

November 8, 2018

# PRODUCT REPORT

# 2018

Trace



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## Promotional Use

# KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

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## Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

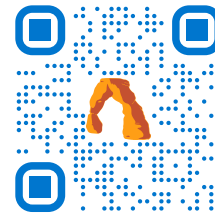
## What We Do.

KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

## KLAS Konfidence

- ✓✓✓ Lowest possibility in variability of score
- ✓✓ Medium possibility in variability of score
- ✓ Highest possibility in variability of score (minimum required to publish a ranking)
- ⊘ Limited data, typically early trending data

KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at: <https://KLASresearch.com>



# Overall Score

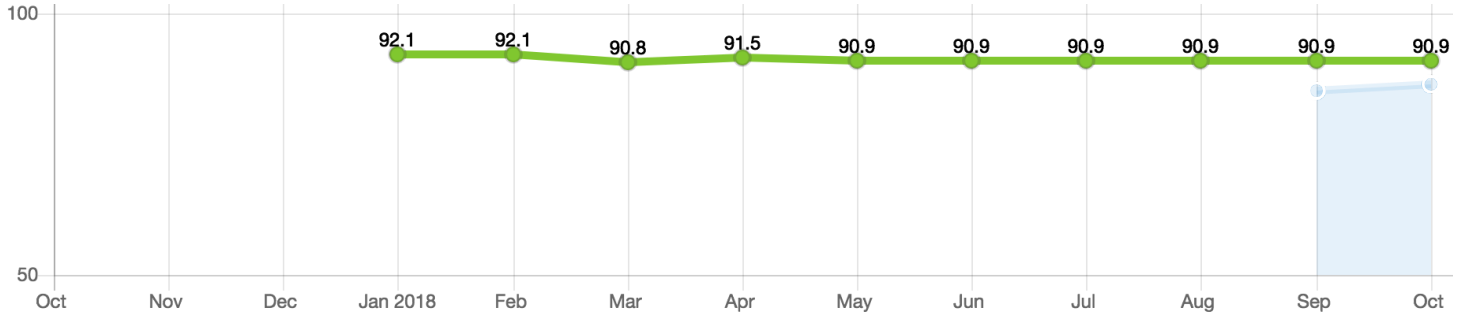
Average for Other KLAS Validated Software **87.7** Confidence ✔✔✔



## Overall Score Trending (1 Year)

Software Average for KLAS Rated Products **81.2**

●●●●●● Limited Data



### 2018

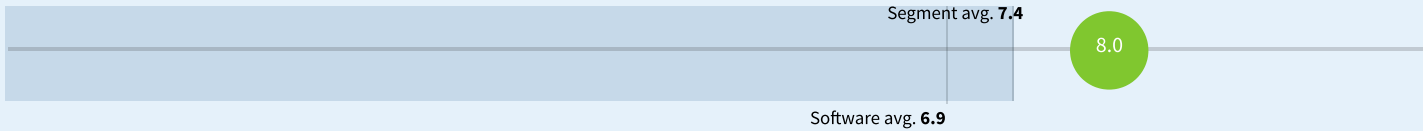
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Seg. Avg	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	85.3	86.3
	0.0	0.0	0.0	92.1	92.1	90.8	91.5	90.9	90.9	90.9	90.9	90.9	90.9



# Score Breakdown (1 Year)

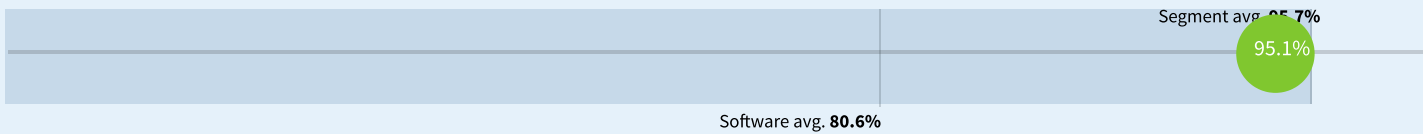


## Proactive service (1-9)



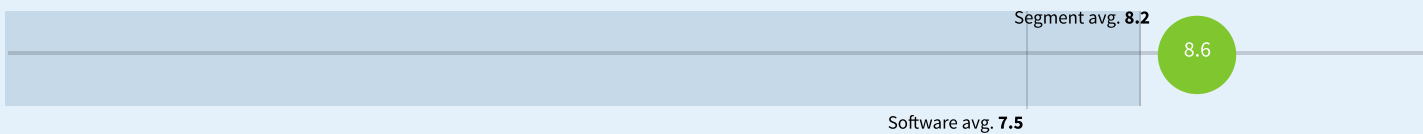
8.0 (Vyne Medical Trace)

