

## The benefits of Trace

The Trace® platform brings clarity to communication chaos by digitizing and centralizing critical information, enabling a patient-first focus and thereby supporting efficient scheduling, coordination and reimbursement of care.



### Protect revenue

Hospitals invest countless resources at each point of the revenue cycle to ensure full and accurate reimbursement for services provided. Software solutions from Vyne Medical support the revenue cycle process by capturing and centralizing communication surrounding payments.



### Streamline scheduling

Lost physician orders cause frustration among providers, increased wait times for patients and bottlenecks throughout the hospital. Trace is your one-stop solution for receiving fax and electronic orders in a single, paperless location – searchable by patient and available enterprise-wide.



### Coordinate care

Trace streamlines activities such as concurrent review, insurance notification and patient placement to move patients smoothly through the continuum of care – all while supporting efforts to ensure reimbursement for care provided.



### Enhance the patient experience

Managing and improving the quality and consistency of patient interactions can seem like an insurmountable task. By recording conversations – both over the phone and in-person – you can gain valuable insight to improve communication, enhance the patient experience and boost HCAHPS scores as a result.

## A broad suite of integrated solutions

Trace features solutions to capture virtually any interaction – voice, fax and image – connect it to the patient record, and make the information accessible across the enterprise.

Communication records are used to protect revenue, provide evidence of communication and drive performance across the revenue cycle.

## Capture



### Voice solutions

Trace offers a variety of voice recording applications scalable to fit any number of users. Options include automatic, on-demand, mobile, and face-to-face voice recording. With each application, recordings are indexed to the patient account and stored in Trace for playback, download, sharing, search, and quality scoring.



### Fax solutions

Trace digital fax solutions facilitate electronic faxing – eliminating the need to print, scan and manually fax documents. The tool automatically captures both inbound and outbound faxes, along with details such as sender, recipient, date, time, and proof of receipt. Faxes are digitized, indexed to the patient account and available for retrieval and routing through Trace. Alerts provide notice of new faxes, unsuccessful transmissions and delivery confirmation. Features such as assignments, worklists and urgent rules streamline fax processing and workflow.



### Image solutions

Trace image capture and integration solutions include the PixCert® application and offer the ability to capture webpages, patient records and scanned documents through virtually any web-enabled PC. Captured images are indexed to the patient account and can be exported and routed through the Trace platform or electronically faxed to any third-party.

## Automate



### Automation

By integrating with third-party practice management systems, Trace can help automate a number of traditionally manual functions. Common automation use cases include phone auto-dialing, fax confirmations, text reminders, and more. Automating these functions improves efficiency, data accuracy and best-practice standardization.

## Exchange



### SecureSend

SecureSend allows users to send protected digital files via a web server. Files are encrypted both in transit and on the server, helping to prevent content from being viewed or extracted by anyone other than the sender or recipient. Senders can customize settings for the length of time a link is active, as well as the number of times a file is downloaded. Files that are too large to send by email or fax can be uploaded and sent with the click of a button.



### Work-From-Home

Trace delivers seamless work-from-home functionality by creating an end-to-end, paperless environment that gives employees access to critical voice, fax and image data. The solution offers flexibility for staff and gives leadership peace of mind through cost savings and productivity reports.

## Manage



### Quality Assurance

Quality Assurance functionality can be used to monitor virtually all interactions by conducting detailed keyword queries of audio, fax and image files. Custom scorecards and reporting tools offer the ability to track and trend quality scores by team, agent and performance criteria, thereby helping to improve compliance with industry best practices and the consistency of staff interactions.



### Integration solutions

Trace integration solutions facilitate the automatic sharing of records between systems and with other providers without manual intervention. HIS integration establishes an HL7 interface to index Trace records to the most up-to-date patient information available through the hospital's admission, discharge and transfer system. Data in Trace can also be integrated with major EHR systems, enabling the automated exchange of patient information.



### Patient demographic exchange

This data sharing functionality creates a more protected, fast, easy, and accurate data exchange by enabling providers to send a link to a patient which the patient then uses to upload images of medical orders, ID cards, insurance cards, medication lists, and more. Uploaded information is seamlessly associated with the patient in Trace.

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

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