

# Home healthcare workers capture critical documentation with ILINX Cloud.

SUCCESS STORY / HEALTHCARE / TRANSACTION MANAGEMENT

## VITAS<sup>®</sup> Healthcare

### Strategic Initiative

VITAS Healthcare workers provide in-home hospice care and need to collect vital patient information from the field. Handling nearly 2 million documents annually, VITAS recognized that its paper-based system slowed processing and introduced data vulnerabilities. The company needed a secure, cloud-hosted document solution designed to be user-friendly for employees with varying levels of technical proficiency.

### Solution Plan

ImageSource designed a remote documents process solution optimized for familiar devices. First, the ILINX Capture Mobile app allows workers to photograph documents and upload them on the spot with any additional data required. ILINX Capture Workflow then routes documents to a review queue after which they are released to an electronic medical records system. Finally, ILINX Content Store enables document storage and management.

### Investment Return

With its ILINX Cloud document-intake solution, VITAS Healthcare has reduced average processing turnaround from 7 days to 1. The time savings pays off with faster billing and payment cycles. The solution also ensures HIPAA compliance while eliminating the data loss and privacy risks of lost or damaged documents. ILINX process innovation exceeds the company's return on investment goals by reducing paper handling millions of pages per year.

#### ILINX MOBILE APP & SDK

This process-innovation module brings the power of AI processing your most detailed content. Extracting contract terms, payment codes, table data to facilitate business decision making.

#### ILINX CONTENT STORE

An intuitive, web-based repository for content storage, access, and management from any device. Centralized administration for faster deployment and robust content management.



### Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.