

The ASG-Cypress™ Solution for Healthcare Organizations

Provide Universal Access to All Patient Information by
Unifying – Not Changing – Existing Healthcare Systems

A WHITE PAPER

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Executive Summary

Healthcare organizations must effectively manage information to improve patient safety, minimize costs, maximize productivity, enhance revenue collection, and maintain regulatory compliance. Some of the most significant barriers to managing healthcare information are the difficulties associated with the multiplicity and disparity of various healthcare information technologies and interfacing with them.

The ASG-Cypress™ solution solves software diversity and interface problems by capturing healthcare and administrative information, regardless of the technology used to create the files or documents, and storing it in a universal document storage bank. This databank serves as a central data depository and universal access point for any authorized user who needs specific data for patient care or administrative use. By solving the problem of technology interfaces, ASG-Cypress unifies healthcare systems, enabling healthcare organizations, physicians, and others to more efficiently and cost-effectively achieve their objectives.

Universal Access to Healthcare Information

No matter what application systems a hospital may currently be running, the implementation of the ASG-Cypress document solution does not require application systems to be changed, replaced, updated, or modified. ASG-Cypress overcomes any technological disparity and is compatible with any application software; rather than act as an alternate or competing system, ASG-Cypress works on top of and in conjunction with application software.

ASG-Cypress enables all administrative, financial, and medical records generated by all employees, nurses, and physicians in an entire healthcare system to be automatically archived and indexed, regardless of the application or platform that created the document. Authorized users can search all this system-wide data with a single command in order to retrieve only the relevant information necessary for a particular patient or administrative issue. Thus, ASG-Cypress creates an “ideal state” of information access for any hospital, physician practice, or healthcare enterprise, enabling users to work more efficiently and enhance patient care.

ASG-Cypress also offers additional clinical and financial benefits by providing instant access to old medical records, consultation reports, EKGs, and X-ray images – both old and new, for purposes of comparison – from any facility within the organization. These varied types of information can all be accessed in real-time from a single workstation, regardless of the systems used to create them.

Multi-Hospital Healthcare Systems or Physician Practices

ASG-Cypress creates a unified document and knowledge databank for an entire enterprise. Regardless of the operating systems or application platforms used at various individual hospitals, outpatient facilities, or practice locations, ASG-Cypress enables all documents and information to flow across a common architecture. Thus, all the necessary patient care records, insurance information, administrative documents, financial data, and other records are instantly available to anyone who needs them across the organization.

ASG-Cypress governs and protects access to secure documents, and it maintains and enhances compliance with all appropriate patient confidentiality, data security, and legal regulations, including HIPAA and Sarbanes-Oxley, through advanced business rules, logging, tracking, and password clearance levels.

Physician Services

ASG-Cypress electronically distributes all relevant patient care data (again, regardless of the application system which created it), to a single inbox that can be accessed by the physician through any computer within the hospital or office. All documents and images, including radiographic images, appear exactly as originally created. All important and up-to-date clinical patient information (upon completion) can be delivered by the hospital immediately – along with instant notification – to the physician in individual electronic patient folders.

ASG-Cypress offers physicians the ability to instantly access old medical records in order to review them or compare them to current data such as laboratory tests, EKGs, and X-rays. This eliminates the need to wait for medical records staff to find, retrieve, and deliver the records to the clinician. ASG-Cypress also electronically captures and stores preliminary radiologist X-ray interpretations, scanned materials, or documents faxed to the hospital or emergency department (ED) by the physician’s office, so instant clinical use and maintenance of a patient’s medical record is possible.

Emergency Department Information Systems (EDIS)

The problem with nearly all emergency department information systems is that they cannot communicate with the hospital’s existing operating systems or application platforms. ASG-Cypress instantly resolves this problem, no matter which EDIS is selected or what hospital systems are in place now or will be in the future.

ASG-Cypress ensures that emergency departments do not have to wait for the hospital to install a hospital-wide electronic information system. Rather, the hospital or emergency department can choose any EDIS that suits its needs now, knowing that it will work with any

enterprise-wide information system installed at a later date. This also allows emergency departments to pick the best EDIS for their particular circumstances, so they are not forced to utilize an ED component or an add-on of the hospital's system-wide information system that is currently in place.

