

EMC DOCUMENTUM CONTENT ENABLED EMR

Enhance the value of your EMR investment by accessing the complete patient record.

ESSENTIALS

- Provide access to records ingested from other systems
- Capture all content types—regardless of source, location or format—to form complete patient records
- Simplify viewing of structured and unstructured patient information within the EMR
- Transition from paper to fully indexed electronic patient records, available in a unified EMR
- Leverage a single platform to aggregate patient records and unstructured content
- Achieve greater integration of clinical information by linking patient records to your EMR
- Improve clinical and financial outcomes through comprehensive information management and sharing

DOES YOUR EMR PROVIDE A PATIENT-CENTRIC VIEW?

Healthcare organizations globally have made significant investments in electronic medical record (EMR) systems to manage structured patient information as they look to meet the challenges of improving health outcomes for their communities while carefully managing operational costs. Rapid adoption of these systems has offered boundless potential for the advancement of patient care, quality, and safety—all of which support a foundation for collaborative care and help clinicians and organizations alike meet evolving patient expectations.

But for all the benefits they have brought the industry, EMRs still fall short of a complete patient-centric view—with 50% or more of a patient's health information typically not captured and available for view in an electronic format. They were also never designed with the intention of managing unstructured data—such as documents, audio and images—further inhibiting their ability to present clinicians with a complete view of the patient record. This results in majority of the content that comprises the patient record residing outside of the EMR system due to several key challenges:

- **Multiple Formats and Systems:** Volumes of information are locked in numerous systems and repositories, in multiple formats, paper-based documents and processes, and non-machine readable forms—all which are not aggregated.
- **Information Silos Prevent Sharing:** Patient data is trapped in silos without easy access or facility for electronic sharing, making information exchange difficult or non-existent.
- **Incomplete Patient Records:** Electronic records are incomplete, forcing clinicians to make treatment and diagnostic decisions on a subset of the patient's record. This leads to higher costs by having to run duplicate tests due to inadequate access to a complete view of patient history.
- **Paper-Intensive Industry:** Paper is not going away as quickly as expected with the majority of documents used in healthcare today remaining paper based. Paper volumes are increasing year after year and the inadequate availability of this information in clinical systems continues to result in medical errors.

These challenges have plagued healthcare organizations by way of increased costs and decreased efficiency at a time when reigning in costs and improving efficiency could not be more urgent. And the approach many organizations have taken with managing patient information introduces a whole host of problems—expanding their risk load, creating quality and privacy enforcement issues, and increasing the challenges they face complying with regulations.

ACCESS THE COMPLETE PATIENT RECORD

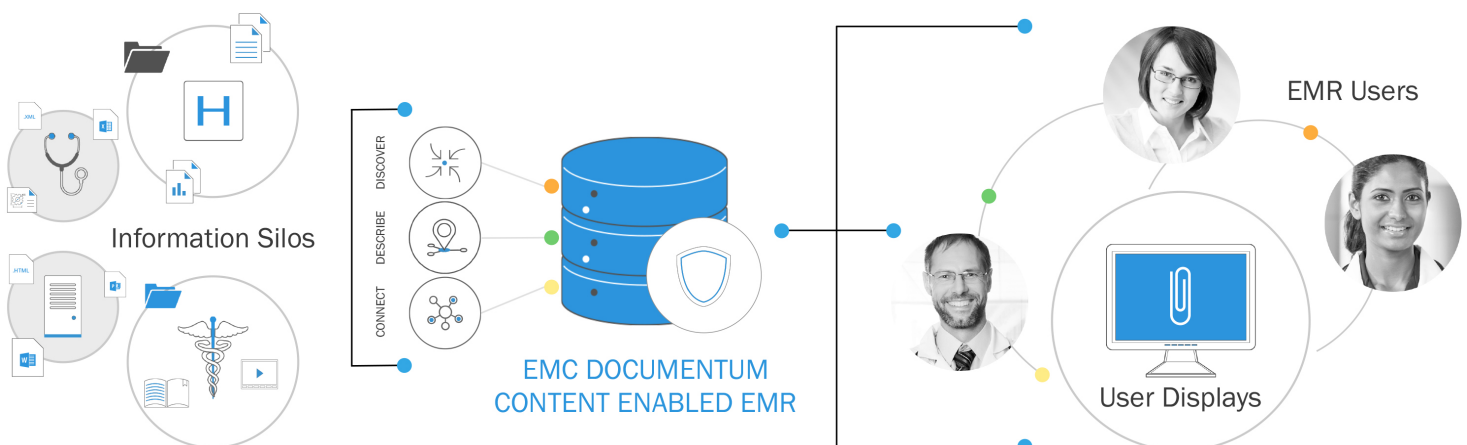
Inadequate access to patient information leads to ineffective care, increased medical errors and duplicate medical testing—increasing costs and presenting issues of information security. As a result, structured data and unstructured content management capabilities are becoming essential to extract, aggregate, analyze and archive patient information in an integrated way.

