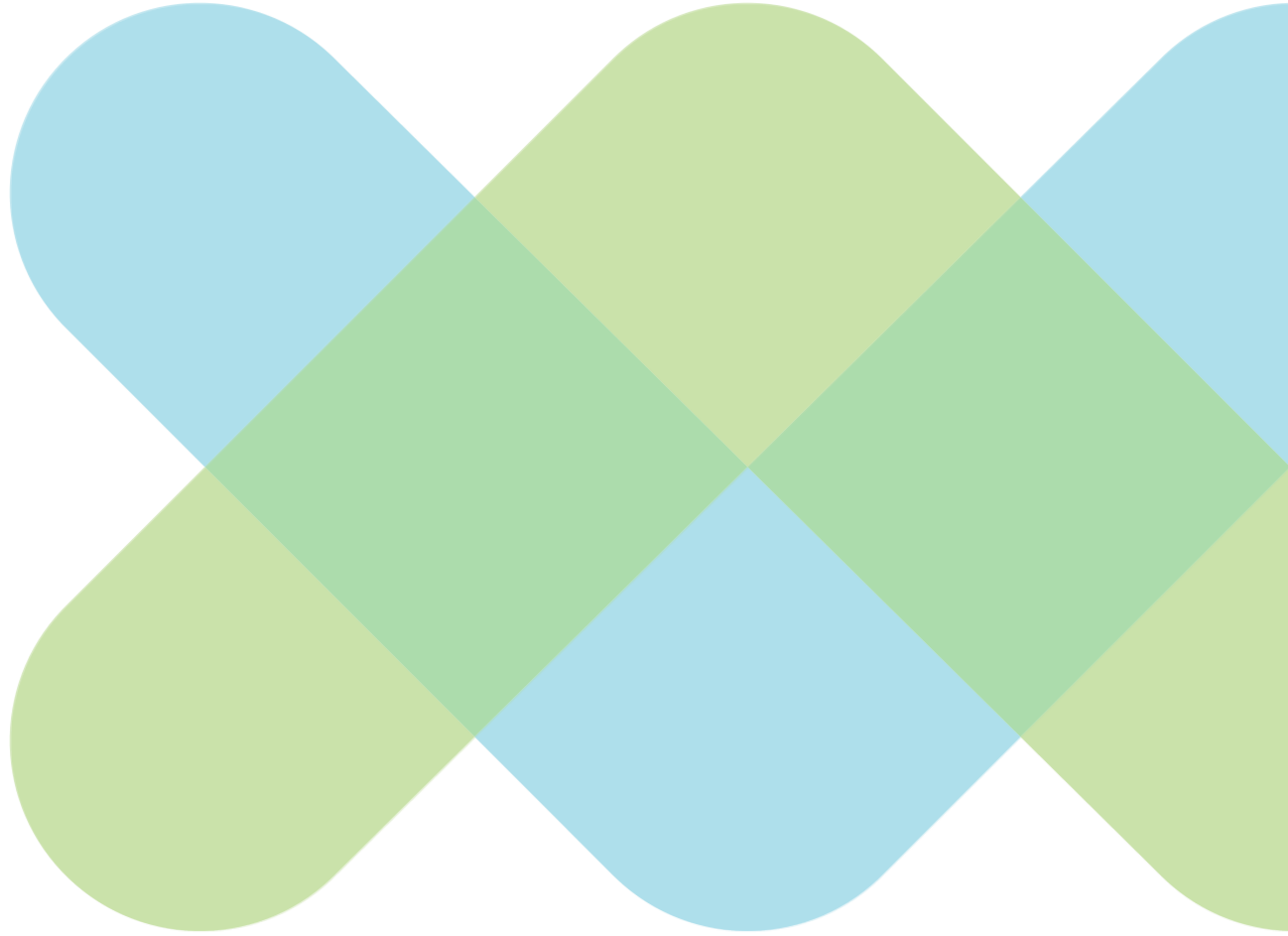# VYNE
MEDICAL

Connecting Disconnected Data®

Centralized Management
of Healthcare Communications

Vyne Medical partners with a loyal customer base of more than 800 hospitals nationwide.

VYNE MEDICAL

Connecting Disconnected Data®

trace

Protect. Prove. Perform.

The Trace® platform from Vyne Medical gives your team a healthcare-specific, integrated solution that provides critical business intelligence and drives consistent performance excellence throughout your hospital or health system.

