



## A revolution in productivity for remote healthcare workforces

The ability to provide consistent, remote access to data is more important than ever. Hospitals using the Trace work-from-home solution report a productivity increase of up to 28 percent among remote employees, a statistic in line with current industry research.<sup>1</sup>

Through our Trace® platform, Vyne Medical works to enable work-from-home solutions and deliver maximum revenue cycle performance for leading hospitals and health systems.

Leveraging Trace outside the four walls of the hospital helps to:

- Empower employee access to critical data
- Increase staff productivity, satisfaction and recruitment
- Reduce real estate and operational costs

## Protected, paperless workflows

Trace establishes a central repository of voice, fax and image data throughout the patient care continuum. From incoming faxes to the exchange of recorded patient encounters, Trace helps to establish an end-to-end process in which data can be accessed and exchanged by both on-site and remote teams. This creates a consistent, collaborative workflow and provides flexibility and mobility for team members.

## Enhanced collaboration and visibility

Remote teams that use Trace can easily share, collaborate and access data through a single platform. Records are indexed to the patient ID and interfaced with critical systems so they can be accessed on demand.

## Quality assurance

Insights from integrated monitoring tools, such as custom scorecards and tailored reports, enable hospital management to retain visibility and oversight across both on-site and remote teams. Employee productivity and quality can be managed consistently for all team members regardless of their location.

## Typical work-from-home functions enabled by Trace:

- Business Office
- Claims and Appeals Management
- Customer Service
- Financial Counseling
- Insurance Authorizations
- Patient Scheduling
- Physician Order Management
- Pre-Registration

## Go paperless with Trace

Trace seamlessly integrates with hospital and health system EHRs and includes a suite of tools to manage digital communications across the patient care continuum. Built-in, fully integrated tools help managers monitor and track team performance, quality and consistency.



### Trace

Search and exchange data through an intuitive web interface with worklists to drive workflow and data management.



### Fax

Digitize inbound and outbound faxes for efficient exchange, workflow and reporting.



### Voice

Facilitate the recording of phone calls, voicemails and face-to-face interactions.



### Image

Capture and integrate web activity, patient records, scanned documents, and document images simply and easily from the user's computer.



### Quality Assurance

Generate custom scorecards and reports for employee performance assessment.

## Real world results of work-from-home strategies

Three out of five organizations in the U.S. offer some form of telecommuting option for employees.<sup>2</sup> In fact, since 2005, work-from has grown by 173 percent.<sup>1</sup>

Vyne Medical clients report that work-from-home staff are more satisfied and productive as a result of experiencing fewer distractions and interruptions than their on-premise coworkers. In combination with a boost in productivity, operational savings can equal \$11,000 annually per telecommuting employee.<sup>1</sup>

“Team representatives who work from home can record phone calls, capture faxes and document electronic data from any location – all without printing a single piece of paper. Records are indexed to the patient account and provide a comprehensive view of information exchanged across departments and entities.”

**Yolanda Miller, Director Patient Access**  
Floyd Medical Center

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

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1. Global Workplace Analytics <http://globalworkplaceanalytics.com/resources/costs-benefits> Updated Aug 2020

2. The 10th Annual Revenue Cycle Consortium: Learning from leading organizations, PwC, May 5-7, 2015

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