



Fortis for Healthcare

Document management treats paper overload

On top of demands to deliver the highest quality patient care, healthcare providers need to be constantly mindful of operational efficiencies to help contain growing medical costs. With no shortage of paper and electronic patient information, document management software solutions are becoming a critical factor in meeting burgeoning healthcare challenges.

Among the areas where document management is making a significant contribution are Patient Financial Services, Access Management, Admissions, Insurance Verification, Medical Credentialing, Materials Management, Human Resources, and Accounting, to name a few.

Westbrook **Fortis** document management software captures, indexes, stores and retrieves paper and electronic medical, administrative and financial documents, images, and files – from anywhere, instantly and securely.

Physician Credentialing

Healthcare facilities are increasingly liable in malpractice suits if they hire incompetent physicians or allow them to remain on the medical staff. Therefore, appropriate processes for physician credentialing are critical. Hospitals need to consider their credentialing process in conjunction with concern for high-quality patient care. With **Fortis** document management software, this time-consuming and paper-intensive process can be automated with electronic file capture, systemized workflow for monitoring and credentialing, and a simplified electronic process for re-licensing. Among the benefits to hospital administrators:

- Improved processes for reduced administrative costs
- Reduced liability
- Improved audit capability

Insurance Billing and Accounts Receivables

Electronically captured into **Fortis**, accounting departments have instant access to EOBs, claims, statements and remittance information. This shortens billing cycles and allows quick resolution of discrepancies. Being linked to business systems, **Fortis** helps hospitals reduce administrative costs and increase revenues through:

- Savings in filing space and manpower costs
- Reduced miscoding
- Improved collections
- Quick response to patient inquiries about billing status



Florida Medical Center Clinics – store all patient records in the **Fortis** system, saving \$1.3 million/year in records administration costs.

Huntsville Cardiothoracic Surgeons – converted all their medical records to **Fortis**; now able to access patient records within four seconds.

Patient Experience and Care

Fortis speeds the patient admissions process assuring quick insurance verification and other patient financial services. At a time when stress can be a factor, the efficient capture of patient information, such as driver's licenses, insurance cards, consent forms, physician orders, and privacy notice acknowledgements, can help create a more positive experience.

Human Resources

Hospitals need to be increasingly efficient managing HR functions. **Fortis** captures and stores documents relevant to credentialing, recruitment, testing, benefits administration and compliance, along with all other employee records.

Accounting

Fortis eliminates costly bottlenecks in accounting by automatically routing requisitions and linking documents that must be matched and reviewed for payment including purchase orders, bills of lading and invoices. Integrate **Fortis** with your accounting application to retrieve supporting documentation such as debit and credit memos, and vendor correspondence.

Compliance

Providing multiple levels of security and auditing, **Fortis** is a secure repository for managing HIPAA, Sarbanes-Oxley and DEA compliance and staff credentialing.

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Fortis provides one document management backbone that integrates with administrative and business systems.

Healthcare Applications

Fortis is successfully in use in virtually every aspect of the health care value chain. Some of the applications of **Fortis** in health care include:

- Insurance billing and EOBs
- Accounts payable/receivable
- Materials management
- Patient financial services (PFS)
- Physician credentialing
- Patient registration/admissions
- Medical records
- Human resources

Return On Investment

Among the savings, productivity, and revenue healthcare organizations will realize with **Fortis** document management software are:

- Reduced administration staff
- Reduced paper record storage costs
- Achievement of 100% compliance – patient information security; information audit trail
- Accelerated access to patient records from minutes or hours to seconds
- Faster throughput due to decreased administrative wait time
- Better management of insurance claim process

Scalable Solutions

Fortis is used by a wide range of healthcare enterprises, from very small medical practices to hospital networks. These include:

- Duke Medical Center, NC
- Banner Health, AZ
- Princeton Medical Center, NJ
- Medical Center Clinics, FL
- Huntsville Cardiothoracic, AL
- Outpatient Services East, AL
- Mercy Hospital, ME
- St. Raphael's Hospital, CT

Integrated Document Management

Fortis provides a full range of document management capabilities including:

- Image capture and OCR
- Versioning and archiving
- Records management and retention
- Security and management
- Viewing and annotation
- Disaster recovery