## Keeps ALL promises (Yes|No)



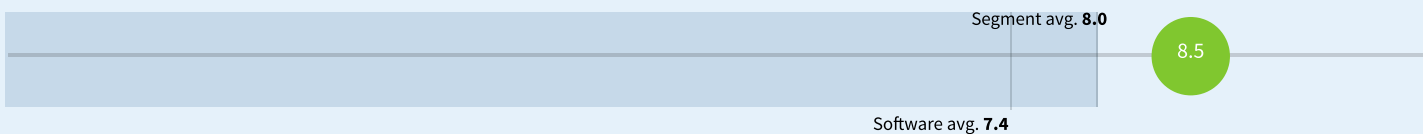
95.1 (Vyne Medical Trace)

## Product works as promoted (1-9)



8.6 (Vyne Medical Trace)

## Likely to recommend (1-9)

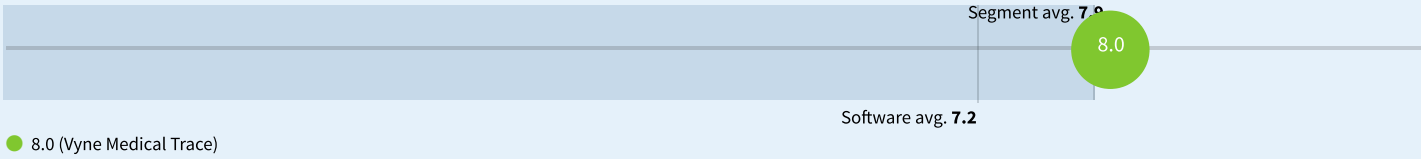


8.5 (Vyne Medical Trace)

# Operations

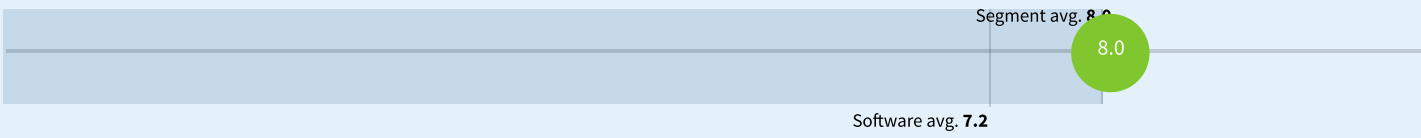


## Quality of training (1-9)



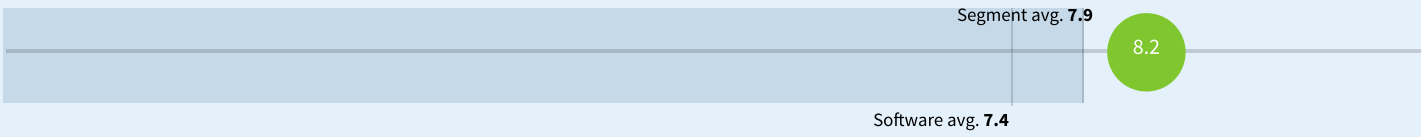
● 8.0 (Vyne Medical Trace)

## Quality of implementation (1-9)



● 8.0 (Vyne Medical Trace)

## Ease of use (1-9)



● 8.2 (Vyne Medical Trace)

# Product

Segment avg. **83.7**

86.0

Software avg. **80.0**

## Delivery of new technology (1-9)

Segment avg. **7.3**

7.5

Software avg. **7.0**

● 7.5 (Vyne Medical Trace)

## Overall product quality (1-9)

Segment avg. **7.9**

8.1

Software avg. **7.4**

● 8.1 (Vyne Medical Trace)

## Supports integration goals (1-9)

Segment avg. **7.5**

7.5

Software avg. **7.3**

● 7.5 (Vyne Medical Trace)

