Med-Serv™ 50/60 is a robust, free-standing patient registration platform that enables patients to check-in, update their profile and insurance coverage, submit requests for prescription refills, and settle co-pay and account balances without having to wait in line. Powered by Interstage Business Process Manager, the platform can easily gather patient information via a keyboard, a credit card or using Fujitsu’s own palm vein biometric technology and then guide the user through the relevant forms and screens to expedite their visit, reduce errors and inefficiencies, and improve the overall patient experience.

CURRENT CHALLENGES

Surveys indicate that the most frustrating part of a hospital or clinic visit for patients is the check-in process. Both new and returning patients indicate that as they queue up to register themselves or request a prescription refill, they find themselves filling in multiple forms or updating them over and over again - in triplicate no less - which aggravates the whole process. Every minute spent in line only adds to the emotional trauma and keeps them from getting the required medical attention. With paper-based forms changing hands, there are added privacy concerns and issues around sensitive data being mishandled.

On the other side of the coin, as clinics and hospitals look to trim costs, they are becoming acutely aware of the fact that their administrative expenses are not being kept in check. Significant amounts of money are being spent in non-value added clerical work – in data entry and data correction. These inefficiencies in healthcare are reflected in the areas of billing and insurance. With disjointed patient records and billing systems, tracking billing, claims, and streamlining revenue cycle management is a highly manually intensive, inefficient, and costly process.

INTRODUCING MED-SERV™ 50/60

The Med-Serv free-standing patient registration platform combines Fujitsu’s years of experience delivering self-service kiosks with its industry-leading business process management (BPM) software to provide users with an easy-to-use alternative to registration that delivers an enriched patient experience.

Powered by Interstage Business Process Manager, the Med-Serv platform serves up the right screens that let patients quickly check-in, update their profile and insurance coverage, submit requests for prescription refills, and settle co-pay and account balances without having to wait in line. The process-enabled platform helps easily gather patient information via a keyboard, a credit card or using Fujitsu’s own palm vein biometric technology and then guides the user through the relevant forms and screens to expedite their visit, reduce errors and inefficiencies, and improve overall patient satisfaction.

KEY BENEFITS

Increases patient satisfaction

By using a BPM-driven kiosk, the time taken by a patient to register or update and review information is reduced dramatically. When a patient logs in at the kiosk using the keyboard, a credit card or a palm scanner, the underlying BPM software quickly validates the information against an existing patient information database. Once the identity has been confirmed, the BPM system pre-populates screens at the kiosk with relevant patient-related information. For instance, the system might remind the patient of upcoming tests that need to be scheduled; it might provide the patient with directions to the next appointment; or detail outstanding billing information and payment options. The shorter wait times and reduced paperwork through the use of self-service technology can greatly improve patient satisfaction.

Addresses patient privacy concerns

Patient privacy is rated the number one concern among North American hospital and clinic visitors. Patient registration using a kiosk is much more private and confidential as compared to paper-based forms that need to be entered and disposed of by hospital staff. The Med-Serv kiosk that integrates with Fujitsu’s cutting-edge palm vein recognition technology helps reduce the potential of error in patient identification. By incorporating Fujitsu’s Interstage BPM software within this platform, the information gathered can be quickly relayed to the back-end systems so as to be able retrieve patient-specific information that makes for an enhanced user experience.
In addition, HIPAA mandates that hospitals and clinics make every effort to reduce the risks associated with patient data handling and that all patient communication conforms to established guidelines. Fujitsu’s Interstage BPM software, which forms the underpinnings of the patient registration platform, delivers the appropriate forms on the kiosk screen for the user to sign electronically. The consent forms are then routed via a workflow to the patient information database and become a part of the patient’s record.

It is estimated that by 2010, over 40% of Americans will use English as a second language. The BPM-enabled self-service kiosks support multiple languages; screens can be served up in any language making it easier for the newer generation of Americans to provide sensitive information in a private, more discrete manner.

**Improves healthcare provider efficiency**

By eliminating redundant data entry and the copying and filing of paper-based forms used in patient registration processes, hospitals and clinics can significantly reduce administrative costs and efficiently deliver higher quality of service.

The Med-Serv platform that leverages BPM technology can quickly gather patient information and route it to the different departments within the clinic or hospital electronically. This reduces the number of paper-based forms being passed around and the time taken to deliver service to patients considerably.

The underlying BPM software can also pull relevant patient-related information from different data stores and apply rules to help clinicians make much more informed decisions around the prioritization and delivery of patient care. The software also helps provide the different departments and clinicians with task lists that include patient information and files attached to each task which allows for the effective prioritization of work. Timers, alerts and notifications can be associated with these tasks to make sure that work is completed on time to further aid patient satisfaction.

**Provides Flexible Change Management**

The use of a BPM-enabled self-service kiosk such as the Med-serv platform ensures that a hospital or clinic is geared for change. As the processes and rules associated with patient registration and clinical care change, the software can easily modify the underlying processes to serve up the right screens at the kiosk with little administrative overhead.

Changes can be made in hours instead of weeks and months. The underlying process management software allows for a centralized management of the user’s experience across the clinic’s kiosk network.

**Delivers greater cash flow visibility and insight into capacity management**

The integration of the Med-serv platform with the back-end accounting systems using the BPM software allows for billing information to be presented to patients via the kiosk interface instantaneously. Patients can easily review outstanding balances and co-pays and choose to make electronic payments right at the kiosk. By connecting the billing systems to the registration process at the kiosk, hospitals and clinics have better control over the entire revenue cycle management process. The reporting and analysis capabilities of Interstage Business Process Manager that are a part of the Med-serv platform, provide clinics and hospitals with valuable metrics such as the monthly or quarterly cash flow, monthly patient registration, monthly patients by specialization, monthly bed utilization, monthly lab utilization, and average time to discharge. The data gathered helps hospitals and clinics make informed decisions around capacity management, staffing requirements, and budgets that translates to better quality of patient care.

The Med-serv patient registration platform is the ideal solution for clinics and hospitals that anticipate patient traffic through multiple locations. The costs involved in manually registering patients over the years and the potential attrition of unsatisfied patients justify the investment in the Fujitsu platform.

**ABOUT FUJITSU AMERICA**

Fujitsu America, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions. Fujitsu platform products are based on scalable, reliable and high-performance server, storage, point-of-sale, and mobile technologies. Fujitsu combines its renowned platform offerings with a full suite of onshore, near shore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Fujitsu provides industry-specific solutions for retail, manufacturing, healthcare, government, education, financial services, and telecommunications sectors. For more information on Fujitsu America’s business scope, visit http://solutions.us.fujitsu.com/.