

trace

Protect. Prove. Perform.

Centralized management of healthcare communications



Vyne Medical® partners with a loyal base of over 800 hospitals nationwide.

Best practices hardwired through solutions proven to help hospitals achieve performance excellence.



Solutions Designed Specifically for Healthcare

The Trace® platform from Vyne Medical® gives your team healthcare-specific solutions that provide critical business intelligence and hardware consistent performance excellence throughout your hospital or health system. Whether voice, fax or image content, Trace software combines all records for quick access - searchable by patient, document type, department, or any custom field. The result is improved departmental performance, better collaboration between teams, and significant improvements in key performance indicators.



Financial Performance

Immediate access to proof supporting payment results in fewer denials, shorter appeals, increased collections, and lower cost to collect.



Patient Experience

Measurable communication standards among teams foster more meaningful patient encounters and a better overall patient experience.



Physician & Staff Alignment

Shared access to critical data establishes credibility, builds trust and sustains loyalty among key stakeholders.



Compliance, Patient Safety & Quality

Quality assurance programs ensure compliance with hospital policies and procedures to protect patient safety and promote better outcomes.

"Our engagement with Vyne Medical has resulted in significant improvements in financial performance, service levels and patient experience."

Michelle Fox, Director Revenue Operations and Patient Access
Health First, Rockledge, Florida

Trace provides integrated, healthcare-specific solutions to manage communication content across the continuum of care.



Consolidating Communication

Consolidate content from virtually any medium including voice, fax and image. Content is centralized and easily accessible by patient, document type or any custom field created for indexing, reporting, and business intelligence.



Trace Voice Tools

Four available methods for capturing critical voice content including: phone calls, voicemails and any face-to-face interaction. Voice content can be captured automatically or captured on-demand through PCs, mobile devices or desk top microphones. Voice recording applications are scalable to fit any number of users or environments.



Trace Fax Tools

Healthcare-specific fax interface seamlessly captures incoming and outgoing faxes or integrates with existing solutions, eliminating the need to print, scan, and manually fax documents. Tools such as reservations and work lists streamline fax processing and workflow.



Trace Image Tools

Seamlessly capture images such as web pages, patient records, emails and scanned documents. Images are indexed and can be stored or routed through the Trace platform to any outside party or receiving system.



Integration

The Trace platform integrates with all major EMRs and HIS platforms to quickly send and receive content, images and voice file links between systems. Options include direct file transfer and content links through either a cold feed or HL7.

Achieving Performance Excellence

Vyne Medical offers tools designed to meet the specific workflow needs of each and every hospital. Available as a single-department or enterprise-wide solution, the Trace platform can be customized to meet the unique processes and data requirements of each service area. Remote employees may also be given access to all captured information, providing them with the data they need to complete their work more efficiently from virtually anywhere.

"Trace is not only about protecting revenue, but also about evidence of compliance and improving internal communication to, in turn, improve workflow and teamwork."

William Wyman, Vice President Revenue Services
Lowell General Hospital, MA

"To effectively manage communication, providers need an audit trail of communication surrounding each patient's visit from preadmission to discharge."

hfm
magazine

Adding Voice to Healthcare Content Management

Voice communication is perhaps the most critical type of communication in healthcare, yet often the most difficult to manage. The Trace platform provides your team with the unique capability of managing voice communication in combination with other critical content such as fax correspondence or document images. All records, including voice, are centralized for quick access and are searchable by patient, document type, department, or any custom field.

The screenshot shows the Trace platform interface. At the top, there's a navigation bar with 'trace' logo and user information 'Tell Us! | Setup | Help | Log out Felicia Hardy'. Below the navigation bar, there are tabs for 'Worklists', 'Patients', 'Imports', 'Reports', 'Dashboard', and 'Administration'. The 'Patients' tab is active, showing a search sidebar on the left and a patient record for 'Carol Garcia' on the right. The search sidebar includes fields for 'Look for:' (All Records), 'Application:' (All Applications), and 'Limit to:' (30 days), with a 'Search Records' button. The patient record shows details like 'Account #: 9022311', 'MRN: 801989889', 'Insurance ID: 559988', 'Payer: White Stone Insurance', and 'Admit Date: 26-May-2015'. Below the patient record is a 'Patient Events' table with columns for Track #, Transaction Date, Application, Team, and Activity Type. The table lists several events, including Fax, Image, Voice, and Pre-Registration, with corresponding teams and activity types.

The highly-integrated Trace solution can interface seamlessly with existing systems and provides the healthcare-specific tools needed to help teams achieve predictable performance excellence.

