BUSINESS NEED
Simplifying the collaboration between coding professionals and physicians is increasingly important as hospitals focus on improving the processes involved in recognizing revenue. Many applications exist which enable coding professionals to process hundreds of medical records per day. Often, the process breaks down when the medical documentation is unclear and the coder needs additional information to complete the coding accurately. Many organizations have developed a form-based procedure for physician queries. Often the form is a paper form that is manually completed, routed, and at some point scanned or otherwise archived into the medical record.

FEATURES
FastFlow gives both the coder and the physician one-click access to the coding queries, enabling each to work efficiently without having to search for the right forms. The following features enable FastFlow to provide a collaboration system that shortens the overall revenue recognition cycle by automating the physician query process:

- Workflow automation – FastFlow automatically routes queries based upon the content of the request and established business rules
- Integration – FastFlow integrates directly with imaging and archiving systems allowing for automatic submission of completed query forms, QIO forms, associated progress notes and supporting documentation to the EMR
- Reporting and data collection – FastFlow provides the information necessary to visualize and track usage, allowing organizations to identify problem areas, take corrective action, and measure results

Benefits
The FastFlow physician query automation solution allows hospitals to bill accurately and bill faster, shortening the revenue cycle and lowering audit risks. The system provides timely, trackable communications with physicians with the data to enable performance improvement:

- Shortens coding timeframe
- Increases accuracy of billing
- Visualizes coding query activity to identify possible areas of improvement
- Obtains full documentation in the medical record to support billing
- Reduced human error