

RESULTS



50% reduction in application process time.



From 2 cases to 10 + cases processed a day.



46% cost reduction.



Increased accessibility with mobile solution.

For More Information:

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CHAMBERLIN EDMONDS

WWW.CHAMBERLINEDMONDS.COM

Adobe Experience Manager Forms streamlines the back-end process so that our representatives can screen more patients, improve quality of patient engagement, and ultimately increase our revenue.

ALEX CHOY
CIO
EMDEON

About

Chamberlin Edmonds, an Emdeon company, has been working with hospitals across the United States for the last 29 years. Representatives meet with patients in hospital to see which healthcare benefits they may be eligible for. Previously, representatives would meet with the patients, capture all the appropriate form data, return to the office, input and print out new forms before returning to the hospital to get the patients signature.

Challenge

Many of the patients that Chamberlin Edmonds assists are already quite ill and doing paperwork can take energy that they may not have. A main target was to improve accessibility for patients and representatives. Chamberlin Edmonds wanted an effective solution to automate paperwork. This would mean being able to fill-out paperwork quicker, eliminate redundancies while improving accuracy, and providing patients with a smooth administrative service.

Solution

With 4Point's expertise, Chamberlin Edmonds chose Adobe Experience Manager (AEM) Forms to roll out a new and efficient mobile solution using tablets. The mobility of leveraging AEM form on tablets, allowed critical electronic documentation to be accurately completed on the spot. This significantly reduces workflow redundancies, and administrative time for both patients and healthcare practitioners. Once filled out, the data is propagated across multiple pages and patients are able to sign all e-forms through the tablet with a single signature.

In addition to time-savings, Adobe Experience Manager gives representatives and patients great versatility and robust functionality. Form progression can be completed both on- and offline, securely. 4Point showed Chamberlin how workflow efficiency can be measured using Adobe Experience Manager Forms. The availability of this information lets management identify key areas where efficiencies are successful or need improvement. Further flexibility allows AEM technology to be leveraged across other workflows.