

*“Waiting Room Solutions (WRS) provides medical practices with EMR and practice management software solutions to streamline their clinical and business processes.*

*WRS cloud software provides a seamless workflow, which enables medical offices to operate efficiently and to achieve their business goals. By partnering with CSSN, WRS can provide physicians in over 32 specialties with MedicScan® OCR and SnapShell® ID Reader, a practice management solution that can increase a practice’s efficiency,”* said Nora Alexander, WRS Vice President of Operations.

## Waiting Room Solutions uses MedicScan by Card Scanning Solutions (CSSN) to Increase Medical Practices’ Efficiency

### CHALLENGE

Waiting Room Solutions® (WRS) is the leading web-based provider of fully integrated EMR and Practice Management software solutions for physicians’ offices. WRS seamlessly integrates all

of the clinical and business functions required for healthcare practices, including: Electronic Medical Records, Revenue Cycle Management, Personal Health Records, electronic prescribing (eRx), scheduling, website creation and content management, messaging, fax, order tracking, and billing. WRS, which provides innovative workflow solutions for healthcare providers and medical offices, wanted to help providers increase efficiency during the patient registration process. WRS was interested in providing physicians with an innovative technology to automate the process of collecting insurance data from patients, including individual and group identification numbers from their insurance cards.

### SOLUTION

In March 2012, WRS partnered with Card Scanning Solutions® (CSSN Inc.) to provide MedicScan®, CSSN’s proprietary Optical Character Recognition (OCR) engine to read and extract information from a wide variety of identification and insurance cards to enhance the process of patient registration and the collection of insurance data.



Coupling MedicScan® with CSSN's proprietary hardware SnapShell® IDR allows doctors' offices to also use the latest hardware for data capture. SnapShell® IDR is a camera based solution that has no moving parts and never requires calibration. These features allow for extreme ease of use and product longevity.



“We perform a specific function that assists in the registration process. We’ve developed a way to integrate this function into our partners’

core application. This function allows people to speed up the registration process, eliminate typing errors and provide a better overall experience. If a new patient or an existing patient comes into a doctor’s office, the first thing most practices do is to ask for their ID and insurance card. In the past, they took a copy, put it in a folder, and gave patients a clipboard and then typed the information into the system. If it’s an existing patient, they may have to go into the files and find the photocopied ID and insurance card to see if it’s current. Practices may have had a scanner and been able to capture the image of the card and save that into WRS. We’ve taken it a step further. After the insurance card is scanned we take the information from the card and put it into the application for the end user. It adds to the patient experience,” said Craig Szymanski, CSSN Business Development Executive.

According to Szymanski, with CSSN’s comprehensive OCR SDK (Software Developer Kit), WRS has been able to easily incorporate this reading technology directly into their existing software application. “The core mission at WRS is to provide customers with an efficient, affordable and flexible solution to advance into the 21st century of medical office management. By integrating WRS EHR software with CSSN’s MedicScan® OCR, WRS physician customers have a competitive edge in the extraction, processing and storage of patients’ insurance data,” he said.

## BENEFITS

CSSN’s MedicScan® OCR and SnapShell® ID Reader speeds up the patient registration process by eliminating the time it takes for the practice staff to type insurance identification information. It also eliminates the potential for keystroke errors when inputting lengthy insurance identification numbers. “If a new or existing patient comes into the office, they are asked to provide their medical insurance



card. After the card is scanned, CSSN takes the information from the card and puts it into the application for the end user. That adds to the patient experience. We're able to switch from a data entry process with this information to a data verification process. CSSN's MedicScan® OCR en-



hances the patient's experience and allows physicians' staff to provide more accurate information to insurance companies so that there are fewer claims rejections. The end user gets more accurate information and a more predictable cash flow because they are providing better information," said Szymanski.

Finally, Szymanski said, "If you look at an insurance card, the member I.D. number is about 13 digits long and it is a mixture of alpha and numeric characters. It's the juggernaut of mistakes when you type it in. The same is true with the group number. Using CSSN technology, you're able to give the billing company more accurate information as opposed to typing, where human errors can be involved."