

# CGI's Healthcare Solutions & Services

## HCIT solutions and services to meet today's healthcare challenges

Healthcare providers are increasingly focused on lowering costs, improving efficiencies and enhancing the quality of care. Limited resources and complex business processes make this a daunting task. Additionally, organizations are mired in manual processes that lower productivity and increase the possibility of losing critical data. Meanwhile, there is continued pressure to improve the revenue cycle within an environment of ever-evolving regulations. CGI is a leader in helping healthcare providers harness the power of technology to address these challenges and achieve results.

**Sovera® Health Information Exchange (HIE)** provides organizations with software and services to support the complete business and technical lifecycle needed to participate in an HIE.

- Aligns organizations with federal and state agendas driving health IT, positioning for increased reimbursements and incentive bonuses
- Supports direct EMR connectivity to create a holistic view of the patient, reducing time and money needed to make important clinical decisions

**Sovera® Portal** integrates information from health information exchanges and disparate clinical and revenue cycle systems and delivers it to clinicians anytime, anywhere.

- Supports HIE participation for organizations without standards compliant applications, offering a cost-effective solution for rapid HIE participation
- Promotes secure access to clinical information from across a patient's continuum of care, presenting users with clinical content in multiple industry standard formats

**Sovera® Health Information Management** provides immediate, secure, web-enabled access to all patient medical records with integration to core clinical information systems.

- Customizable workflows that expedite coding, chart review and completion which contributes to the decrease in accounts-receivable and enables Joint Commission compliance
- Convert former paper record storage into revenue generating clinical space
- Enables remote coding, allowing hospitals to reduce costs and improve turnaround

**Sovera® Release of Information (ROI)** used to manage and expedite the release of information process—log and track requests; generate letters; fulfill requests via print, CD, email, or portal; generate invoices and track payments received.

- Provides an in house revenue generating solution
- Decreases the ROI fulfillment life cycle and improves staff productivity

**Sovera® Patient Financial Services** improves the revenue cycle and all post billing activities and processes including the ability to capture all billing related documentation; create online forms to communicate billing status, issues and inquiries; and configure automated workflows that improve staff productivity.

- Increases payments of the total account balance & reduces accounts receivable days
- Highlights areas for quick attention and action
- Decreases denials with capture solutions that assist with the collection of patient information at registration
- Improves customer service by reducing the response time for requests and inquiries

## A PARTNER OF CHOICE

CGI knows the business of healthcare. Having provided services to more than 42 major healthcare systems, 250+ hospitals and 200,000+ users, we've established the best practices needed to help healthcare organizations advance their goals. Additionally, CGI has successfully completed more than 3,500 assignments and has built hundreds of client relationships, including:

- Federal, state and provincial health departments
- Regional boards and councils
- Major teaching hospitals and medical facilities
- Hospitals and health systems of various sizes and geographies
- Long-term care facilities
- Specialty hospitals, such as psychiatric, behavior health, pediatric and cardiologic
- Community agencies
- Managed care organizations
- Blue Cross Blue Shield plans
- RHIOs, LHINs, HIEs and NHIN

## INDUSTRY DEPTH AND EXPERTISE

Serving healthcare providers since 1992, CGI has a long established and focused healthcare practice, providing clients with a partner that is not only expert in IT, but expert in their industry. We understand our clients' business realities and have the know-how and solutions needed to advance their business goals. At CGI, we believe in implementing technology solutions that transform our clients' business environments.

**Sovera® Human Resources** facilitates the efficient processing of applicant and employee data by converting paper documents to electronic images and with automated workflow that tracks the entire lifecycle of the application, employee on boarding and employee benefit processes.

- Reduces administrative costs and expedites the processing of applicant and employee related forms and inquires
- Increases staff satisfaction and retention—places HR information in the hands of the employees and allows employees to interact with HR more efficiently

**Sovera® Accounts Payable** automates the manual and paper-driven AP process with advanced OCR; workflows; and integration with the enterprise's financial system.

- Accelerates the invoice review, approval and payment cycle reducing the risk of delayed payments and lost prompt pay discounts

**Sovera® Credentialing** compliments and integrates an organization's Credentials database with content management capabilities (imaging, workflow and forms).

- Shortens and expedites the credentialing review process by placing credentials in the hands of the review teams via automated workflow queues

**Sovera® Occupational Health** expedites the tracking and evaluation of employee injuries and employee wellness programs through automated workflow, forms and reporting.

- Streamlines processes that better the organization's overall Occupational Health programs, helping to improve employee patient care and decrease costs for medical treatment, legal fees, lost production and investigation time
- Promotes the "employability" of the worker, decreasing the chance of revenue loss for an organization

**Sovera® Peer Review** provides medical staff, within or outside of the organization, who provide their expert opinion for a case or incident, with the ability to review medical documents, track statuses & route review and opinion forms online.

- Automatically triggers the process based on diagnoses codes and discharge statuses
- Expedites both internal and external review processes, saving time and money

**Sovera® Quality Management** allows for online chart review, routing, and reporting, helping to monitor the care that organizations provide to their patients.

- Helps improve quality and adherence to federal and state regulations
- Automatically triggers workflow to streamline the review process saving your review staff valuable time and money
- Promotes flexible and adaptable workflows to meet dynamic situations

**Sovera® Cancer Registry** integrates with an organization's EMR allowing physicians to complete cancer staging forms online and provides workflow to automatically trigger identification of the cases required for initial abstraction and follow-up.

- Patients no longer "lost to follow-up," thus improving the quality of registry data
- Facilitates compliance with ACOS requirements for approved cancer programs

**Sovera® Content Connector** integrates disparate data, applications and business processes and is LDAP and CCOW compliant.

- Provides a single point of access for all data related to a patient, mitigating the need to store your data in multiple independent silos
- Seamless look and feel to augment native application functionality, reducing the need for change management and training

## ABOUT US

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has approximately 25,500 professionals operating in 100+ offices worldwide, giving us the competitive advantage of close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

## SOLUTIONS FOR THE HEALTH OF HEALTHCARE™

In the healthcare sector, CGI couples extensive industry expertise with a full range of services and delivery options. CGI understands healthcare industry trends and is a leader in developing innovative business and technology solutions that help healthcare payers, providers and government departments harness the power of technology to lower their costs and enhance productivity while improving the quality of care.

## CONTACT:

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