

3M Health Information Systems
Document Creation Solutions



More
Accurate Information...
More **Reliable Health Care**

3M

Document Creation Solutions

Increase productivity.
Optimize efficiency.
Streamline operations.

With increased deployment of online medical records, coupled with the ongoing imperative to improve patient safety, demand for fast, high-quality medical transcription is at an all-time high. The demand is, in fact, outpacing labor resources—an imbalance that continues to drive transcription costs higher and higher. The healthcare market is looking for less expensive alternatives and technologies that enable existing resources to become more productive.

3M is addressing these challenges with highly efficient Document Creation solutions. Our solutions significantly reduce transcription costs and turnaround time while integrating disparate systems and data across the enterprise. With 3M's flexible document creation, automated and customized transcription distribution, and an innovative voice management system, facilities can address workflow across departments. By increasing clinician productivity and document accuracy, decreasing document turnaround time, and providing more time for patient care, 3M is answering the industry's need for integrated voice and document management.

3M Expertise

3M Document Creation solutions help providers nationwide with industry expertise in:

- Dictation
- Transcription
- Speech Recognition
- Clinical Templates
- Document Creation for Radiology
- Electronic Signature

3M Advantage

- Dramatically reduce transcription costs
- Increase productivity
- Optimize efficiency
- Improve quality of care
- Streamline operations
- Improve patient record consistency and turnaround time
- Enhance document accuracy
- Speed document delivery process
- Boost staffing flexibility and labor pool potential
- Improve recruitment and retention efforts
- Satisfy and empower clinicians
- Integrate with leading PACS vendors for one-touch dictation
- Reduce cost of ownership
- Provide access anywhere, any time, to the right information for the right decisions

“Now doctors are reviewing and signing documents from their offices, while drinking a cup of coffee, or in a hotel room in Chicago—and who knows where else?”

—Chief Medical Information Officer at
Strong Health/University of Rochester Medical Center



3M Document Creation Solutions at Work



Strong Health/University of Rochester Medical Center (URMC)

As a practicing surgeon, and the chief medical information officer at Strong Health/URMC, Dr. David Krusch used to have concerns about

the time primary care physicians spent reviewing and signing stacks of transcribed reports. “A typical case might be a private practice physician who was half an hour out from URMC,” Dr. Krusch says. “The physician had to drive in, park, go to the medical records room, spend half an hour there—and then reverse the process. It takes a tremendous chunk out of the day.”

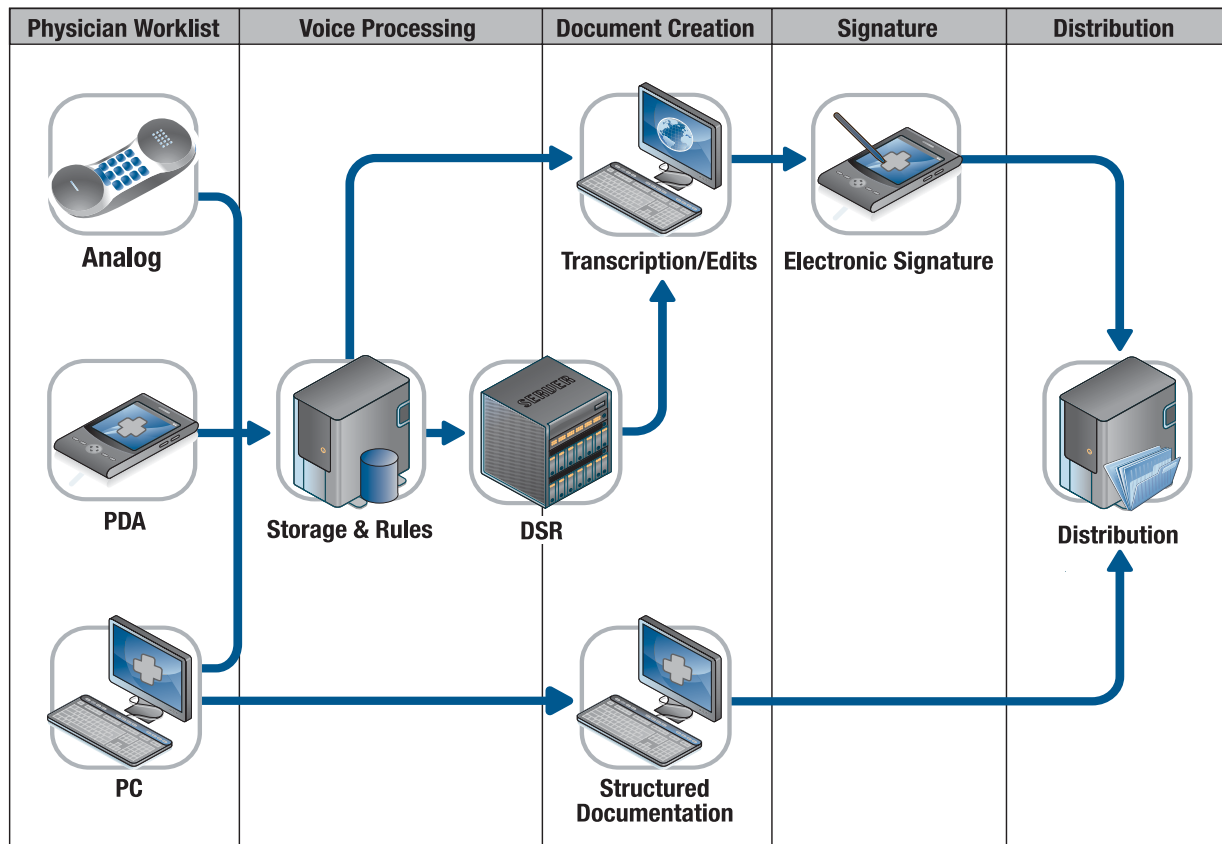
After investigating several systems, URMC chose 3M ChartScript® transcription and 3M ESA® (Electronic Signature Authentication) solutions. “Now doctors are reviewing and signing documents from their offices, while drinking a cup of coffee, or in a hotel room in Chicago—and who knows where else?” Dr. Krusch says.

