



**Intelligent
Automation for
Healthcare**





Increasing coverage and focus on healthcare labor shortages and rising costs are driving greater awareness of the role that digital transformation can play in easing administrative burdens and automating manual processes.¹ But getting busy staff acclimated to working more effectively with new technologies and understanding the value they can bring is easier said than done. The first step is understanding how various technologies can work together to support intelligent automation.

FOUR KEY TECHNOLOGIES THAT CAN SUPPORT YOUR DIGITAL TRANSFORMATION EFFORTS

OCR (Optical Character Recognition)

OCR technology is the process of extracting text from documents, either paper or electronic, and converting it into searchable, editable computer files. Additionally, once the OCR has occurred, key information that's needed for compatible EHRs and Practice Management software can be extracted, thereby helping to limit manual data entry. This can help reduce process time while helping to provide accuracy and quality of information. OCR also works in conjunction with Intelligent Character Recognition (ICR), key words, bar codes, and other identifying factors on documents to incorporate AI and automate manual processes.

RPA (Robotic Process Automation)

RPA uses a defined set of instructions for a robot to perform in the same way each time. Its technologies mimic manual, repetitive, computer-based tasks like copying/pasting and moving files to improve efficiency and productivity. The software "sees" the user complete the task one time, and then it completes the task automatically thereafter.

Workflow Automation

Every workflow process is made up of a series of microsteps required to complete a task. Workflow automation software takes these steps and creates rules and logic to perform the series of tasks from start to finish, freeing up staff time for higher-value work. Digitizing the workflow also lets managers better evaluate how efficiently their business operates.

Machine Learning

A branch of artificial intelligence, machine learning employs computer systems that can learn and adapt by using statistical models to analyze and draw inferences from patterns in data without following explicit instructions.

GAIN EFFICIENCIES WITH THE HELP OF OCR, RPA, AND WORKFLOW AUTOMATION IN HEALTHCARE ENVIRONMENTS

Busy healthcare providers receive documents from a variety of channels in multiple formats, including files from scanners and multifunction printers (MFPs), watched folders, email attachments, and the cloud. Each document may include crucial business or patient information that must often be manually entered for further processing within existing or new workflows. OCR technology automates processes that require indexing and classifying information, making it easy and fast to create searchable, digitized documents, so users can pull relevant information from a variety of sources, including emails, compatible cloud repositories, etc.



Once information is captured, it needs to be sorted and indexed so that it can be routed and retrieved efficiently. Depending on the document, staff members may have to incorporate forms into existing case records, share relevant data across departments, or extract information to create summaries, reports, etc. Solutions, like IRIS Powerscan v.11, that incorporate robotic process automation can sort and index vast amounts of information, so users merely need to validate how documents are classified.



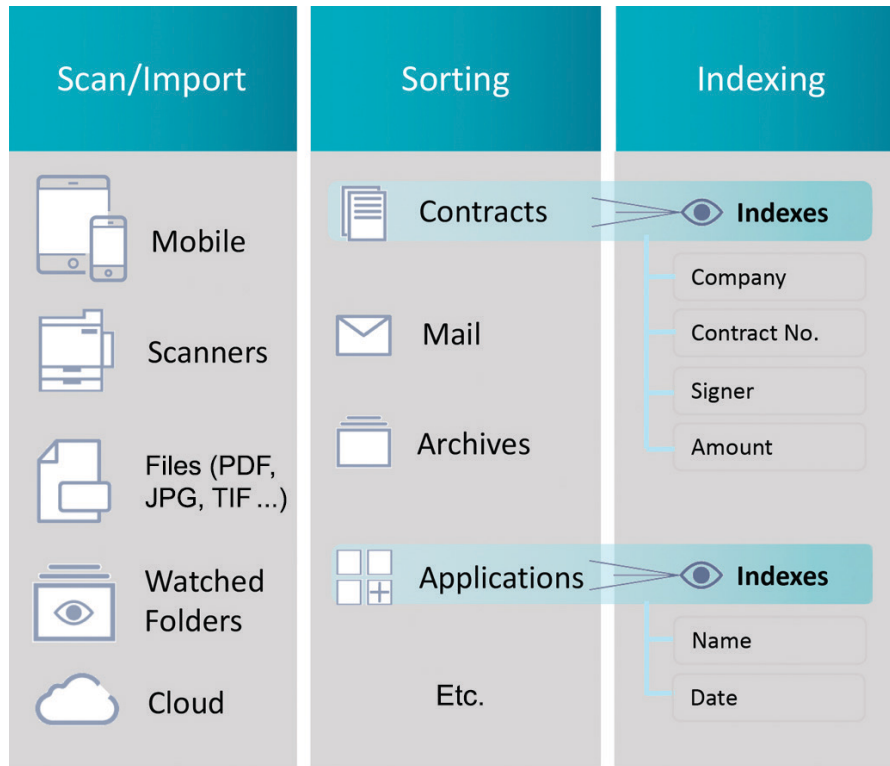
After processing, information may need to be:

- Stored in an information repository
- Sent to additional providers/partners
- Used to create new documents/reports, etc.

