



Excelsa Health Achieves Greater Efficiency and Service with Bottomline Technologies

Document Automation Solution Enhances Electronic Records Strategy with Flexible Forms Design and Intelligent Routing

Excelsa Health brings together more than 725 medical professionals across 35 specialties to provide award-winning healthcare to the residents of Pennsylvania's Westmoreland County, and parts of Fayette and Indiana counties. With a combined workforce of 4,500, Excelsa Health offers traditional inpatient care through hospitals in Greensburg, Jeannette, Latrobe and Mount Pleasant, along with outpatient treatment and specialty services to rank as the region's third largest healthcare network.

Striving to Improve Patient Care

Across the healthcare continuum, the processes that drive interactions between patients, physicians, providers, payers and suppliers are defined by a myriad of paper forms. Today's healthcare environment has become so regulated, that most hospitals and healthcare organizations have established internal committees to oversee the development and maintenance of various form types to ensure compliance. But paper inevitably leads to inefficiency, making it more difficult to deliver important medical and business information how, when and where it's needed by internal and external members of the healthcare community.

The tipping point came in 2000, when the complexity of the healthcare industry and the multiple points of patient contact combined to quickly increase the volume of paperwork at Latrobe Hospital. Determined to reduce the potential for manual errors, improve the quality of patient care and increase employee productivity, the hospital implemented a medical forms automation solution to help eliminate pre-printed forms, incorporate patient demographic information onto patient care documents, improve its patient identification methodology and deliver information to patients and healthcare providers at the point of need.

“As a healthcare network, we strive to deliver the highest possible level of patient care and create an environment that is optimized for our staff and members of the medical community,” said Harvey Wright, Senior Systems Analyst, Excelsa Health. “With medical forms, we believed that by taking the paper out of the process we would be in a better position to achieve our goals for efficiency and service.”

Leveraging the Right Solution

When Latrobe Hospital merged with the Westmoreland Hospital System in 2004 to form Excelsa Health, the organization sought to increase its use of medical forms automation.

After evaluating potential solutions from a number of vendors, Excelsa Health chose to expand its use of Bottomline Technologies' solution because it offered flexibility, ease of use and was utilized heavily at Latrobe Hospital. The solution also provided the ability to quickly and easily integrate with existing hospital applications from vendors such as McKesson and Sunquest.



“When we undertook this initiative, we weren't interested in a complete overhaul of our existing processes; rather we believed we could use a medical forms automation solution to enhance our processes in such a way as to create greater patient service and business efficiency,” said Wright. “In evaluating different solutions, it became apparent that in choosing to use Bottomline's across the entire system, we'd be able to quickly achieve our short-term goals for process efficiency while creating an opportunity to accommodate longer-term objectives.”

Bottomline's easy-to-use solutions for medical forms automation transform data captured by hospital information systems into professional and customizable documents and form sets. Across the nation more than 900 hospitals and healthcare organizations have deployed Bottomline's document and payment automation solutions to reduce costs, streamline document-intensive processes, comply with government and industry mandated practices, improve productivity and ensure patient safety.

Achieving Success on a Broad Scale

For every patient that enters one of Excelsa Health's hospitals, there is a minimum of two documents generated per patient, creating thousands of medical forms daily in each location. Through the ease of document design inherent in Bottomline's forms automation solution, Excelsa Health has been able to quickly redefine its approach to delivering important medical documents to caregivers and administrators, leveraging the application in multiple departments, including ER, admissions, medical records, pharmacy, radiology, physician practice management and the general business office.

Eliminating Manual Processes to Improve Patient Care

Today, as patients are admitted to an Excelsa Health facility, Bottomline's solution automatically generates a number of forms, including patient consent and release of information forms and a barcoded patient wristband. At the same time, a face sheet and barcoded label sheets are electronically routed to the patient's destination (i.e. radiology, surgery, etc.). Through this type of functionality, hospitals can establish efficient and accurate patient identification processes from the moment they are admitted to the hospital. And as the patient is treated, and moves through the facility, perhaps having blood work drawn and meeting with an anesthesiologist, the necessary form is automatically generated and identification label affixed.

“Enhancing patient identification has been one of the biggest areas of improvement since deploying Bottomline's solution,” said Wright. “By tying all of the pertinent information together electronically, we've been able to help our staff in the various departments within our healthcare network better associate orders, results, and forms with patients.”

The use of barcodes has also paid dividends in the business office. The moment a barcode is read off of a form generated through Bottomline's solution, important patient information such as name and date of birth can be accessed via Excelsa Health's document imaging system. Business office personnel no longer have to wait for hard copies of forms to be delivered nor manually enter information. As a result, staff can accelerate the accounts receivable cycle, which has provided Excelsa Health with an edge over competitors.

Efficiency Gains in Radiology

On a departmental level, the efficiency gains have been as equally impressive. In Excelsa Health's Latrobe Hospital, for example, the radiology department required two full-time employees to disassemble manually signed reports, which were then routed to the requesting caregiver via interoffice mail.

This lengthy process – sometimes as long as two days during weekends – often resulted in less than optimal care as patients were moved or discharged before the information arrived.

By combining Bottomline's advanced functionality for document generation and distribution with electronic signature capabilities, reports can now be viewed online through the hospital information system. This intelligent document routing has also provided the ability to deliver a copy directly to the patient's electronic medical record, the primary care physician and other locations as needed. In almost all cases, signed radiology reports are now included on the patient's chart the same day as the exam.

“Bottomline's solution has proven to be a mission-critical component of the financial and clinical information systems of EHR. The application is both highly reliable in performance and quite flexible in design,” said Wright. “We have been able to extend the functional life of several legacy applications through the use of Bottomline's intelligent routing capabilities. Bottomline and a little EHR creativity have paid big dividends in addressing our document printing and delivery needs in ways that both save money and improve processes.”

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides collaborative payment, invoice and document automation solutions to corporations, financial institutions and banks around the world. The company's solutions are used to streamline, automate and manage processes involving payments, global cash management, transactional documents and invoice approval. Organizations trust these solutions to meet their needs for cost reduction, competitive differentiation and optimization of working capital. Headquartered in the United States, Bottomline also maintains offices in Europe and Asia-Pacific. For more information, visit www.bottomline.com.



Corporate Headquarters

325 Corporate Drive
Portsmouth, NH 03801 USA
tel 1.800.472.1321, +1.603.436.0700
fax +1.603.436.0300
email info@bottomline.com

Europe, Middle East, Africa

115 Chatham Street
Reading, Berkshire RG17JX UK
tel +44.118.925.8250
fax +44.118.956.9990
email info@bottomline.co.uk

Asia-Pacific

12-14 Cato Street, Suite 214
Hawthorn East, VIC, 3123 Australia
tel +61.3.9824.6888
fax +61.3.9824.6866
email ap_info@bottomline.com.au