Dr. Krusch used to face difficult scenarios when he and a half dozen other physicians covered for each other at night and on weekends. When he was paged by one of his partners’ patients on a Saturday night, he would have to work without the patient’s chart. Now information is available immediately for electronic viewing—saving time for physicians and boosting patient confidence.

With the help from 3M, Strong Health/URMC:

- Eliminated 20-30 percent of the time clinicians spent locating documents
- Reduced number of delinquent charts by nearly one-third
- Allowed clinicians to review and sign documents “from anywhere”
- Enabled clinicians to use standard dictation methods or create documents “in seconds” using their own templates
- Cut facility’s staff in incomplete records from 3.5 to 2 FTEs
- Eliminated printing, photocopying and mailing deficiency letters to physicians
- Provided on-call physicians with patient data “at their fingertips”

3M Document Creation and Distribution Workflow



Comprehensive Consulting Services

In an industry as complex and as heavily regulated as health care, any technology solution requires much more than superior software. When you need help, you can count on the 3M Consulting Services team of healthcare industry experts. Our highly experienced team includes former hospital executives, HIM specialists in coding, billing, and reimbursement, registered nurses, operations experts, ancillary department managers, physician practice managers, physicians, and certified public accountants. Our consultants provide services across healthcare disciplines, including:

- Coding
- Documentation
- Billing Reviews
- Compliance Plan Development
- Physician Services
- APC Programs
- Chargemaster Reviews
- Pricing and Benchmarking
- Process and Workflow Improvement
- Clinical Resource Management

Custom consulting services are also available to help you address site-specific challenges.

Superior Integration

We build systems that can talk to each other and to third-party and legacy systems. Recognized for superior integration capabilities and expertise, 3M has the technologies to deliver healthcare solutions that work. Whether you are implementing a complex enterprise solution, driving a hospital-wide initiative, or choosing a single departmental solution, 3M will provide interfaces that allow our solutions to integrate with your current technology investments.

Installation, Training, Customer Support

3M Health Information Systems' Installation and Training Services help our clients get the most from their 3M investment. With myriad systems and technologies in any given healthcare facility today, installing new technology can be challenging. With nearly a quarter century of successful installations, 3M is a partner who can help make implementation as smooth as possible. Our software training provides live, highly interactive instruction through on-site and web-based sessions to help new employees come up to speed quickly as well as provide refresher training later on.

Our customers consistently tell us that they know they can rely on our support services wherever and whenever they need them. Clients can contact our support team 24 hours a day through the toll-free number or over the Internet at our clients-only website, www.3MCustomerCare.com. This secure site lets clients download software documentation, updates, and interim releases as soon as they are available. 3M coding and classification products are also supported by the 3M Nosology Team of credentialed healthcare professionals who assist clients in resolving complex coding issues.

3M Health Information Systems

Built on nearly 25 years of experience delivering superior coding, grouping and abstracting products, 3M Health Information Systems today provides exceptional value to its customers through end-to-end HIM solutions. From chart management to coding and grouping to abstracting to consulting, 3M products and services help enhance healthcare operations, shorten revenue cycle times, improve patient care, and enable an electronic medical record (EMR).

For more information on how our solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



Health Information Systems

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