Online Pre-Admission
Using Cloud-Based Technology to Maximize Productivity and Convenience

Cloud-based patient pre-admission solutions have become an industry standard. The systems are easy to implement, integrate and use. They automate and streamline information gathering and organization while dramatically minimizing associated costs.

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The Online Pre-Admission Process Increases Patient and Staff Satisfaction

Online workflows are an efficient and convenient way to gather and distribute perioperative information. This method has become popular because it provides measurable productivity gains and increases patient satisfaction. Pre-admission systems can help streamline—and even eliminate—paperwork, long phone interviews, faxing, printing and postage. They can also make it easier to manage these tasks.

Many medical centers feel the most important factor for adopting an online solution is improving patients’ experience and maximizing the lifetime value of those relationships. When the process is thorough and automated, healthcare teams receive timely information they need to provide the best care possible.

More accurate information can be obtained when patients can access and provide information about their records and medications online\(^1\) at their convenience, rather than completing a phone interview. Currently, 85% of US adults use online services and more than 50% are online every day.\(^2\) Patients are now accustomed to the convenience and privacy of online accounts and want control over their medical information.

Well-designed systems integrate and organize the entire process including scheduling, physician office document capture, risk assessments, CMS documentation, patient reminders and pre-op instruction and survey delivery. Documents and information are easier to sort, search and analyze with portals that provide specialized views specifically for anesthesiologists, administrators and pre-op nurses. Clinical forms can be printed and are pre-filled from the systems’ verified patient data.

Independent third parties audit to ensure necessary enterprise-level data security. This addresses what had been the main drawback of cloud computing—possible security breach. Online patient pre-admission is not only secure, the cloud-based solutions also offer many advantages.

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Core Benefits of Cloud-Based Solutions

Efficient, Cost-Effective and Convenient

Efficiency, Integration and Usability
- Process, analytics and best practices built-in to system
- Complete integration possible with standard HL-7 interfaces
- Online information accessible to entire healthcare team 24/7
- Updates for newest devices and technology automatic
- Outsourced maintenance, servers, backup and data centers

Financial Advantages
- No large upfront costs or special equipment
- Typically small monthly fee from operations budget
- Reduces registration-related insurance denials
- Minimizes delays and cancellations for lack of timely information
- Outsources system development and maintenance

Drive Quality and Patient Satisfaction
- Staff allocated to patient interaction and away from paperwork
- Improve quality of care with better information availability
- CMS documents, instructions, reminders, surveys automated
- Patients can choose when and where to relay a medical history
- Standardized process and organized information
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 the system evolve with industry needs and regulations?
Will the system work with modern browsers and mobile devices? Will changes in regulations be addressed with software updates, forms or reports that meet requirements? Will the provider invest in improving the system and are the upgrades and updates free?

Will the solution continue to be available?
Will the provider be in business next year and do they fund operations through profit or through investor capital? Is there a patent on the technology and a firm base for the enterprise to continue to provide the solution?

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 training available for new staff or when new features are available?

Will physician offices receive training?
Will physician offices receive material to promote patient use such as signs and instruction handouts to help physician office staff direct patients online? Is training through videos and webinars available?

Is dedicated patient and staff support available?
Can staff call and speak to a support manager with questions? Is support available to review training needs or demonstrate system updates for staff? Are online how-to videos available for patients? Will patients have live support to access their accounts? Are these functions done in-house?

Can you track usage and performance?
Are reports that can be run available to help you review utilization by physicians, groups, staff members and so forth to determine if additional support is needed?
Is the system updated for modern browsers and devices?
Is the website accessible to all browsers including the latest versions? Can the system be accessed with mobile devices and tablets? Is the system ADA compliant for users with disabilities?

Is information organized and accessible by staff role?
Is the information organized for admissions, nursing, anesthesia and surgeon’s office staff to access and update? Can users easily sort and view patients by date of service, name or date of birth? Can staff see an entire medical history in one view?

Can documents be uploaded by physician offices?
Can necessary documentation be easily uploaded to complete a file? Is the capability available for physician offices and facilities alike?

Does the system generate clinical forms and reports?
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?

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

Will staff have visibility into patients that are high-risk?
Will the system flag a patient answer that triggers an alert for things such as blood thinners or other chosen criteria? Can the system calculate a score and alert you of the risk of falls, sleep apnea, DVT or other important pre-surgery assessments?

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

Can patients reuse their personal health record?
Do patients have an account and can they update and reuse their medical history? Can patients easily print your directions, pre-op instructions or a copy of their medical history?
When Considering Online Pre-Admission Providers

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 perioperative process a main focus?

Is systems integration a priority?
Can the solution fully integrate with other applications and systems and use a 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 online transition? 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?

Does the provider use highly reliable, distributed systems?
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? Does the vendor use enterprise-level, top-quality service providers?

Is HIPAA compliance and data protection ensured?
Is the web application fully HIPAA compliant? Does the vendor send data overseas or utilize overseas developers or call centers? Does the provider perform employee background checks and strictly control who may access patient data?