Hospital Forms, Bracelet Identification Labels, and More

In addition to ensuring that the most up-to-date version of any clinical form is always available, ASG-Cypress provides on-command printing of hospital forms, including ED or hospital admission face sheets, surgery packets, admission packets, patient transfer forms, consent for care or procedures forms, discharge instructions, and more. ASG-Cypress also helps healthcare organizations avoid costs associated with ordering and purchasing preprinted forms or identification labels, and there is no need for special printers to print patient care documents, forms, bar codes, labels or identification wrist bands, or ED medical records.

Billing and Coding Operations

ASG-Cypress makes all records required by physician services for accurate coding and billing instantly available to the billing company.

These records include physician records, nursing notes, and EMS run sheets – whether they are created by a hospital-wide electronic medical record system, EDIS, or transcription system, or even if they are handwritten records scanned into the system. The solution also offers the ability to share and transmit patient demographics and insurance information between the hospital and physician groups, regardless of the platform used for data entry.

Document and Data Distribution

Again, ASG-Cypress captures and indexes all hospital documents, regardless of the technology used to create them, and stores them a central repository that serves as a universal access point for anyone who needs the information for patient care or administrative use. It can electronically distribute documents instantly to specifically designated work groups or individuals within the organization, markedly reducing paper, printing, and copying costs and decreasing distribution costs associated with fax, mail, or courier services. When retrieved, all documents and images appear as originally created, with 100% fidelity, and require no special machines for printing. Further, ASG-Cypress' databank can be searched at any time for specific information. However, access is restricted to appropriately designated individuals and is routinely monitored.

Common Problems and Solutions

The following are some common problems and issues associated with information management and document distribution at healthcare organizations, along with the ways ASG-Cypress resolves them.

Problem

Outside physicians fax medical information to the emergency department, but the faxes never make it into the medical record. Also, all kinds of information is faxed from place to place within a hospital, but individuals sometimes misplace these records, too. Additionally, faxing slows down patient care, and it is costly and unreliable.

Solution

ASG-Cypress is ideal for handling faxes, because it captures, indexes, and stores the faxed data as it is received by the fax machine, enabling immediate retrieval of the data from ASG-Cypress' databank for use in patient care. ASG-Cypress also can simultaneously distribute the information to the appropriate areas within the hospital or to the specific physicians who need the faxes.

Problem

Emergency room systems are not integrated with other clinical systems, and non-ED physicians may urgently need an emergency room record.

Solution

ASG-Cypress bridges the gap between different systems used throughout the hospital, providing instant electronic access to the ED medical record, regardless of whether the ED record is generated electronically by an EDIS or is hand-written and scanned into the ASG-Cypress document management system.

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Problem

Some hospitals' older medical records are housed in the basement, in another building, or on microfilm. When physicians in the ED or within the hospital need access to these records, a courier must run to obtain these records. This can be time-consuming and costly, and patient care sometimes suffers due to lack of timely access to these medical records.

Solution

Both physicians and hospital administrators commonly complain about their inability to access important historical medical information – in real time – in order to improve patient care. As long as the old records are stored in an electronic manner, regardless of format, ASG-Cypress can index and store them in its unified document and knowledge databank for immediate retrieval and clinical use. This capability offers hospitals an enormous advantage in terms of both clinical and management use.

Problem

A user may find the document he needs but does not have the application to open it.

Solution

Many document management products can retrieve a document, but they are dependent upon the original authoring program to enable the user to view, access, or print it. If the authoring program is not installed on the PC, the document is unusable. If the authoring program is not installed anywhere, then the document is essentially lost. The ASG-Cypress solution enables the user to view and print documents from any authoring program, as long as they were initially sent to, or stored in, the ASG-Cypress databank.

Problem

When policies or procedures are changed, healthcare organizations have a difficult time getting the word out to everyone, creating confusion and potentially resulting in patient care errors.

Solution

ASG-Cypress can distribute new policies to all the appropriate persons instantaneously, as well as notify personnel of the changes. It can also track and date the various versions so everyone knows which version is the most current one to follow. Additionally, should litigation result from a patient interaction, the hospital can always determine which version(s) of its policies and procedures were in effect at the time the patient was treated.

Problem

When searching for information, users often end up retrieving and searching a large file or document, only to find it does not contain the information they need.

Solution

When users retrieve information using conventional systems, they are presented with an entire document or file. Unfortunately, users typically need only one or two pages, such as individual radiology reports or a discharge summary, and it may take the user several minutes to wade through hundreds of unnecessary pages to locate the necessary information. ASG-Cypress tags the individual pages when they are initially sent to the storage databank, enabling them to be individually retrieved at any time. Thus, users can access the data they need when they need it.

