RICOH Healthcare Direct Services

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Patient care depends on timely information

Providing exceptional patient care depends on the availability of healthcare documentation throughout the continuum of care. This comes from many sources and in many forms — including orders, referrals, physician notes, patient history, physicals and test results. Did you know that about 80% of all serious medical errors involve miscommunication during transitions to different care settings?[1] Outdated methods — such as traditional faxing — not only slow down communication, they can also endanger patients, as well as their private information, and drive up costs. In fact, CMS Administrator Seema Verma has called for an end to physician use of fax machines by 2020.[2]

Healthcare professionals — especially those working in hospitals and throughout large Integrated Delivery Networks (IDNs) — need to be able to send and receive patient information efficiently, accurately and quickly. RICOH Healthcare Direct Services can make this possible. As a proven performer in the industry, we have the healthcare expertise plus the technology know-how to help you make the shift from fax to direct messaging and improve the way you transfer and manage critical patient information.

Why RICOH Healthcare Direct?

- Expertise in the transfer and management of critical healthcare documents

- Proven performer, bringing focused consulting and programs to healthcare

- Focused on community adoption

- Change management and communication facilitation programs

- End-to-end deployment by a single vendor

- Continuous value and improvement with an ongoing partnership

[1] Source: "Joint Commission Center for Transforming Healthcare Releases Targeted Solutions Tool for Hand-Off Communications" https://www.jointcommission.org/assets/1/6/tst_hoc_persp_08_12.pdf
[2] Source: "Remarks by Administrator Seema Verma at the ONC Interoperability Forum" https://www.cms.gov/newsroom/press-releases/speech-remarks-administrator-seema-verma-onc-interoperability-forum-washington-dc

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Critical data can go missing when faxed

According to the National Institute of Health, 25% of specialists don't receive tests results and records for referred patients prior to the appointment.[3] Critical information that goes missing when faxed can lead to a lot of "backtracking" and delay patient care. Healthcare Information Exchange (HIE) Committees are advocating for higher standards of interoperability: the sharing of information between providers. The replacement of antiquated processes like faxing is key to improving care. RICOH Healthcare Direct Services can help you pursue interoperability — giving you easier and more reliable information sharing between providers.

Optimizing processes raises efficiency

The average ratio of staff handling paperwork to physicians can be as high as 4.23 FTE.[4] When healthcare systems utilize processes that are more efficient and less error prone — everybody wins. Staff are more productive and experience fewer interruptions from service clarification requests. Communication within hospitals and IDNs improves. Information flows so patients can get the care they need in a more efficient manner.

Increase satisfaction with a smooth referral process

Referrals are a critical component of quality clinical care and are increasingly scrutinized in the managed care era. 63% of referring physicians and their staff are dissatisfied with the current referral process — due to lack of timely information and inadequate referral letter content.[5] RICOH Healthcare Direct Services enable diagnostic service providers and specialists to integrate more closely with their referring physicians. The immediate availability of relevant clinical information results in more productivity for staff members, who spend less time tracking down missing pieces of information.

Patient outcomes determine provider growth

If 55-65% of revenue is lost due to leakage, a hospital can lose between $821K to $971K on average per physician per year. For a hospital with 100 affiliated providers, total leakage costs the health system between $78M to $97M per year.[6] Improved patient satisfaction levels can increase market share and drive referral revenue. RICOH Healthcare Direct Services makes it easier for referring physicians to order patient services by creating an efficient and painless referral process for CPs — reducing patient frustration and enhancing their experience.

Ricoh's end-to-end solution

Our direct messaging solution can solve faxing risks, such as preventable medical errors and patient privacy leaks. However, we offer more than just technology. In addition to installation, implementation, program management and training, RICOH Healthcare Direct Services are designed to ensure adoption through organizational change management, advocacy with community partners and analytics. Our comprehensive messaging solution equips hospitals, IDNs and community partners with a program that will help them make a successful transition to direct messaging.

Migrating community partners and managing change

RICOH Healthcare Direct Services can reduce the dependence on faxed documents by migrating community partners towards a direct messaging system. This transition offers a wide range of benefits over traditional faxing, but we also understand that it can be difficult asking partners to suddenly change how they work. That's why we help make the change as painless as possible with change management strategies — giving "slow adopters" the ability to transition at their own pace and giving "quick adopters" the opportunity to start realizing the benefits immediately.

Continuous value and improvement

Ricoh is uniquely positioned to provide hospitals, IDNs and other healthcare organizations with a direct messaging solution that meets your interoperability needs. Our team has expertise in assessing and re-engineering healthcare messaging workflows, but we don't stop with a technology deployment. Our solution provides continuous support to our customers with ongoing monitoring, tracking, training and analysis. RICOH Healthcare Direct Services provides continuous improvement in interoperability to improve the experience for patients and transform patient care.

[3] Source: "Dropping the Baton: Specialty Referrals in the United States" https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3160594/
[4] Source: "How Many Staff Members Do You Need?" https://www.aafp.org/fpm/2002/0900/p45.html
[5] Source: "Communication Breakdown in the Outpatient Referral Process" https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1495590/
[6] Source: "Examination of Health Care Cost Trends and Cost Drivers" https://www.mass.gov/files/documents/2016/08/uy/2011-hcctd-full.pdf

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