Talkument® for Healthcare Providers

Voice Documentation— the Right Prescription for Improving Communications

Diagnosing the Real Needs for Healthcare IT

For any healthcare organization, accurate documentation is a critical component of efficient business operations. It drives patient care and billing, as well as provides protection from liability concerns. However, despite the apparent advantages, most physician offices have yet to migrate to electronic medical record (EMR) systems. The high cost of implementation and lack of standardization has made the prospect of deploying a system-wide solution for managing documents and images seem daunting, despite the potential benefits that could be realized.

The expansion of information technology within the healthcare sector to be financed by national healthcare reform legislation may help to somewhat alleviate the financial burden that has prevented physicians from implementing EMR systems. However, removing some of the financial barriers to EMR adoption still does not clearly demonstrate to medical providers the direct benefits they can expect to receive. The physicians and their administrative staff working the frontlines of the healthcare industry support, and are very much aware of, the need to improve the nation's healthcare system. Most importantly, they understand the importance of addressing this crisis in a way that protects patient relationships while also limiting interference by insurance companies and government.

Medical practices must invest time and money to deploy EMR systems, and do so while facing the risk of unexpected implementation obstacles. Healthcare providers need an affordable, easy-to-use and reliable solution that can help them resolve the everyday challenges they are currently facing. Reductions or denials of insurance claims, inadequate patient care delivery by affiliated providers and difficulty monitoring patient scheduling, admittance and communications processes are just some of these challenges. OAISYS voice documentation technology is ideally suited to alleviate these problems, since it was developed with the specific needs of healthcare professionals in mind.

Uniquely Designed Technology for Healthcare Providers

Phone-based interactions with patients, insurance providers, pharmacies and many others are frequent occurrences in a busy medical office, and it is extremely difficult to create and maintain adequate paper notes on these numerous telephone conversations. Writing notes by hand or typing them on a keyboard undoubtedly overlooks critical content and creates a high potential for error, along with being far more predisposed to outside scrutiny and skepticism concerning their accuracy and validity.

Talkument, the voice documentation solution from OAISYS, enables healthcare providers to simply, efficiently and affordably document telephone conversations for accuracy, collaboration and liability protection, without the need to incorporate a full-scale EMR system. Talkument captures digital recordings of authorized users' telephone conversations through its innovative Portable Voice Document (PVD™) technology. Conversations can be selectively recorded, captured in their entirety and securely shared—along with highlights and text-based annotations—with other authorized system users or even external recipients, such as insurance companies.

Talkument®
The Leader in Voice Documentation

HIPAA-Compliant Security Controls and Features

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. Calls captured by the Talkument software reside on a secure OAISYS recording repository connected to an organization's communications system. Any access to administrative functions and to individual voice documents is permissions based, and recordings are inaccessible to outsiders unless they are granted permission by an authorized user. These permissions can be limited to prevent further sharing and may also be set to expire after a defined time period.

Valuable Benefits for Multiple Key Areas

Authorization and billing disputes with insurance companies can negatively impact healthcare provider profitability. Smaller medical practices in particular are prone to spend more time than their counterparts in larger practices engaging in administrative exchanges with insurers. This ultimately results in increased costs—and the more time spent on administrative duties, the less quality time is available to spend with patients.

With Talkument, users can search for, retrieve, play back and share conversations with insurance providers to quickly and confidently resolve disputes and ensure prompt payment. When insurance companies agree to pay for treatment, Talkument ensures those verbal authorizations are documented and readily available in the event of he said/she said disputes. For organizations using Talkument, ambiguity and miscommunication errors when dealing with insurance companies become a thing of the past, producing a positive effect on office cash flow.

Talkument voice documents present a definitive account of any information provided via phone-based conversations with affiliated providers or patients, helping to avoid mistakes and better manage the cost of malpractice insurance. Administrative staff, physicians and other key personnel enjoy appropriate access to phone-based data while still maintaining privacy requirements.

Often times, it isn't actual medical malpractice that triggers malpractice claims by patients. Communication and service issues, lack of collaboration and poor event management skills can lead patients down the path to legal action. Using Talkument as a highly effective quality assurance tool, medical providers can influence liability risk while at the same time increasing patient safety and patient satisfaction. By reviewing staff interactions with patients, quality of care can be assessed and, if necessary, improved to minimize patient safety concerns, manage current patient issues and promote overall best practices.

Improving clinical processes and workflow efficiency is also essential to profitability; excessive time spent searching for important information can be costly and potentially upsetting to patients. With Talkument, users can create search folders and store their voice documents accordingly, a valuable feature for healthcare providers, since information often 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.

Making it Right for You

Even as the topic of healthcare reform continues to generate heated discussion, the needs of healthcare providers to help overcome this crisis are often overlooked. Physicians struggle with insurers to receive approval for treatment—and then must battle once again to ensure they receive the payments they are rightfully due. Physicians and their staff members are overwhelmed by bureaucratic runarounds, skyrocketing medical liability premiums and hard fought for reimbursements that may fail to even cover practice costs.

Some other vendors may be more focused on simply securing a sale with healthcare providers, with little regard for how, or even if, their solution will truly help improve their business operations. At OAISYS, we believe healthcare professionals need the support of a vendor that understands and sympathizes with their plight, and is well positioned to do something about it. We are committed to providing innovative, reliable and affordable voice documentation solutions that will help your office save time, boost productivity, minimize liability risks, improve profitability and build better relationships with patients. In the face of reform uncertainty, Talkument is the welcome change that will **Make it Right for You**.