## Product has needed functionality (1-9)

Segment avg. **7.4**

7.7

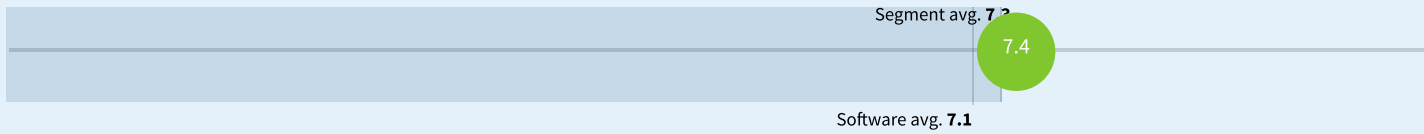
Software avg. **7.1**

● 7.7 (Vyne Medical Trace)

## Relationship

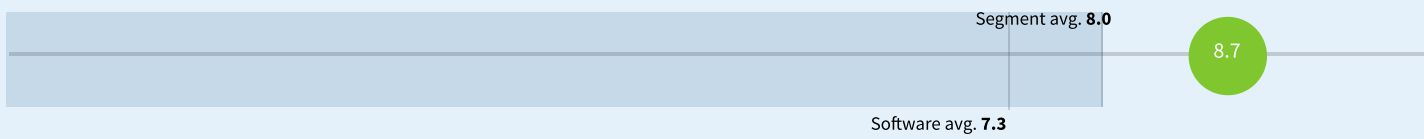


## Vendor executive involvement (1-9)



● 7.4 (Vyne Medical Trace)

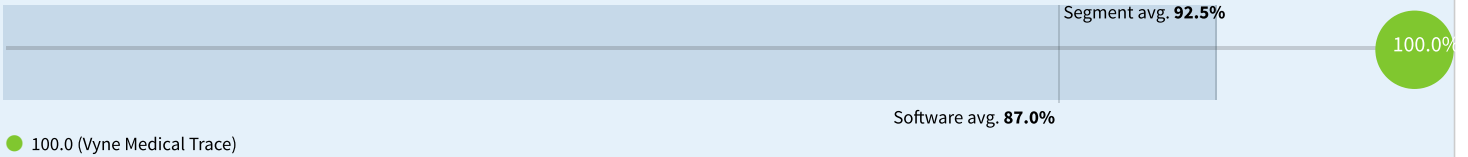
## Quality of support (1-9)



● 8.7 (Vyne Medical Trace)

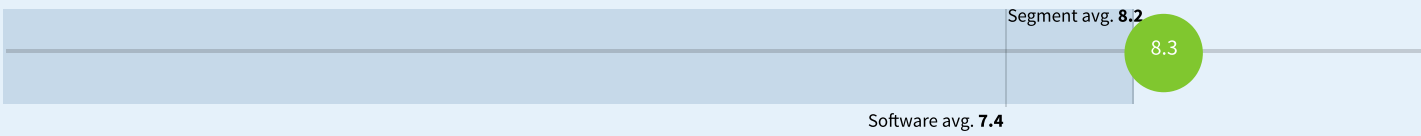


**Part of long-term plans (Yes|No)**



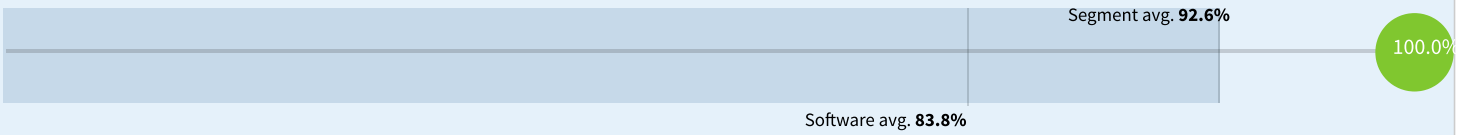
● 100.0 (Vyne Medical Trace)

**Money's worth (1-9)**



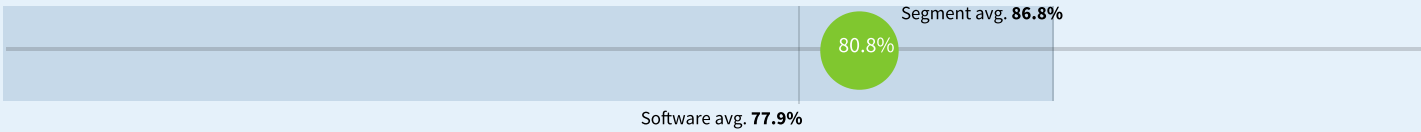
● 8.4 (Vyne Medical Trace)

