

# OAISYS<sup>®</sup> Solutions for Hospitals

## Improving Healthcare Communications with Voice Documentation

### The Urgent Need for Accurate Documentation

From the smallest community hospital to the largest multi-facility healthcare campus, precise and verifiable documentation of information is of paramount importance to providing quality patient healthcare and ensuring profitable hospital operations.

Even a relatively simple medical case can generate an abundance of additional tests and associated paperwork, including blood work, imaging, radiology, EKGs and EEGs. Accurate communication of information related to these procedures and other medical treatment is essential to improving patient care, ensuring overall hospital safety and creating a more efficient and productive work environment for hospital staff and affiliated providers.

In recent years, healthcare organizations of all sizes have begun moving toward electronic medical records (EMRs) as part of their patient health information management processes. As a result, hospitals and their departments have refined their communication and information-sharing practices for records to make patient data readily available to the professionals who must access it.



Despite this emphasis on maintaining complete medical documentation, one area of significant importance that has been typically overlooked by healthcare providers is the essential information relayed by telephone. Other than handwritten or typed notes, which can overlook critical content and creates a high potential for error, information shared via phone-based communications literally vanishes the moment a call is concluded.

OAISYS voice documentation and interaction management solutions were created to address this critical gap in healthcare communications and records management.

### How Voice Documentation Works

The award-winning OAISYS solution portfolio, which includes Talkument<sup>®</sup> voice documentation and Tracer call center management software, is deployed via an appliance- or server-based delivery model. OAISYS hardware and software applications work in tandem to seamlessly integrate with an organization's business communications system. The OAISYS software captures calls as digital recordings and allows them to be stored as searchable, playable electronic voice documents on a secure central repository.

Now, rather than merely inserting handwritten notes into a file, the call is documented and stored in its entirety and can be organized into an electronic folder, easily searched for and retrieved by a combination of any number of search criteria. It can then be played back, annotated and shared based on assigned permissions via a secure link with those inside and outside the organization.

## Voice Documentation and Interdepartmental Communications

As an example, assume a patient has suffered a fall and injured her leg. The emergency room physician orders an x-ray. After reviewing the film, the radiologist calls the emergency room doctor and explains the images show a compound fracture, which will require surgery to repair. The ER doctor then places the patient on the schedule for orthopedic surgery.

Using OASYS voice documentation technology, a secure link to the call between the radiologist and the ER physician who initially examined the injury can be attached to the patient's medical record. If the surgical staff has any questions, they can simply search for and play back the call to find the information they need and add any additional text annotations necessary to ensure the records are as complete as possible.

## Voice Documentation and Verification

One of the most routine processes any hospital or affiliated provider engages in is notifying a patient of their test results, but how can a facility make certain this task has taken place as required? When a patient undergoes a test, if the results are delivered in person, it is easy to obtain a signature from the patient verifying that he or she has been properly notified.

OASYS makes confirmation of phone-based notifications just as simple. When results are provided over the phone, an OASYS voice document of the call can serve as verification that is every bit as indisputable as a signature. When results are mailed or faxed, a simple follow up call to verify the patient or consulting office has received the information achieves the same result.

## Voice Documentation and HIPAA Compliance

The Health Insurance Portability and Accountability Act (HIPAA) requires hospitals to have security and privacy safeguards in place to protect patient records. Since OASYS technology is built on the Microsoft .NET framework, an organization's existing technology security plan for their Windows applications should already include everything necessary to ensure the voice documentation solution meets those requirements.

As it relates to privacy, voice documents are shared via a secure link with assigned permissions to ensure that only the intended recipient can access them. Security permissions can be set to expire after a defined period of time, and the ability to further share the link can be granted or prohibited at the sender's discretion. For more information on OASYS and HIPAA, please download our white paper at [http://www.oaisys.com/downloads/voice\\_documentation\\_HIPAA.pdf](http://www.oaisys.com/downloads/voice_documentation_HIPAA.pdf).

## Voice Documentation for Error and Liability Reduction

Worries about malpractice claims and lawsuits are a significant distraction for hospitals and doctors, and insurance premiums are a major cost of doing business. OASYS solutions help reduce these risks in three ways:

**Reduced Errors:** Was the prescription called into the pharmacy for four milligrams twice a day or two milligrams four times a day? A quick review of the call eliminates any uncertainty and provides the correct answer every time.

**Simplified Discovery:** In the event a malpractice claim or lawsuit is filed, identifying and assembling all of the information necessary to dispute the claim and mount a solid legal defense can be an expensive and exhaustive process. Written call notes are subject to individual recall and interpretation, sometimes years after the call actually took place. Using an OASYS solution, calls can be searched for by telephone number, date, account code, patient number or any of a number of built-in or user-defined fields, making the recovery and compilation process simple and trouble-free. Best of all, the calls and associated data are stored in their entirety, eliminating subjective interpretation and incomplete information.

**Minimized Claims:** After any patient care event, there always exists the potential for a dispute or malpractice claim. Disproving a claim or resolving a dispute as quickly and as early as possible can prove crucial to reducing the likelihood of a formal review or trial. Additionally, the active use of OASYS voice documentation technology can result in fewer patient care errors, improved follow-up of critical test results and better adherence to clinical guidelines, reducing the potential for medical negligence and, in turn, helping to lower malpractice insurance premiums.

*OASYS delivers valuable benefits to hospitals and affiliated providers, such as independent doctors, imaging facilities and testing labs, helping them to improve operational efficiency, enhance the quality of patient care, minimize liability risks and generate cost savings. OASYS voice documentation and interaction management solutions provide an easy-to-use, affordable and reliable means of documenting information shared via the phone.*



To learn more about OASYS, Tracer and Talkument, please visit our website at [www.oaisys.com](http://www.oaisys.com) or call 888.496.9040 today.

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