Automatically distributing the data via a workflow management platform like Therefore™, offered by Canon, can empower practice managers to track the progress of key workflow processes such as revenue cycle management and employee onboarding plus identify bottlenecks.

HOW DOES IRISPOWERSCAN™ WORK?

IRIS Powerscan™ v.11 software combines advanced OCR capability and power image processing to help users automate data sorting and indexing, so that staff can focus on more complex challenges.



SCAN and IMPORT

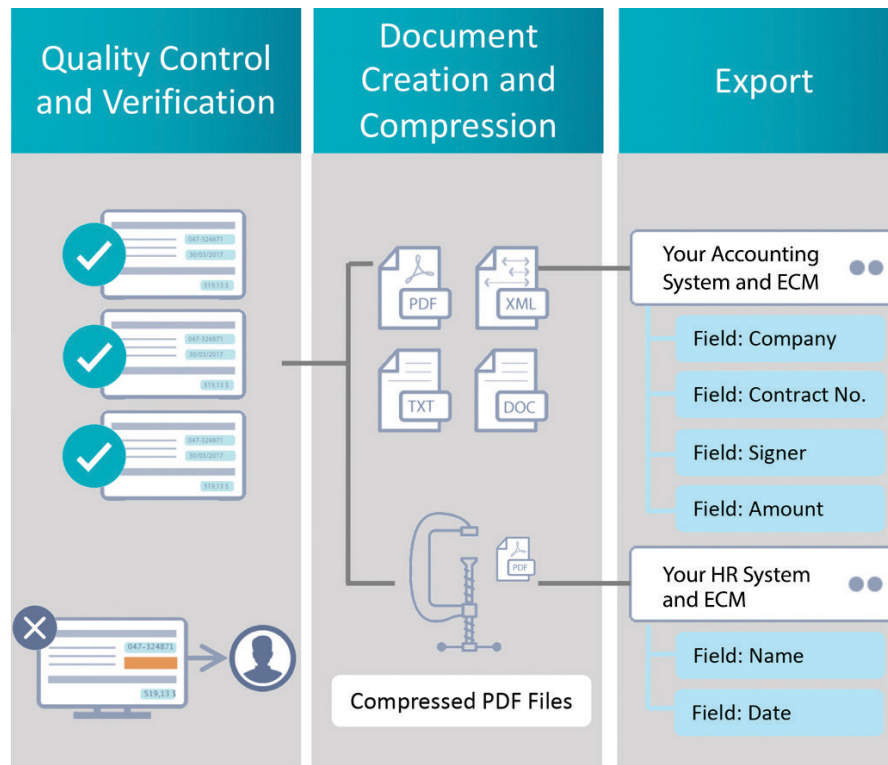
Scan and import paper and electronic files in various formats, from watched folders, email,² and many applications.^{3,4}

ADVANCED SORTING

Set it up to automatically sort incoming documents using bar codes, patch codes, OCR/ICR zones, keywords, etc. IRIS Powerscan v.11 can learn the appearance of various documents and identify them without using text, labels, or bar codes.

HIGH-ACCURACY INDEXING

This uses rules or format of documents for classification.



ONE-CLICK VERIFICATION

This allows users to confirm that indexed information is accurate before exporting to compatible third-party and cloud applications.^{3,4} Use drag-and-drop, keyboard shortcuts and auto-zooming tools to expedite verification.

OCR/PDF COMPRESSION

This recognizes text from 139 languages and dialects.⁴ Convert documents into various formats, including PDF/A, XPS, RTF, XML, CSV, BMP, JPEG, and more.

EXPORT/RETRIEVE/STORE

Export and route documents as searchable files to compatible system folders, email, printers, multiple workflows, and third-party applications.³

HELP IMPROVE PRODUCTIVITY WITH MACHINE LEARNING AND WORKFLOW AUTOMATION

In addition to indexing and classifying information, data often needs to be extracted from documents to create summaries, reports, invoices, contracts, and so on. Software that uses AI can get increasingly better at identifying next steps for a document, extracting information, and pushing it to automated workflows.