- Dashboards and reports
- Business Intelligence tools
- Robust integration capabilities
- Customizable data fields
- Auto alert tools
- Desktop voice, fax and document tools
- Work assignments
- Group notifications
- Customizable workflows

Trace Quality Assurance is available as an additional module. It allows the recording and scoring of verbal communication within teams which may result in improved communication quality, compliance, staff and physician alignment, patient experience, and financial performance.

The screenshot shows the Trace Quality Assurance interface. At the top, there's a navigation bar with 'trace Quality Assurance' logo and user information 'Tell Us! | Logout Felicia Hardy'. Below the navigation bar, there are tabs for 'Home', 'Reports', and 'Scorecards'. The 'Reports' tab is active, showing a 'Trending average scores by team and individual' report. The report includes a 'Filters' sidebar on the left with options for 'Scorecard' (All Scorecards), 'Team' (Concord Regional Scheduling), and 'Timespan' (Last 120 Days). The main content area features a line chart titled 'Average Scores for Concord Regional Scheduling' showing 'Average Score' on the Y-axis (0 to 105) and months (July to December) on the X-axis. The chart tracks the performance of seven individuals: Larry Carr, Robert Cooper, Diane Davis, Lance Davis, Stephen Ford, Lois Sisson, and Tina Theis. The scores generally trend upwards from July to December, with most individuals reaching scores between 85 and 95 by the end of the year.

By utilizing the Trace platform, our hospital and healthcare system partners realize improved financial performance, patient experience, physician & staff alignment, compliance, and patient safety & quality.

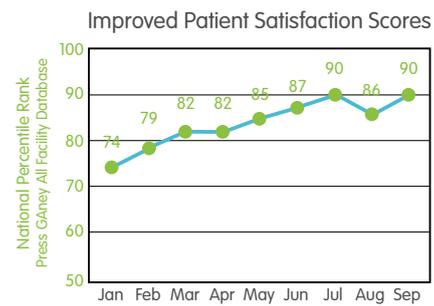
Children's Healthcare of Atlanta

The Trace platform was used to overturn \$2 million in denials and prevent an estimated \$4 million in denials. Productivity improvements saved 107 staff hours per month and allowed for reallocation of five FTEs. The chart demonstrates the combined impact of productivity and denials management among Registration/Access employees.



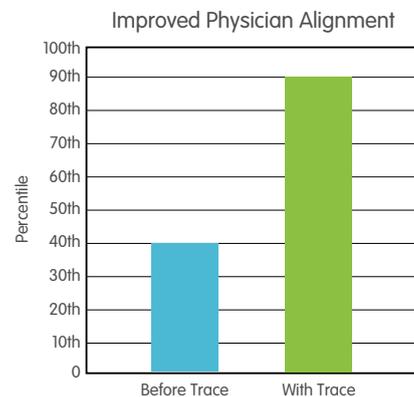
Texas Health Resources (Dallas)

Documenting revenue cycle communications has allowed THR to maintain its existing goals for data accuracy and collections, while significantly improving patient satisfaction in the process. For Press Ganey's registration section, THR raised its score from from 74 to 90 over an eight-month period.



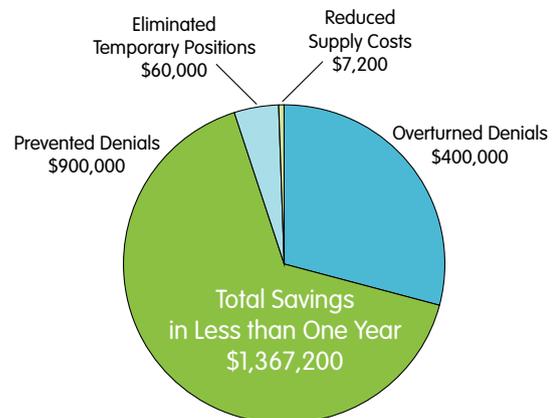
Lowell General Hospital (MA)

Using the Trace platform, Lowell General has seen a rise in customer service and physician satisfaction. In fact, thanks to Trace and other hospital initiatives, the hospital's Press Ganey scores for physician satisfaction jumped from the 40th to the 90th percentile.



Health First, Inc. (Rockledge, FL)

Health First used the Trace platform to overturn \$400,000 in denials and prevent \$900,000 in denials in less than a year. Trace improved staff productivity by 20 calls per day, eliminating the need for two temporary positions. Improvements in productivity and denials management resulted in a return of \$1.3 million.



Learn more about how the Trace solution has positively impacted clients like these at: vynemedical.com.

DISCLAIMER

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