**Would you buy again (Yes|No)**



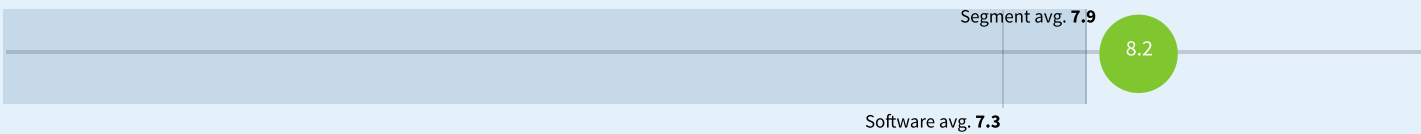
● 100.0 (Vyne Medical Trace)

**Avoids charging for every little thing (Yes|No)**



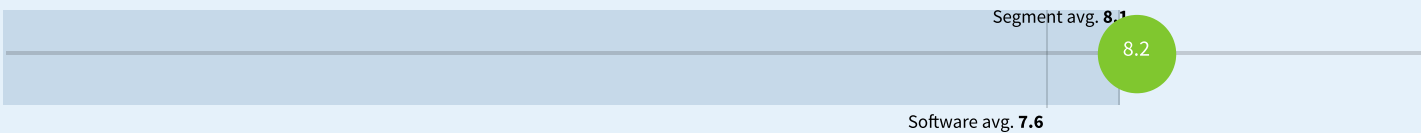
● 80.8 (Vyne Medical Trace)

**Overall satisfaction (1-9)**



● 8.2 (Vyne Medical Trace)

**Forecasted overall satisfaction (1-9)**

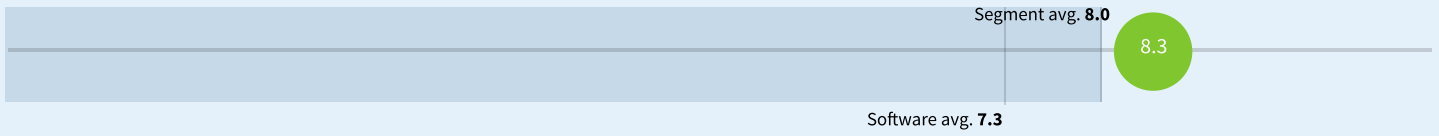


● 8.2 (Vyne Medical Trace)



# Drives Tangible Outcomes (1-9)

Trace



● 8.3 (Vyne Medical Trace)

# Comments

Vyne Medical Trace

69 %

8 %

23 %

## Vyne Medical Trace

### Functionality and Upgrades



#### Analyst/Coordinator

Functionality and Upgrades

I work on the clinical-denials team, Trace has been a huge benefit to our team. We can obtain transcripts for recorded calls, and we can save faxes and other documentation in the system. That is very beneficial to us. We have been able to dispute some denials because we have had documentation and transcripts as proof. Some of the claims that we have been able to overturn have been big claims.

★★★★★|★|★★★★★

May 2018



#### Manager

Functionality and Upgrades

My precertification team uses Trace with calls to insurance companies, patients, and physician offices regarding codes, authorization numbers, and details of situations. We can print the transcripts whenever we get denials on the back end from the insurance companies.

★★★★★|★|★★★★★

Apr 2018



#### Manager

Functionality and Upgrades

Our financial counselors use Trace for automatic voice recording when they are speaking to patients, physician offices, or insurance companies regarding any kind of financial information, patient details, or collections. We can use those recordings as backups to get paid for those services.

★★★★★|★|★★★★★

Apr 2018



#### Director

Functionality and Upgrades

We find that it is beneficial to follow the communications of the payers utilizing Trace. We have expanded the product so that it does a lot more than it used to. Now we use Trace to interact with patients. We record conversations so that we can evaluate how our coworkers' customer service skills are when they are talking to patients and registering them. We use Trace to take pictures of our patients when they arrive for registration. We also use the product for our surgery scheduling to record all scheduling conversations. We try to apply Trace to our workflow in as many ways as we can.

★★★★★|★|★★★★★

Apr 2018



#### VP/Other Executive

Functionality and Upgrades

Trace has been a great product. We have had a few glitches, but those aren't Vyne's issues; those are our own issues, and they are related to volume. We use Trace for PixCert, FaxCert, and the voice piece, which are modules for the product. We use them for incoming and outgoing faxes.

★★★★★|★|★★★★★

Dec 2017

## Vyne Medical Trace

### Service and Support



## Analyst/Coordinator

Service and Support

Trace

We appreciate that Vyne Medical transcribes our calls; the benefit of having a third party do the transcribing is that they are a non-biased party in a dispute between a payer and a provider.



