Large Hospice Provider Uses Mobile Capture App to Process Critical Care Documents up to $7 \times$ Faster

The largest provider of hospice and palliative care in the United States, VITAS Healthcare operates 44 hospice programs in 15 states. The organization also supplies home medical equipment and medications to patients while offering spiritual and emotional counseling to patients and their families.

About 10,000 professionals are dispatched by VITAS to patient homes to provide on-site care. Their roles are varied, and include doctors, registered nurses, home health aides, social workers, clergy and volunteers.

As their jobs require, this army of field workers must provide critical patient documentation to VITAS offices in a timely manner. Every year almost 2 million documents—lab results, insurance cards, admissions orders, medical POA, advance directives, etc.—are submitted.

Care documents, manually transported, take up to a week to process for billing

Until recently, the system used to get these documents processed required workers to carry them from patient homes and hand deliver them to VITAS offices, leaving documents vulnerable to being late, damaged or lost in transit. Further, it required field workers to spend precious time transporting them. The process was inefficient—the potential for long processing times, and the chasing of paperwork once filled, continued to increase overall costs.

Search for solution leads to mobile devices

Leaders in IT at VITAS started exploring technology options that would allow staff and subcontractors to capture paper documents and submit the electronic version while on-site.

An internet search led them to a handful of possible technologies. Their goal was to find a technology solution that met the following criteria:

- Because VITAS medical professionals travel to patients’ physical locations, they didn’t want to require users to haul special scanning hardware along— their goal was to leverage technology that the caregiver was already using
- The interface should be easy to use— caregivers have all levels of technical knowhow, from high to low
- The solution should quickly automate the capture of documents
- Images of documents should be automatically optimized for readability and clarity
- The transmission of documents should be highly secure to protect patient privacy

Vitas reached out to ImageSource, who are experts in solving any type of capture challenges, from conventional
Now VITAS caregivers can use company issued phones or just about any type of device they already own—from smartphone to tablets—to capture images of documents and submit them for immediate processing via an Android or iOS mobile app.

The field worker simply downloads the ILINX Capture Mobile app from the App Store or Google Play and goes through a simple set-up process after launching the app by entering user name, password and server info.

These three pieces of information let the app know what features and functionality will be available to that particular user, and will kick off the appropriate workflow once a document is submitted.

Flexible administrative settings allow for a limitless number of configurable user settings that both control restricted/exposed functionality within the app and initiate different workflows upon submittal.

Automated workflow launched to complete processing
After a caregiver clicks the submit button on the mobile app, ILINX Capture Workflow is automatically launched. Documents flow to a queue where they are reviewed and routed to a medical record system. Before being released, documents are automatically converted from a default JPG format to another format.

Saving time, improving accuracy and meeting compliance in an easy-to-deploy solution
The new on-site mobile capture solutions implemented by VITAS has provided value in multiple ways.

Using the ILINX Capture Mobile app has allowed VITAS to process documents in a fraction of the time it previously took. Processing has been cut from up to 7 days to just 1. In addition, VITAS is far less likely to waste time dealing with lost or damaged documents.

From an ROI perspective, the ILINX solution is allowing VITAS exceed their targeted benefits goals by cutting paper handling by 2+ million forms annually, significantly controlling the costs associated with document management.

**Onsite capture is quick, easy & highly configurable**
Once set up is complete, the app allows VITAS field workers to capture a document in a few simple steps:

- Lay the document on a flat surface
- Hover the device over the document so it fits into the image window—iOS will automatically snap a photo, both iOS and Android apps will auto-crop to the edges of the document
- Supply minimal metadata in indexing fields, while automatic database looks up can be utilized to ensure data quality
- Submit document & indexing data with a simple click

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