

MAGICIAN

Magician Overview

Scanning, Storage and Retrieval of
Documents in EMR & PM Environments

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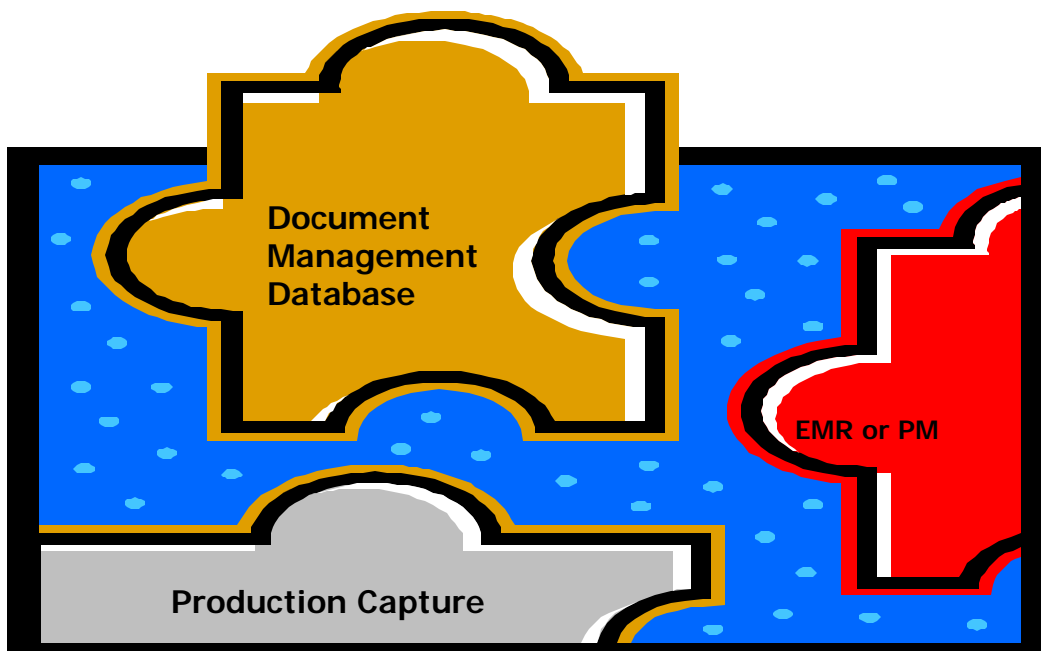
Magician Product Offering

Encore Imaging Systems has developed a software system that will allow patient medical records to be scanned, automatically indexed and retrieved for online viewing. The system is available in three versions called Magician Plus, Magician Basic, and Magician Micro. All solutions provide for the semi-automated indexing of documents. Clinic staff members are able to search, retrieve and view documents by easy to use interfaces depending on the particular Electronic Medical Record (EMR) or Practice Management (PM) software application. The objective of each version is to provide the right functional solution to meet the needs and budget of the healthcare organization in the pursuit of a less-paper operation.

Magician Plus is the result of Encore integrating a commercial document capture package with a secure commercial document management system and the creation of custom document indexing tools. The indexing process for patient medical records is semi-automated by extracting the patient demographics from the EMR or PM databases. Magician Plus comes in two flavors. Magician Plus – Entry provides basic document management functionality for images only. Magician Plus – Full provides the platform for full functionality of a document management system. Magician Plus – Entry can be upgraded to Magician Plus - Full

Magician Basic is a cost effective solution for small and/or budget constrained healthcare organizations that utilizes the same volume capture software and indexing tools. The difference is that the captured images are saved to a network directory and index values are stored in an MS Access or MS SQL database. The document management system is not included. It is designed to enable the migration of the documents and indexes to either Magician Plus System when the budget and HIPAA compliance measures are being considered.