Whether voice, fax or image content, Trace software combines all records for quick access that's 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 points in support of payment results in fewer denials, shorter appeals, increased collections, and lower cost to collect.

Patient experience

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

Physician and staff alignment

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

Compliance, patient safety and quality

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

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

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.

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, Trace 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.

Communication dashboard

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

Voice solutions

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

Fax solutions

Healthcare-specific fax interface software 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 worklists streamline fax processing and workflow.

Quality Assurance solutions

A robust scoring module facilitates objective quality assurance monitoring of employee performance and communication. Conduct detailed keyword queries, create custom scorecards and produce reports to track quality scores by team, agent and key performance criteria.

Image solutions

Seamlessly capture images such as webpages, 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 solutions

Trace integrates with all major EHRs 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.

Integration also facilitates automation of manual tasks such as auto-dialing, fax confirmations, text reminders and more.

Work-From-Home solutions

Trace creates an encrypted, paperless environment that provides access to critical voice, fax and image data from virtually any location. Employees have the flexibility to work from home, and supervisors have tools to monitor the quality and productivity of remote team members.

Adding voice to healthcare content management

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

VYNE MEDICAL | **trace** Protect.Prove.Perform.

Worklists   Patients   Imports   Downloads   Dashboard   Reports   Quality   Administration

Worklists	change
New Inbound Items	

Patients
request form(s) from patient

Search	advanced options

Look for:
All Records

Application:
All Applications

Limit to:
30 days

Search Records

Saved Searches	change

Patient List >> **Thomas, Elliot**

Elliot Thomas
52 years old
DOB: 10/11/1967

Account #: 8033211
MRN: 801343422
Insurance ID: 456123
Payer: ABC Insurance
Admit Date: May 26

Open in worklist

Patient Events

Track #	Application Type	Transaction Date	Team	Transaction Status	Document Type
8983	PixCert	May 24	Call Center	Registration	Physician Order
11353	Trace Voice	May 24	Patient Access	Authorized	Insurance Verification Form
10235	PixCert	May 26	Patient Access	Physician Order	Physician Office Record
10349	Fax	May 26	Call Center	Scheduled	Insurance Correspondence
10234	PixCert	May 27	Call Center	Authorization	Insurance Correspondence
10287	Fax	May 29	Central Scheduling	Invalid Order	Physician Order
10279	Fax	June 15	Business Office	Follow-up	Physician Order

Trace can seamlessly integrate with existing systems and provide the healthcare-specific tools needed to help teams achieve predictable performance excellence. Critical outputs include:
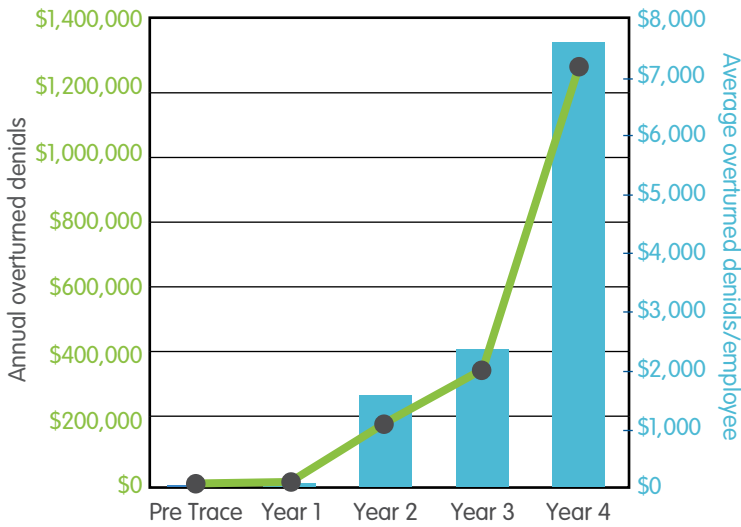
- Dashboards and reports
- Business intelligence tools
- Robust integration capabilities
- Customizable data fields
- Automated alert tools

- Desktop voice, fax and document tools
- Work assignments
- Group notifications
- Customizable workflows

