

## Physician acceptance

Medical professionals are busy and frequently move among various clinical venues. Vital record attestation is an infrequent task that must be simple and expedient, regardless of where the physician is at that moment. Asking physicians to learn a new work procedure, or memorize a new user name and password, or install new technology is unreasonable. And without physician acceptance, any attestation automation is worthless.

Acordex Remote Attestation fits perfectly into the physician's normal work day. After a day of seeing patients, a physician can attend to his or her in-basket of waiting paper, which might include a fax from the Vital Records Department.

## Simple process

When a "working copy" document from the Vital Records Department is received, the physician reads the medical information and can either attest to its accuracy by signing it, or mark it for correction. Whether signed or un-signed, the physician simply faxes it back. That's it! This is a familiar process that requires nothing special.

## Funeral Director acceptance

The cost to implement the tedious paper handling process traditionally used to prepare a Death Certificate falls upon the Funeral Director. According to analysis done by University of California at Davis Medical Center, "Funeral directors today incur about \$100 per certificate to obtain a physical signature." The Remote Attestation system eliminates the majority of this cost.

When coupled with an Electronic Death Registration System (EDRS), simple

*Medical professionals read and sign paper documents, incorporating their preferred work process, while your department enjoys the efficiency of paperless automation*



## Key Features

- Zero training time for medical professionals
- Facilitates quicker Social Security notification
- Dramatic reduction of cost for Funeral Directors
- Efficient, paperless automation within the departments of Vital Records and Public Health
- Web based system; no software installations for your users
- Scalable to be affordable for small populations and effortlessly responsive for large populations

screen controls initiate fax sending to the physician as soon as information is ready. Up to the minute status of the document (signed, un-signed or still waiting for physician review) is always available from the EDRS. Experience has proven that Funeral Directors rapidly embrace Remote Attestation technology. In fact, they become proponents of its use and quickly rely on its efficiency.

### **Security and trustworthiness**

As a fax, signed approvals are brought into the Remote Attestation system by phone lines. Because of their very limited capabilities, phone lines offer negligible opportunity for attack. Fax "spamming" is illegal in many states and the phone number of the sending fax machine is identified by the phone company, not the fax sender.

The Acordex Remote Attestation system resolutely archives unmodified original documents. If a corrected copy arrives, both it and the original are retained. Physical signatures can be subjected to hand writing analysis to validate if contested.

### **No user software installation**

Viewing faxes at a desktop computer requires just a web browser, such as Internet Explorer or Firefox. Java applets are automatically download when needed for specific functions by the user. No special software needs to be installed or revision controlled or managed at each client desktop computer.

This Intranet architecture eliminates a significant labor burden typically incurred for software support. Since most users already know how to use web pages, training costs are substantially reduced.

### **No assembly required**

Hardware and software configuration, setup, staging and test all happen at the Acordex office prior to shipment. You just provide the basic environment including telephone, network and power connections.

This means your system will come on-line within a day or two of Acordex's arrival at your site. There is no special knowledge needed to operate the system. There is no need to hire any imaging technology specialists.

### **Example workflow**

Remote Attestation reduces the cost of any process that involves sending out a form which someone else processes and then returns. The following workflow shows how it has been used to automate the Death Certificate process.

1. A person enters demographic and medical information into an Electronic Death Registration System (EDRS). The EDRS sends a working copy or draft Death Certificate to the Acordex Remote Attestation (RA) System. The RA faxes the document to the physician, using its modem bank typically connected to twenty to forty phone lines.
2. The physician reads the fax, signs it or marks it for correction and faxes it back.
3. The RA automatically identifies the returned document using bar code analysis or OCR.
4. Exception documents that do not appear to have the expected identifier are presented to users who can manually enter the control number. Or the user can handle documents faxed in by mistake by printing the fax (for delivery

to a person) or deleting the fax (which actually moves it into a self-aging trash directory so it can still be viewed for a period of time).

5. The system keeps a permanent archive of every fax sent or imported with no practical upper limit. Two copies are archived, one for on-site and one for off-site storage.
6. Archived faxes can be retrieved or exported using Internet standards http, ftp and smtp (email). The RA has a very high performance server that will send images to a client in 1/100th of a second. This supports essentially unlimited expansion in the number of users.
7. You can view and print faxes at your desktop as soon as they are imported. You retrieve them by just entering the certificate's control number. You can also grant restricted, password protected, document reading permission for users outside your office.
8. The Acordex Remote Attestation System tells the EDRS database the type of document received, its control number, whether it's signed, the fax station that sent the document, when the fax was sent and when it was imported.
9. If marked for corrections by the physician, the faxed document is presented to the Funeral Director in his web browser and the review process repeats. If signed by the physician, the Death Certificate is now complete.

### **How to buy**

Contact Acordex for free consultation helping you analyze your organization's requirements. We will work with your vendors or in-house staff to create a comprehensive and innovative proposal specifically for your organization.

[www.acordex.com](http://www.acordex.com)

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