

# Bill Accurately, Bill Faster.

## Timely, Trackable, Communications With Physicians.



### Medical Coding

#### *Optimize Reimbursement with Electronic Physician Communications Automating the Physician Query Process*

Simplifying the collaboration between coding professionals and physicians is increasingly important as hospitals focus on improving the processes involved in recognizing revenue. Many applications exist which enable coding professionals to process hundreds of medical records per day. Often, the process breaks down when the medical documentation is unclear and the coder needs additional information to complete the coding accurately. Many organizations have developed a form-based procedure for physician queries. Often the form is a paper form that is manually completed, routed, and at some point scanned or otherwise archived into the medical record.

FormFast specializes in eliminating paper forms and the manual processes associated with them. The Physician Query automation solution provides an automated electronic process that provides the coding professional and the physician a simple and quick method of communication, allowing the coder to complete their work in a timely manner. FormFast gives both the coder and the physician one-click access to the coding queries, enabling each to work efficiently without having to search for the right forms. The system also integrates into other applications to further simplify the entire process from the coder's initiation to completion and response by the physician as well as the automatic update of the medical record. FormFast integrates directly with imaging and archiving systems allowing for automatic submission of completed query forms, QIO forms, associated progress notes and supporting documentation to the EMR.

Aside from the simplicity and productivity increases associated with the use of the Physician Query automation solution, the system also provides the necessary intelligence to support auditing, monitoring, and corrective action. Queries to the physician should be the exception rather than common practice. Whether done through a paper process or an electronic process, the query slows down the billing cycle and could indicate policy and training issues with policies, procedures, or training. The Physician Query automation solution provides the data necessary to identify issues so organizations can take steps to correct the problems. The system easily identifies the types and frequency of queries being processed, the physicians and coders involved, the physician response times, and other key performance indicators.

FormFast's Physician Query automation solution supports the physicians involvement in the coding process. It simplifies the process of communications between coding professionals and physicians, enabling queries and responses to occur immediately in real-time. The system provides the added benefit of producing an auditable record of all events to support continuous process improvement.

The optimization of the physician query process is just one example of how FormFast helps organizations eliminate paper-based form processes. FormFast provides a variety of targeted turn-key solutions such as this Physician Query automation solution. Additionally, FormFast provides enterprise solutions that allow organizations to create, manage, and distribute their own electronic form-based applications. Electronic form applications extend the life of data collected, allowing for reuse in statistical applications, business intelligence, reporting, and other electronic form-based applications.



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Since 1992, FormFast has been passionate about delivering high-value document automation and management systems to healthcare providers. FormFast technology supports the natural progression from time-consuming processes of filling, managing, and processing forms manually to the increased efficiency of an output management system, with electronic forms and form packets automatically filled and printed on-demand. This evolution is supported with the workflow system, FastFlow, which manages document routing, approval, collaboration, and integration with archival systems.

# Web-Based Physician Query Workflow Solution

In order to meet your needs, FastFlow is available in a few simple packages; FastFlow Enterprise, and FastFlow Applications. FastFlow Enterprise enables you to develop and deploy workflow applications across your organization as needed. On the other hand, you can also purchase FastFlow Applications, applications that can be built for you by FormFast, or start with one of our pre-built applications. FastFlow Applications leverage FastFlow technology but provide you the ability to deploy solutions quickly without putting a strain on your own resources. Customers also purchase FastFlow Applications with FastFlow Enterprise for a quick start on their web-based workflow solution.

## Understanding Workflow

Workflow is simply the process of completing a series of tasks. A workflow can be very simple and include one person, or it could be a complex and dynamic series of processes among many people, groups or departments.

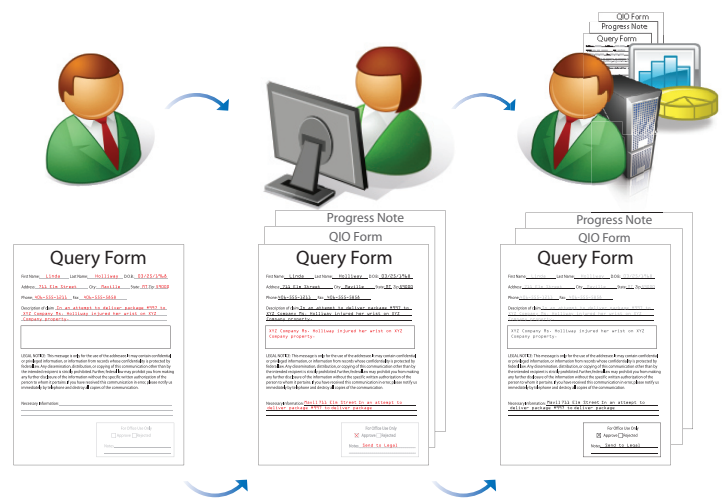
In most cases forms are created to be part of a workflow. For example, a job application form or purchase order are both forms that represent workflows. These forms are given to someone to complete and are then routed to recipients for review, approval or other actions.

In an environment where forms are paper, the task of routing and delivering the form are done manually. When a specific procedure is not documented or followed, often a required step or task is not completed or the form is sent to the wrong person. Errors such as these are time consuming and can be costly.

## Automating Workflow

Workflow Automation is an area of process improvement in which businesses benefit from higher efficiency, better time management, and a higher level of organization. Automation eliminates errors in routing, incompleteness, and delivery. The system creates an environment where processes can be completed in a fraction of the time it would take traditionally.

FastFlow is a true Workflow Automation system. The system provides the ability to manage documents, routes, tasks, electronic signature requirements, collaboration, and users. Additionally, the system integrates with existing business systems such as, databases, archiving systems, and portals.



The diagram above shows a simple 3-step Physician Query workflow. In the first step, the form is selected while patient data is automatically applied to the form. The form is then sent to the physician who completes the form. The physician then completes the form as well as the required supporting documentation. Next, the form is automatically routed to the coder, who reviews the form. At the same time, the data is written to a database for reporting, auditing, and quality control, and the forms are archived in the EMR.

## Workflow Vocabulary

To help manage workflows it is important to understand a common vocabulary:

**Workflow:** The movement of documents and/or tasks through a work process; how tasks are structured, who performs them, what their relative order is, how they are synchronized, how information flows to support the tasks and how tasks are being tracked.

**Task:** The activities that may or may not be required to be completed at each stage of a workflow process. Tasks include signatures, approvals, and form/field completion.

**Route:** The work process order. The route is defined by destinations and their order. It includes not only users but also a final disposition. Routes can include steps that are based upon the content of a form.

**Final Disposition:** The endpoint for a workflow item. This includes Users, data systems, archiving and other possibilities.