Part of the EMC Documentum Integrated Patient Record solution suite, the Documentum Content Enabled EMR solution is designed to meet the patient information challenge and enhance existing EMR systems. The solution allows healthcare organizations to capture all structured and unstructured content types to complete the transition from paper to fully indexed electronic patient records while linking them to their EMR.

The Content Enabled EMR solution supports the migration to, or enhancement of, EHR or HIS applications by providing access to all patient-related information throughout its lifecycle, enabling healthcare organizations to:

- **Aggregate:** Structured and unstructured data is aggregated into a consolidated view of the patient, while adhering to healthcare standards such as HL7. Content is maintained in its natural form to facilitate search, analysis, data mining, and business policy enforcement, such as disposition.
- **Share:** Securely exchange healthcare information with every clinician across the enterprise and the continuum of care, regardless of their facility location, through the support of the IHE standard for Cross-Enterprise Document Sharing (XDS), Cross-Community Access (XCA) and basic patient consent.
- **Transform:** New and existing applications are transformed with automated processes and workflows that support the relationships between healthcare organizations. Across the enterprise, operational and clinical efficiencies are improved, care team collaboration and care coordination is enabled, analytics capabilities are strengthened and reports and dashboards become enriched.

This type of integration provides clinicians and administrators with a complete patient-centric view of all health information—regardless of source, location or format—within your organization and across the continuum of care, allowing for more focus to be placed on improving outcomes and reducing costs, rather than on processes and procedures.



DISCOVER, DESCRIBE, AND CONNECT

- **Discover:** Identify and capture all patient related content and information—paper, medical images, emails, videos, digital photos, audio and other media.
- **Describe:** Using Metadata schemes—text, XML, SQL—structured data that describes patient records are mapped, captured and stored to ensure data integrity of patient information.
- **Connect:** Utilizing healthcare standards for patient information sharing—HL7, IHE, DICOM—and APIs to provide the integration, information is able to be shared securely across the enterprise and the continuum of care.

ENHANCE PATIENT CARE AND CONTROL COSTS

Better healthcare is not always about utilizing the newest scientific breakthrough. It's about making better decisions using a variety of tools that help clinicians and administrators deliver and maintain a high quality of care. Accessing patient information at the point of care and sharing information seamlessly and securely are vital to providing high-quality care and ultimately improving patient outcomes.

The Content Enabled EMR solution suite organizes and optimizes all patient records from various content sources—capturing, indexing and fully integrating them into the patient's medical record, and enabling the processes to view, manage and share this information.

The solution facilitates collaboration throughout the enterprise, as clinicians become enabled to better consult, refer and work together on specific patient encounters. Clinicians are empowered to view patient records from different sources without launching multiple applications, which enhances decision-making through improved information access and collaboration. It simplifies the management and sharing of all forms of patient-related content, enabling more timely, efficient and effective patient care.

This ability allows healthcare organizations to minimize duplicate effort, clinician activity and testing, thus boosting clinician and patient satisfaction while keeping costs in check. And clinicians and administrative executives alike gain the necessary insights to collaborate and make the best planning, management and operating decisions possible, while engaging with patients to improve their overall experience and outcome.

IMPROVE THE EMR EXPERIENCE

Using patient identity mapping to match all content through a gateway for secure distributed access to all patient information, the Content Enabled EMR solution improves the EMR experience for clinicians and administrators alike by providing access to records ingested from other systems. Clinicians are empowered with a longitudinal view of the care their patients receive across the continuum.

