Hospital (MA)

A centralized, easily-accessible record of faxed and electronic orders gives providers the ability to eliminate lost orders, prevent delays and improve satisfaction among physicians and patients.

Patient details

Last: Stanton
Acct: 0411362
DOB: 05 Nov 1941

First: David
MRN: 9584166
Admit Date: 27 Aug

Patient transactions

	Transaction Date	Activity	Type
View	25 Aug 11:57 AM	Order Received	Fax
View	26 Aug 10:16 AM	Order Completion	Fax
View	26 Aug 1:44 PM	Patient Scheduled	Phone
View	26 Aug 2:58 PM	Physician Notification	Fax
View	27 Aug 7:33 AM	Registration Notification	Notification
View	27 Aug 10:05 AM	Clinical Notification	Notification
View	27 Aug 11:34 AM	Registration	Face-to-face

Notifications

Patient arrives for service



5.

Registrar receives notification of scheduled procedure, associated work lists and reservations

Scheduling notification sent through Trace



6.

Clinical department receives notice of order

Order notification sent through Trace



7.

Registrar locates order in Trace upon patient arrival

Order available enterprise-wide in Trace



8.

Orders automatically exported to EHR and integrated with patient record

Order available in EHR

Additional alignment added

Eliminating the faxing "black hole"

"We had 20-plus fax machines in our hospital, and doctor's offices would fax to different locations for everything that they had. And forever they would get lost; they would never get to registration. Trace took what I refer to as a faxing 'black hole' that was just limitless in size and narrowed it down for all of these areas."

Generating complete, ready-to-go orders

"Orders are out there for all of us. Whenever the patient shows up and at whatever location, we go into Trace, find the order and print it off. Not only have we eliminated that faxing black hole, but we have complete, ready-to-go orders for all of our patients. It's saved us a ton of time and a ton of grief with not having to call doctor's offices and ask, 'Where is that order?'"

Patient Access Manager
St. Vincent Health (IN)

Streamlined processes

Driving physician referrals

"We're able to give the whole staff access to Trace so everyone can work orders in real-time. The physician office sends over a paper fax, and we receive it online through Trace. There are no more busy lines, no more lost faxes and no waiting on hold while we search for an order. Trace enables us to streamline our process. By eliminating the hassle of doing business with the hospital, we have been able to restore good working relationships with our physicians and their office staff. We all know that happy customers are repeat customers."

Reducing rework between departments

"Both our patient access and clinical departments view their orders through Trace. This helps cut down on calls and emails back and forth between departments. It creates efficiencies where we don't have people playing phone tag or sending emails; they all have direct access to Trace to find their orders."

Director Patient Access
Health First (FL)

Tired of asking "Where's the order?"

Lost physician orders cause frustration among physicians, increased wait times for patients and bottlenecks throughout the hospital.

How can patient access leaders streamline this process to eliminate lost orders, get rid of paper and reduce rework among departments?

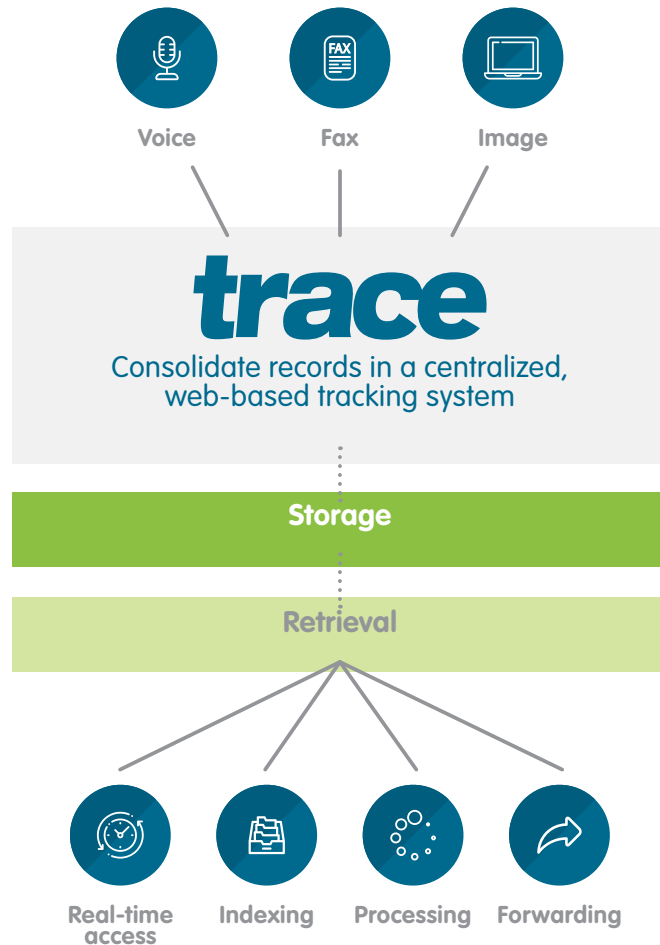
Trace is your one-stop solution for receiving fax and electronic orders in a single location – searchable by patient and available enterprise-wide.

Communication is chaotic. Trace brings clarity to communication by putting it in one place, centered on the patient and available at your fingertips right when you need it.

The Vyne Medical approach

Connecting disconnected data®

Capture all voice, fax and image communication



For more information, contact a Vyne Medical sales representative today.

vynemedical.com | 800.864.2378

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Dunwoody, GA 30338



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