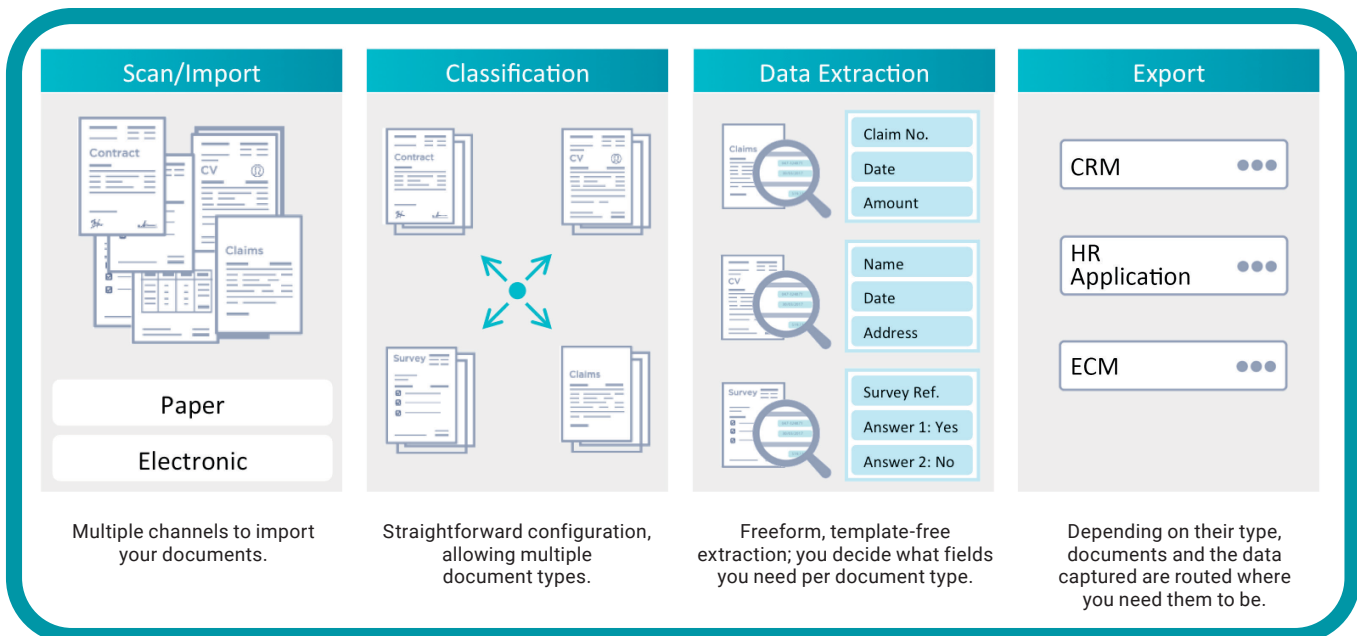
A prime example of a workflow that can benefit is the prior authorization process. Automatically extracting key information from clinical notes, lab reports, patient visit summaries, etc., can help staff work on prior authorization paperwork in a timely and standardized fashion to obtain approvals.



HOW DOES IRISXTRACT™ WORK?

IRISXtract™ v.5 has a machine learning system, which is based on intelligent classification, recognition, extraction, and validation. This can help you take your automation to the next level for specific document processing applications, including:

- **Accounts Payable** Extracts invoice data, number, line items, etc., and automatically matches purchase orders against files with supported ERP/Practice Management systems.³
- **Digital Mailroom Automation** Captures, classifies, and extracts data from paper-based and electronic documents and routes relevant information to the intended recipient.³
- **Hybrid Forms Processing** Captures and routes targeted data from paper and electronic forms to one or more compatible applications for easy retrieval.^{2,3} The Hybrid Forms advantage is combining structured data capture (e.g., check boxes, field fill, multiple choice) with the power of Free Form recognition for sections of forms containing whole sentence notes and descriptions.



IRISXtract™ v.5 can export users' documents to system folders, archives, and compatible third-party applications via the IRISConnect™ Toolbox option. IRISConnect™ provides connectivity to one of the following destinations: SharePoint™, Therefore™, FTP, ODBC, CMIS, Box™, Dropbox™, Google Drive™, OneDrive for Business™, Evernote®, Laserfiche®, and QuickBooks Desktop®. Connections to other compatible software applications can be easily configured with the IRISConnect™ Toolbox.^{3,5}



CREATE A HOLISTIC, END-TO-END DOCUMENT MANAGEMENT STRATEGY

Accelerate your digital transformation by incorporating hardware and software featuring powerful OCR capabilities. These can work in tandem with machine learning and robotic process automation to harmonize information from different sources for one holistic view. IRIS technology works virtually seamlessly to help users integrate diverse data into a single, electronic file, so information on specific cases, employees, patients, or initiatives can be distributed to a single, compatible content repository in a uniform fashion.³

¹ Kaltwasser, J. "How Healthcare's Digital Transformation Could Help Fix the Labor Shortage," Managed Healthcare Executive, April 18, 2023 (<https://www.managedhealthcareexecutive.com/view/how-healthcare-s-digital-transformation-could-help-fix-the-labor-shortage>).

² XMailFetcher add-on required.

³ Subscription to, and/or purchase of, product is required. Subject to third-party provider's Terms and Conditions. Neither Canon Inc. nor Canon U.S.A., Inc. represents or warrants any third-party product, service, or feature referenced hereunder. Specifications and availability subject to change without notice.

⁴ 139 OCR languages and dialects as of July 1, 2023. Subject to change.

⁵ IRISConnect add-on license required.

Contact your Canon Authorized dealer to learn more about how the power of Canon technology can be used to help digitize, automate, and enhance your document management processes.

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