Problem

Organizations need to add bar codes to patient information, but they do not want to invest in special printers.

Solution

With the ASG-Cypress solution, documents, including bar codes, can be printed from any platform or application to any printer in the enterprise. No special printers are required.

Problem

Often, healthcare personnel must use different search and retrieval systems, because the documents were created on different platforms.

Solution

The information from the application/legacy environment is typically archived in a completely different format than the information found on desktop systems. Not only are documents archived in different systems, but also they are archived in different page formats. Numerous issues, such as having to access multiple systems, can arise when a user needs documents from both application/legacy and desktop environments to resolve a problem or make a business decision. By capturing all the data from multiple environments and storing it in a unified format in a single central databank, ASG-Cypress manages and enables the retrieval of all information from any desktop computer across the healthcare enterprise.

Problem

Healthcare organizations do not currently have a universal document storage and delivery system.

Solution

The developers of ASG-Cypress have identified the common denominator that brings together all the disparate technologies that generate information in healthcare – printing. The ability to print, or generate and deliver an output file, is common to virtually every platform, operating system, and application in use today. By focusing on the output, it is possible to offer a single solution that can capture all corporate knowledge from any platform or application, and yet do so without changing or modifying the way that knowledge is created.

ASG-Cypress captures documents and print files from any enterprise source, regardless of their platform or application of origin. However, instead of capturing the source file (such as .doc or .xls files, etc.), ASCII text or an image of the print file (similar to COLD), the ASG-Cypress solution captures commands needed to reproduce the document with 100% fidelity. This is the most efficient approach from the standpoints of storage, performance, and fidelity.

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Summary

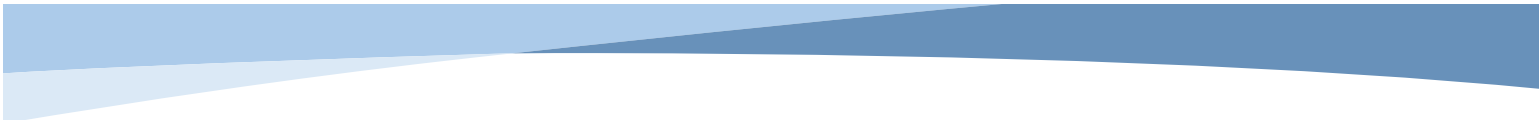
ASG-Cypress captures documents from any source and automatically archives individual pages in a common, generic format. As documents are archived, they are automatically indexed, ranging from one word (or string) to every word in the document. The result is a repository that contains all clinical and administrative data generated by the healthcare organization, physicians, and others, all of which is archived as individual pages that are not specific to any platform, application, device, or destination. This page-independence is the key to eliminating technological disparity; documents, individual pages, and individual patient care records can be searched, retrieved, assembled, and delivered in any way necessary.

Once documents and reports are sent to the ASG-Cypress databank for storage, they will be immediately available so users can retrieve them as necessary. Output from report applications can be sent to the archive, and yet specific pages of relevance, such as the most

recent EKG or CBC, can be assembled and delivered to a recipient's preferred output destination (e.g., for viewing or printing, or to the physician's email in-box). Documents can be printed from any platform or application to any device in the enterprise with the assurance that they will be reproduced with 100% fidelity.

ASG-Cypress has a common architecture that enables information for patient care and hospital administration to flow between highly diverse information technologies, just as if they were designed to work together. This unique capability gives hospital administrators and healthcare providers free and simple access to information as needed, without the limitations imposed by multiple platforms, operating systems, file systems, applications, and devices.

Ultimately, by solving the problems of technology interfaces and others, ASG-Cypress unifies healthcare systems, and enables healthcare organizations, physicians, and others to more efficiently and cost-effectively achieve their objectives.



Content Management

Solutions by **ASG**

About Content Management ASG offers Content Management solutions that enable any enterprise to completely control the access and distribution of information throughout the organization. A common architecture allows information to flow seamlessly among disparate information technologies. This unique capability gives users at the strategic, management, and operations levels access to information as needed, without limitations imposed by multiple platforms, operating systems, file systems, applications, and devices.

About ASG | www.asg.com Since 1986, ASG has been using cooperative business practices and more than 200 leading software solutions to help companies around the world overcome everyday business challenges. ASG is headquartered in Naples, Florida, with offices serving the Americas, Europe, Middle East, Africa, and Asia Pacific.



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