Home healthcare workers capture critical documentation in the field.

SUCCESS STORY / HEALTHCARE / TRANSACTION MANAGEMENT

VITAS®
Healthcare

Strategic Initiative

VITAS home healthcare providers deliver care to patients' homes and must collect vital information in the field. Working with nearly 2 million documents per year, VITAS recognized that their paper-based system slowed processing and introduced vulnerabilities. They needed a remote documents solution that was easy to use for workers with varying levels of technical proficiency.

Solution Plan

ImageSource designed a process solution optimized for familiar devices. With the ILINX Capture Mobile app, documents are photographed in the field and additional data is recorded. ILINX Capture Workflow automatically routes the documents to a queue for review and release to an electronic medical records system. Finally, ILINX Content Store supports document storage and management.

Investment Return

With the ILINX solution, VITAS Healthcare reduced document processing time from 7 days to 1. This time savings results in faster billing and payment turnaround. It also supports HIPAA compliance while eliminating the data loss and privacy risks of lost or damaged documents. The innovative process exceeded the company's targeted benefits goals by cutting annual paper handling by millions of pages.

ILINX CAPTURE MOBILE

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 content repository for storage, access, and management of content access from any device. Centralized administration for faster deployment and robust content management.

ILINX®

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.