

# Talkument™

## for Healthcare Services



## Voice Documentation — The Right Prescription for Improving Communications

### Accurate documentation is the lifeblood of any healthcare facility.

It drives patient care and billing, as well as provides protection from liability concerns. Yet, despite the inherent advantages, most healthcare operations have yet to migrate to electronic records management (ERM) systems. The high cost of implementation and lack of standardization makes deploying a system-wide solution for managing documents and images a challenging proposition, despite the clear benefits it could provide to collaboration and consultation.

Phone-based interactions with patients, insurance providers, pharmacies and others are routine in a busy medical office, and it is exceedingly difficult to create and maintain adequate paper notes on these telephone conversations. Writing notes by hand or typing them on a keyboard undoubtedly overlooks critical content and creates a high potential for error.

Talkument, the voice documentation solution from OAISYS®, enables healthcare providers to simply and efficiently document telephone conversations for accuracy

and collaboration, without the need to incorporate a full-scale ERM system. Talkument captures digital recordings of authorized users' telephone conversations through its innovative Portable Voice Documentation (PVD) technology. Conversations are captured in their entirety and can be shared with other authorized users to facilitate improved collaboration. Talkument allows medical offices to focus on providing top-quality patient care during telephone conversations, versus taking and saving hand-written notes, significantly improving efficiency and responsiveness.

Regulations, such as the Health Insurance Portability and Accountability Act (HIPAA), have motivated healthcare providers to gain control of their communications, especially with regard to privacy and confidentiality, and Talkument effectively addresses those issues. Shared voice documents are securely stored on a central server. When a user shares a voice document, the recipient receives a link to the document, rather than a copy of the file itself.



Users can insert text annotations to further explain and clarify information or to respond to a specific question about a call. Shared conversations can be set to expire after a user-defined period, and, if desired, recipients can be allowed to further share with others.

Authorization and billing disputes with insurance companies can negatively impact healthcare office profitability. With Talkument, users can easily search for, retrieve, play back and share conversations with insurance providers to rapidly resolve disputes and ensure prompt payment. Talkument eliminates any ambiguity or

miscommunication errors when communicating with insurance companies and presents medical offices with a significant, tangible return on investment.

Improving clinical processes and workflow efficiency is essential to profitability; time spent searching for important information can be costly. Users can create search folders and store their voice documents accordingly, a valuable feature for healthcare providers, where information needs to be retrieved quickly and accurately. For example, all calls related to a specific patient can be stored in their own folders for easy search, organization and retrieval.

## TALKUMENT FOR HEALTHCARE SERVICES

Twenty years ago, no one could imagine the profound impact electronic documentation of written communications using e-mail would have on business. Now, no one can imagine successfully doing business without it. Talkument delivers these same benefits to phone-based communications.

FEATURE	FUNCTION	BENEFIT
<b>Voice Documentation</b>	Captures phone conversations as voice documents	Permits users to store, search playback and share voice documents with others
<b>Document Sharing</b>	Enables users to share voice documents with other authorized parties	Enhances productivity and collaboration levels through the effortless transfer of information
<b>100 Percent Accuracy</b>	All content is stored in real-time exactly as it happened	Eliminates errors in recollection and transcription, simplifying dispute resolution
<b>Accessibility</b>	Voice documents can be shared with both internal users and external recipients, such as insurance providers, pharmacies and other doctors' offices	Increased efficiency; information no longer needs to be re-sent or repeated
<b>Highlighting</b>	Brings attention to specific portions of voice documents and ties them into comments	Allows recipients to easily listen to specific portions of call without listening to the entire document
<b>Commenting</b>	Insert and associate text comments with a voice document	Adds supplemental information to the voice document to improve communication and efficiency
<b>Categorization</b>	Voice documents can be sorted into folders for easy management	Lets users easily store and track the voice documents associated with specific cases or clients
<b>Security</b>	Voice documents are securely stored on the OAISYS recording system	Users can only access the voice documents or sections they have permission for, and no files are ever actually transferred

Healthcare offices are heavily dependent on accurate, reliable and secure documentation of information. Voice documentation helps save time, boost productivity, minimize liability risks, improve profitability and build better relationships with patients. Talkument is the right prescription for building a total documentation solution, offering secure, reliable and easily accessible documentation of phone-based conversations.



To learn more about Talkument for healthcare providers, download the white paper and presentation available at our Web site, [www.oaisys.com](http://www.oaisys.com) or call us at 888.496.9040 for more information.

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