



## CENTRALIZE ALL YOUR DOCUMENT EXCHANGE PROCESSES - IN A SINGLE INTERFACE!

[Are healthcare standards simplifying patient information exchange? No.](#)

The introduction of new technology and technology standards in healthcare is happening at a dizzying pace. Almost on a daily basis, new initiatives for improving and automating patient care are being introduced and incorporated into legislation that impact providers across the care continuum. However, new technologies and standards cannot immediately replace the existing, resulting in heavier workloads for healthcare providers. An example of this is the emergence of Direct Messaging.

Direct messaging is a simple, email-like protocol designed specifically for sharing patient information and is advocated as the technology that will finally replace traditional methods of exchange, including fax. While Direct messaging is showing promising results, technical implementation challenges and slower than anticipated adoption have resulted in the sporadic use of Direct, thus requiring the continued use of fax, portal access and traditional mail for information sharing.

[Simplifying all ways of exchange, through a single interface.](#)

Kno2 is the first and only cloud based clinical document exchange platform that allows any healthcare provider to connect to their community and exchange patient information using Direct. However, Kno2 is NOT just another Direct messaging platform. Direct messaging is an emerging standard and thus many have not adopted or fully implemented Direct. This means that every healthcare provider will continue to receive faxes and paper for the foreseeable future. Recognizing this and the need to help our customers transform from today's paper-based transactions to emerging protocols like Direct, Kno2 brings all these methods of exchange into a single interface. Methods supported by Kno2 include file import, integrated scanning and integrated faxing in addition to Direct messaging. Imagine being able to process all your scanned, faxed and Direct messages through a single interface. You can with Kno2!

## Kno2's streamlined process for receiving documents

Similar to the process used for onboarding new patients, Kno2 provides a single workflow for filing all incoming documentation back to your patient charts, whether in paper or the EMR. Depending on the method of delivery, documentation is introduced at different steps in the workflow.



### Triage

Triage is the process used for quickly sorting batches of documents received through “uncontrolled” methods, such as fax, scan or file imports. The triage process includes separating documents by patients and attachments and deleting any unwanted pages. A triaged batch results in one or many Kno2 Messages being submitted to Intake for further processing.

### Intake

Kno2 Messages are received and managed in a Kno2 user’s Intake based upon the Intake rules defined by the Kno2 Business Administrator. Each Kno2 Message is for a single patient and originates from a Direct message or from within a batch processed through Triage. A received Kno2 Message generates an email notification to the assigned Kno2 user alerting them to the item.

### Process

Processing a Kno2 Message is a simple two-step process – 1) Verify/Update the patient information and 2) Select the correct document classification and document date for each attachment.

### Download

Once the Kno2 Message is processed, the message is ready to be downloaded to your patient chart, whether in paper or for import into your EMR!

## Kno2's streamlined process for sending documents

Kno2 also provides a standardized and audited method for releasing all patient information from your organization to other healthcare providers, to the patient or a patient portal. Despite the method required for delivery of the information either via Direct message or fax, Kno2 provides a single workflow for both releases.



### Upload

Select your Release Type and upload patient documents from virtually any source including your EMR, scanned documents, digital cameras and others into a single Kno2 Release.

### Process

Processing a Kno2 Release is a simple three-step process – 1) Select the To/From addresses 2) Verify/Update the patient information and 3) Select the correct document classification and document date for each attachment.

### Release

Once a Kno2 Release has been processed, the message will be released via a Direct message or a fax transmission, depending on the Release Type selected. For all fax transmissions, Kno2 will convert all the attachments to a fax-ready format including CCD's, CDA, electronic files, and many others!

## REGISTER FOR KNO2 TODAY!

Kno2, in conjunction with the Surescripts HISP, the nation's largest clinical information network, make it possible to send and receive all patient information centrally and start transitioning to interoperable methods of exchange, such as Direct messaging. Sign up for Kno2 today and get your own Direct Address! Register today at <https://www.kno2.com>!