Content types such as documents, audio, email, digital photos, videos and other electronically produced information can be captured, logged and indexed into the EMR. As a result, clinicians can access the wide variety of types of information needed to improve clinical and financial outcomes through comprehensive information management and sharing,

Benefits of linking patient records to the clinical EMR include:

- Improve information access and sharing across the continuum of care for better outcomes, greater efficiencies and reduced costs.
- Comply with government directives for data management and governance using healthcare IT standards system-wide.
- Truly optimize healthcare business processes by linking disparate systems and integrating content management and process management.
- Combine structured and unstructured data from multiple disparate systems deployed across the enterprise for a consolidated view of the patient record.
- The ability to aggregate structured and unstructured patient information enables users to easy search, analyze and mine data.

SECURELY EXCHANGE HEALTH INFORMATION

Since care delivery often involves specialty clinics, physicians and providers, and other facilities from across the continuum of care, the healthcare industry remains paper-intensive, which limits the ability to easily share information. In addition, healthcare organizations must comply with increasing regulations for the protection, security and privacy of that patient information.

The Content Enabled EMR solution is ideally suited for healthcare organizations that include cooperating hospitals, clinics and medical practices. The solution supports the IHE standard for Cross-Enterprise Document Sharing (XDS), allowing for integration into various healthcare application environments and enabling the secure exchange of healthcare information with every clinician across the enterprise and the continuum of care, regardless of their facility location, through open standards for Cross-Community Access (XCA).

The solution also integrates with Picture Archiving Communication Systems (PACS), managing Digital Imaging and Communications in Medicine (DICOM) and non-DICOM medical images, using healthcare IT standards—XML, Health Level 7 (HL7) and Cross-Enterprise Document Sharing (XDS).

PROMOTE CLINICIAN SATISFACTION

The Content Enabled EMR solution promotes clinician satisfaction by providing easy, secure access to all patient information at the point of care. Clinicians are empowered with a comprehensive record view of each patient's history, diagnosis and treatment, enabling them to make more informed decisions based on a complete picture of each patient.

Making patient information available for access and sharing within the EMR system also allows clinicians to better serve their patients through improved outcomes, quality and safety. And the patient-centric record that the Content Enabled EMR solution creates helps reduce medical errors that are typically the result of inadequate availability of patient information.

INTEGRATION THAT SPANS THE ENTIRE ENTERPRISE

The Content Enabled EMR solution benefits more than just clinicians. It seamlessly integrates with EMC's Documentum Document Management and Sharing for Medical Records solution, which allows existing paper processes to be optimized with automated processes and workflows. Together, these solutions—part of the EMC Documentum Integrated Patient Record (IPR) solution suite—allow departments all across the enterprise gain additional functional operation capabilities, such as:

- **Billing:** Provide a comprehensive view of patient interaction across multiple departments and locations to ensure billing accuracy.
- **Collections:** Cut collection cycles and reduce errors in the collection process by automating workflows and processes.
- **HIMS:** Digitize patient-critical paper documents and streamline record access to reduce processing errors and ensure regulatory compliance.

EMC KNOWS HEALTHCARE

EMC is a trusted healthcare solutions provider serving more than 5,000 healthcare customers worldwide. We provide purpose-built, healthcare-specific solutions that are developed and tested to work together seamlessly. And we're meeting the healthcare industry's challenges head on with the EMC Documentum Integrated Patient Record (IPR) solution suite—transforming how enterprises view, organize, access, manage and use patient information to create efficiencies and optimize care delivery. Our solutions unite fragmented patient information, simply and securely, to provide a fully integrated, patient-centric view of all essential information beyond the EMR—regardless of source, location or format—within the enterprise and externally across the continuum of care.

GET STARTED

The Content Enabled EMR solution allows healthcare organizations to integrate EMC Documentum with their EMR to seamlessly enable clinicians and administrators to scan, upload, view and process unstructured patient information stored in the market leading ECM repository.

To learn more about EMC Documentum Content Enabled EMR, contact your local representative or authorized reseller—or visit us at www.EMC.com.

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