May 2018



## Manager

Service and Support

The one thing that I really like about Vyne Medical is that I can open up any kind of issue log or ticket with them, and it automatically goes all the way up. All the support people are seeing the issue, and it is important to them. There have been instances when the executives have reached out to us through phone calls and emails. They are always on top of things. I give them kudos for that because that is not really the case with many companies.



Apr 2018



## Manager

Service and Support

Vyne Medical delivers new technology whenever we talk to them about our needs. They also have a website that we can go to when we want to give suggestions. I have made some in the past, and Vyne Medical has actually had upgrades that have implemented some of those suggestions. Vyne Medical does listen to us.



Apr 2018



## Manager

Service and Support

We often joke that Vyne Medical's support is better than our own internal support team. Their support people help us fix issues immediately. They can remotely connect with our system to diagnose and fix it. They have good customer support, and they are very responsive. They are better than any of the other vendors we work with.



Jan 2018



## VP/Other Executive

Service and Support

We have used Trace for a long time for sending outgoing faxes. We have recently incorporated incoming faxes into our process. We had a few glitches with faxes that weren't meant for us; that wasn't a HIPAA violation, but it increased our volume of incoming faxes to sort through. We worked with Vyne to get those issues resolved, and their customer service has been excellent. The customer service people do a great job of addressing our issues, and they are more than happy to work with us immediately.



Dec 2017



## Director

Service and Support

Vyne's customer support is the best that I have encountered. The customer support people are always available when we need them, and they are extremely helpful. If they are unable to help me, they get me into contact with the right person.



Dec 2017

## Vyne Medical Trace

### Relationship



## Director

Relationship

11/8/2018

We have had really good customer service from Vyne Medical. We have had the same account representative for a long time, which has been very nice. The product has grown since we started with Trace, but the account representative always lets us know about new growth options that are available. That is probably one of the things that Vyne Medical does best. They seem to have good employee retention, and that is great. I have worked with other companies that are not like that, and it can be scary when every person we know in a company leaves.

★★★★★ | ★★★★★

Apr 2018



### Director

Relationship

Vyne Medical is very receptive to adapting to specific workplaces. We can use all or only a few of their products as we need. Vyne Medical is very good at telling us about all our options. We can own or lease their products. There are no additional fees.

★★★★★ | ★★★★★☆

Feb 2018



### Analyst/Coordinator

Relationship

I have worked with our contact from Vyne Medical since we decided to move to Trace, and that contact has been absolutely wonderful. We can always reach out to that person when we need help, and that person always has the right answers. Our contact is cheerful and personable. That person is good at communicating and informing us about upcoming releases or changes.

★★★★★ | ★★★★★☆

Feb 2018



### Manager

Relationship

Vyne Medical's executives always return our calls, and they pick up when we call too. We aren't forced to leave messages because we can't reach them.

★★★★★ | ★★★★★

Jan 2018

## Vyne Medical Trace

Sales and Contracting



### Manager

Sales and Contracting

Vyne Medical is pretty up front with their pricing. They don't tell us we have to pay extra for extra things. We know what we are getting with the pricing.

★★★★★ | ★★★★★

Feb 2018

## Vyne Medical Trace

Win/Loss - Why they were selected (by current clients)



### Director

Win/Loss - Why they were selected (by current clients)

Before we got Trace, we were really struggling with denied claims. We started looking for a product, and Vyne Medical was the only vendor I found who offered a product that met all of our needs. Now when we work with a payer, we capture the information by taking a picture of the website, recording dialogue, or copying a fax.

★★★★★ | ★★★★★

Apr 2018

## Vyne Medical Trace

ROI / Cost (care and feeding)



### Manager

ROI / Cost (care and feeding)

I like absolutely everything about Trace. We have used it for a number of years, and it has saved our organization hundreds of thousands of dollars, if not more. It is amazing.



Jan 2018

## Vyne Medical Trace

### Interfacing and Integration



**Director**  
Interfacing and Integration

Trace takes faxing solutions and turns them into electronic records that we can integrate. We have seen Trace integrate with many different platforms.



Jan 2018

## Vyne Medical Trace

### Future Outlook



**Director**  
Future Outlook

We are looking into rolling out Trace to the rest of the organization. We want the system to be an enterprise-wide solution.



Dec 2017

KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.

