

THE ROI OF INTERFACE ERROR MANAGEMENT



SUPPORT TIME REDUCTIONS

Resolving interface errors through Interface Error Management can reduce support time spent by as much as 80% compared to errors reporting via Help Desk tickets



PATIENT SATISFACTION

Patients are customers, and customer satisfaction is important to any business. Inaccurate appointment schedules or missing test results is a significant customer dissatisfier.



PROVIDER EFFICIENCY

Under-utilization of provider resources is costly. When appointment schedules are inaccurate, or appointments need rescheduling last minute because test results failed to populate the EHR, provider time slots go unused, leading both to loss of revenue and lower staff satisfaction.



BILLING EFFICIENCY

Much of billing is linked to interfaced results. When interface message fails, services and tests may go unbilled, leading to significant revenue loss. One hospital cited incomplete interfaced data as the source of "hundreds of thousands of dollars annually."



REGULATORY AND OTHER REPORTING REQUIREMENTS

MACRA and the requirements for MIPS reporting, Meaningful Use, Population Health Registries and other federal, state or local requirements may lead to reduced reimbursements if the data is not captured accurately and completely.