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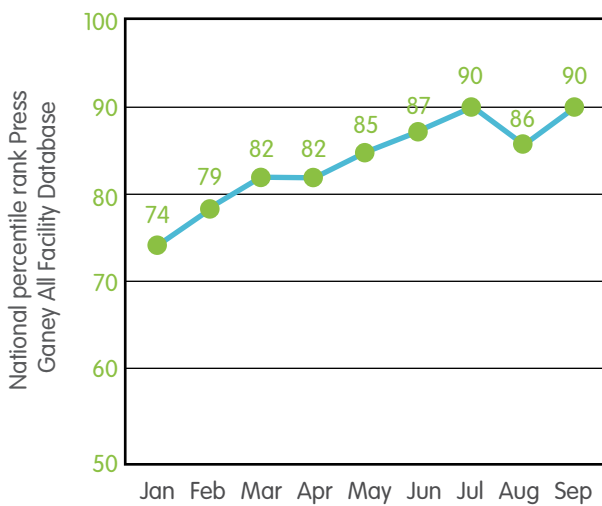
Improved financial performance

Children's Healthcare of Atlanta (Atlanta, GA)
Trace was used to help overturn $2 million in denials and prevent an estimated $4 million in additional denials. Productivity improvements saved 107 staff hours per month and allowed for the reallocation of five FTEs. The chart demonstrates the combined impact of productivity and denials management among Registration/Access employees.
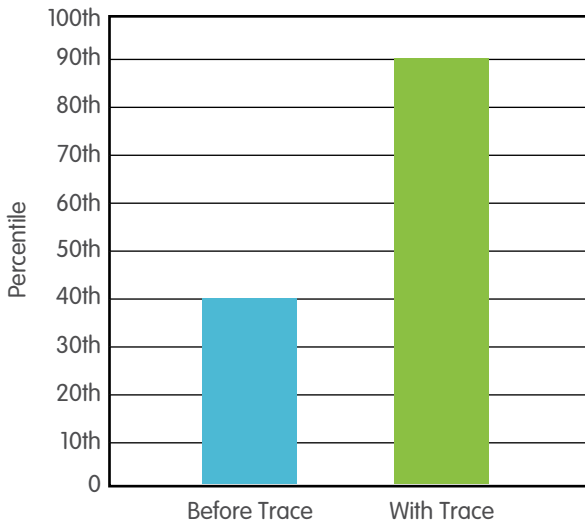
Improved patient satisfaction

Texas Health Resources (Dallas, TX)
Documenting revenue cycle communication has allowed THR to maintain its existing goals for data accuracy and collections, while significantly improving patient satisfaction in the process. THR raised its Press Ganey registration scores from 74 to 90 over and eight-month period.
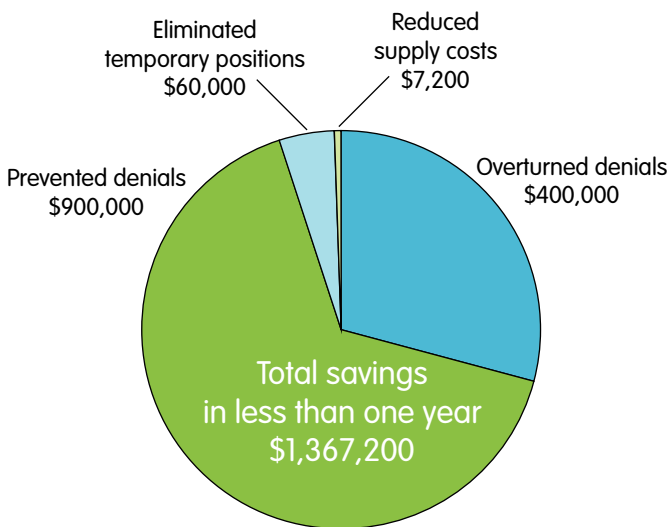
Improved physician alignment

Lowell General Hospital (Lowell, MA)
Using Trace, Lowell General drove increased customer service and physician satisfaction scores. Thanks to Trace and other organizational initiatives, the hospital's Press Ganey scores for physician satisfaction improved significantly jumping from the 40th to the 90th percentile.

Total savings

Eliminated temporary positions $60,000

Reduced supply costs $7,200

Prevented denials $900,000

Overturned denials $400,000

Total savings in less than one year $1,367,200

Health First (Rockledge, FL)
Health First used Trace to overturn $400,000 in denials and prevent $900,000 in denials in less than a year. Implementation of 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 savings of more than $1.3 million.

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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