Online Pre-admission
Selecting Cloud-based Technology to Maximize Efficiency, Patient Care and Convenience

Cloud-based patient pre-admission solutions are becoming industry standard because they offer the ability to evaluate and quantify expense reduction, are easy to implement and use and do not require software installation or maintenance.

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The Benefits of Online Pre-admission Systems
Cost-Effective, Easy to Use and Deploy

Online solutions offer a more efficient way to gather and distribute perioperative information. These systems enable facilities to streamline, and even eliminate, paperwork, phone calls, faxes, printing, postage and the management of these tasks, thus saving significant staff time and money. Custom clinical forms can be pre-filled from the systems verified patient data for the entire healthcare team and information is easier to sort, search, view, and analyze.

For many medical centers, the most important factor in adopting an online work-flow is improved patient care, safety, satisfaction and ultimately the lifetime value of the relationship. More accurate information can be obtained online when a patient can access their records and medications and enter it at their convenience—minimizing long calls or repetitive interviews that rely on patient recall. With 85% of US adults online—over half every day\(^1\)—patients have become accustomed to the convenience and privacy of online accounts and want control over their medical information.

Independent third-parties now audit to ensure enterprise level data security. This addresses what had been the main drawback of cloud-computing—possible security breach. Patient pre-admission is therefore increasingly moved online for the many benefits technology can offer.

Online Pre-admission Cost Advantages:
• No need for IT to develop and maintain an in-house system
• Ease of integration, standardized data feeds
• Automatic upgrades and updates online, no installation required
• No large upfront costs or special equipment, just internet connection
• Rapid deployment, application tested and proven
• Outsourcing of backup, security and maintenance
• Enterprise class servers and data centers

Drive Efficiency and Patient Satisfaction
• Improve quality of care, better information availability
• Better analytics, compliance, alerts, and standardization
• Delays and cancellations for lack of timely information minimized
• Reduce registration related insurance denials
• Staff allocated to patient interaction and away from paperwork
• Patients prefer choosing when and where to relay a medical history
• Patients accustomed to the convenience of online accounts

\(^1\) Pew Internet and American Life Surveys. May, 2013 by Susannah Fox
When Considering Online Pre-admission Providers

Key Operational Questions

Is the software proven in the marketplace?
Have hundreds of surgery centers adopted and used the solution successfully for years or decades? Have millions of patients across the U.S. used the application successfully? Are there references you can contact?

Will implementation and training be fast and easy?
Is implementation measured in weeks? Will a dedicated account manager be responsible for a best-practices implementation strategy? Is on-site and online training available? Are training videos and webinars available free? Is there training available for new staff or when new features are available?

Will your physician offices receive training?
Will physician offices receive waiting room signs and personalized patient instruction flyers to help them direct patients online? Is there training through online videos and webinars available? Can you access copies of patient flyers for the physician offices to print or email?

Are there dedicated account managers for support?
Can you call and speak to your account manager when you have questions? Will they help you to roll-out and train your physician offices? Will they review training needs or demonstrate system updates?

Will patients have access to support?
Will patients have support to access their account and answer questions? Are there online how-to videos for patients?

Can you track usage and performance?
Are there reports you can run to help you review utilization by physician, group, staff member, etc. to determine if additional support is needed?

Will the solution continue to be available?
Does the provider have an established track record and a widely-adopted, tested solution? Is there a patent on the technology and a firm base for the enterprise to continue to provide the solution? Will they continue to invest in improving the system and are upgrades and updates free?
Is information organized and accessible by staff role?
Is the information organized for admissions, nursing, anesthesia and surgeon’s office to access? If the view into the data limited by role?

Does the system generate clinical forms and reports?
Will all staff have access to the data they need when they need it? Can the system take nurse-verified patient data and pre-fill clinical forms? Can staff enter a medical history if necessary in a simplified entry format?

Will staff have visibility into high-risk patients?
Will the system visually flag a patient answer that triggers an alert for things like blood thinners or other criteria you choose? Can the system calculate a score and alert risk of falls, sleep apnea, DVT or other important factors to consider before surgery?

Can staff sort and view patient status?
Can staff see an entire medical history in one view, easily sort and view patients by date or service, name or other information? Can staff view by date of birth, completed date and other critical data points?

Can the system generate suggested testing?
Based on the guidelines you set-up, will the system generate suggested standardized testing based on patient responses?

Can your system capture CMS acknowledgment?
Will the application collect a digital patient acknowledgment of receipt of CMS or other consents provided on-screen? Can a report be generated?

Can patients reuse their medical history?
Do patients have an account, and can they update and reuse their medical history? Can they print a medical history to share with other healthcare professionals? Can patients easily print your directions or pre-op instructions?
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Key Technical Questions

Is the solution widely-adopted and well supported?
How long has the pre-admission software been in use? Has the solution been built with input from clinical professionals and will it continue to evolve and incorporate best practices for surgery centers? How important is this service to the providers business and is patient admissions a main focus?

Will systems integration remain a priority?
Can the solution fully integrate with other applications and systems and use an industry standard HL-7 interface? Will data integration remain a priority with the provider?

Is the system smart and customizable?
Can clinical forms be customized to mirror your current chart-pack and minimize transition to online? Can medical questions be customized or removed if unnecessary? Does the system adaptively remove unnecessary questions and only ask pertinent follow-up questions?

Is security validated by a credible third-party?
Has the vendor had a credible third-party audit and test the system security? Is data encrypted in transit and at rest to reduce possible intrusion? Is there intrusion detection monitoring? Has the provider ever had a security breach?

What is the disaster recovery and redundancy plan?
Does the provider have multiple and geographically redundant data centers to ensure continuous uptime? Do they share servers with other parties which could cause slow access times? Do the vendor use top-quality enterprise-level service providers?

How About HIPAA compliance and data access?
Is the web application fully HIPAA compliant? Does the provider control who may access patient data and perform employee background checks? Do they send data overseas or utilize overseas developers or call centers?