ABBYY

Telehealth

Streamline onboarding and enhance patient engagement

Key challenge

Patient demand for telehealth engagements has never been higher: the number of telemedicine encounters in 2020 increased between 50-175x across the country.[1] To meet the demand and hit revenue targets, healthcare providers should address cumbersome onboarding processes and improve visibility into other processes impacting patient engagements.

Solution

ABBYY offers a comprehensive approach to content-intensive processes in Healthcare. We not only automate the capture, recognition, field extraction, and validation of structured and unstructured content; we guide you in the continuous improvement of the processes through which they flow.

ABBYY's intelligent automation platform helps you improve quality outcomes through better patient engagement.

Spend more time on patient assessment by automating patient pre-registration and proof of identification using mobile devices.

Get immediate feedback on opportunities for improvement to enhance patient satisfaction in telehealth engagements.

Identify additional opportunities in telehealth processes for greater efficiency and avoid the penalties of non-compliance.

Coordinate people, processes, and content for better telehealth engagements

A win-win for patients and providers

In a study fielded by the COVID-19 Telehealth Impact Study Work Group*, respondents indicated that telehealth both improved costs of care for their patients (61 percent either agreeing or strongly agreeing) as well as improved the financial health of their practice (56 percent either agreeing or strongly agreeing).

* Part of the COVID-19 Healthcare Coalition, a collaboration between AMA, Mitre, Mayo Clinic, DiMe, ATA, MassChallenge HealthTech, and Change Healthcare

Streamline patient pre-registration and proof of identification

- Information from complex and unstructured content like drivers' licenses, insurance cards, and pre-registration documents is automatically captured wherever patients use their mobile devices.
- Data is extracted with the highest level of accuracy and classified using advanced optical character recognition (OCR), minimizing the patient's time to service.
- Artificial intelligence (AI) technologies and integration with EHR systems play a key role in creating a faster and more efficient patient onboarding process.

Monitor and alert on how humans and content are interacting in processes

- ABBYY leverages AI and analytics to present you with a visual model of "typical" processes in a telehealth engagement—based on data from your own systems.
- You see where patients and employees input, review, decide, and take action on critical content. Deviations from the typical baseline are automatically identified, alerting you to problems.
- You gain visibility into and understand what's working well in your telehealth engagements—as well as where the bottlenecks are.

Increase flexibility in accommodating change

- AI and machine learning (ML) technologies reduce administrative burden and inefficiencies to help you successfully manage the growing demand for telehealth engagements.
- As your telehealth practice develops, visibility into processes helps ensure they remain consistent with compliance as practiced throughout your organization.
- Capture and processing of information will work with a wide variety of robotic process automation (RPA), EHR systems, and patient eligibility clearinghouses.

↳ ABBYY empowers healthcare providers to seize new opportunities in telehealth, extending their virtual footprint to include mobile content capture and process improvement for better patient engagement.

Learn more at ABBYY.com/healthcare

abbyy.com