Magician Micro is designed for the smaller clinic that has a relatively small volume of documents. The documents are scanned by a customer supplied or existing scanner and software system. The same custom document indexing tools used in Magician Basic and Magician Plus are available. Magician Micro can be upgraded to Magician Basic or either Magician Plus system



Magician Comparison Matrix

Feature or Function	Micr	Min	Basi	Plus	Plus
1. Integrated full function capture			X	X	X
2. Easy to use document indexing GUI with	X	X	X	X	X
3. Linking to Logician	X	X	X	X	X
4. Annotations (including preconfigured stamps)				X	X
5. Hierarchical Storage Management				X*	X*
6. Transaction logging & reporting (audit log)				X*	X*
7. Workflow Module option					X*
8. Document Management Capabilities (Version &					X
9. Document Level Security				X*	X*
10. Full Text Search Capability (with OCR option)					X
11. Multiple Configurable Capture Stations		X	X	X	X
12. Support for Capture & Management of				X	X
13. Web Access				X	X
14. Migration Path to Magician Plus	X	X	X	X	NA
15. Search, retrieve and print multiple documents				X	X
16. COLD support module					X
17. Archive to CD, DVD or Optical				X*	X*
18. Bar code recognition			X	X	X
19. Document separator page support		X	X	X	X
20. Automated indexing with separator page			X	X	X
21. Logician Observation Data input at index step	X	X	X	X	X
22. Signature Pad support				X	X

* HIPAA related considerations

Magician's Capture Features

Ascent Capture from Kofax is the integrated capture component of Magician Basic and Magician Plus. As a result, both solutions offer true production-level scanning at scalable configurations. Encore has delighted customers using Magician in single physician offices to integrated delivery networks and every size organization in between. Each of our customers has found Magician simple, easy to use and flexible enough to accommodate their individual workflow requirements.

If it is desired to speed the capture process, Magician can create multi-page documents using generic bar-coded document separator sheets. If desired, large healthcare organizations can implement separate scan, index, Quality Control, and release functions on multiple workstations to create an imaging "assembly line." Optional bar-code recognition automates the indexing process for organizations that wish to implement centralized scanning operations.

Ascent Capture Capabilities for Magician Basic and Magician Plus:

- Kofax Ascent Capture is a powerful, production-level capture and indexing solution
- Supports multiple capture stations, including remote capture via the web¹
- A wide range of commercial grade production scanners are supported
- Batch processing of documents ensures efficient workflow of scanning and indexing
- Predetermined scanner settings can be saved for commonly processed items such as *red lamp* for EKGs, color for pictures & graphical images,
- Batches can be created with predetermined scanner settings (i.e., brightness, contrast, resolution, red lamp for EKGs & color)
- Numerous options exist for document separation, including:
 - After scanning a stack of documents, manually separate images into distinct documents by dragging and dropping them together
 - Creation of batches with predetermined page lengths
 - Utilization of generic bar-coded separator sheets
- E-mails, photos, word processing and faxes from a fax server can be processed and linked to a patient's chart using the same steps as for scanned image.
- Individual documents, within a batch, can be rescanned using different scanner settings without changing the batch setting. When this is done, the exact image is replaced within the batch and document page order is retained.

¹ *Capture and indexing of images via the web is an option. Please contact your Encore sales representative if this functionality is of interest and it is not included in your quote.*

Magician's Capture Solution, Continued

So what? Can't we just buy a competitor's product and Adobe Acrobat (or some other scanning software) and accomplish the same thing?

The biggest expense associated with imaging is the ongoing cost of document capture labor. With that in mind, Encore Imaging Systems has integrated Ascent Capture from Kofax Image Products, Inc. into both Magician solutions. Other solutions do not provide the integration between the scanning, indexing and the document repository. Additional manual work means lower efficiency, higher ongoing labor costs and data input errors

A significant financial investment has been made to ensure that Magician offers the most efficient and flexible workflow processes from beginning to end. When you invest in Magician, your entire workflow process from document capture (scanning), indexing, storage and retrieval is supported by Encore Imaging Systems, Inc.

Three Categories of Time Saving Functionality

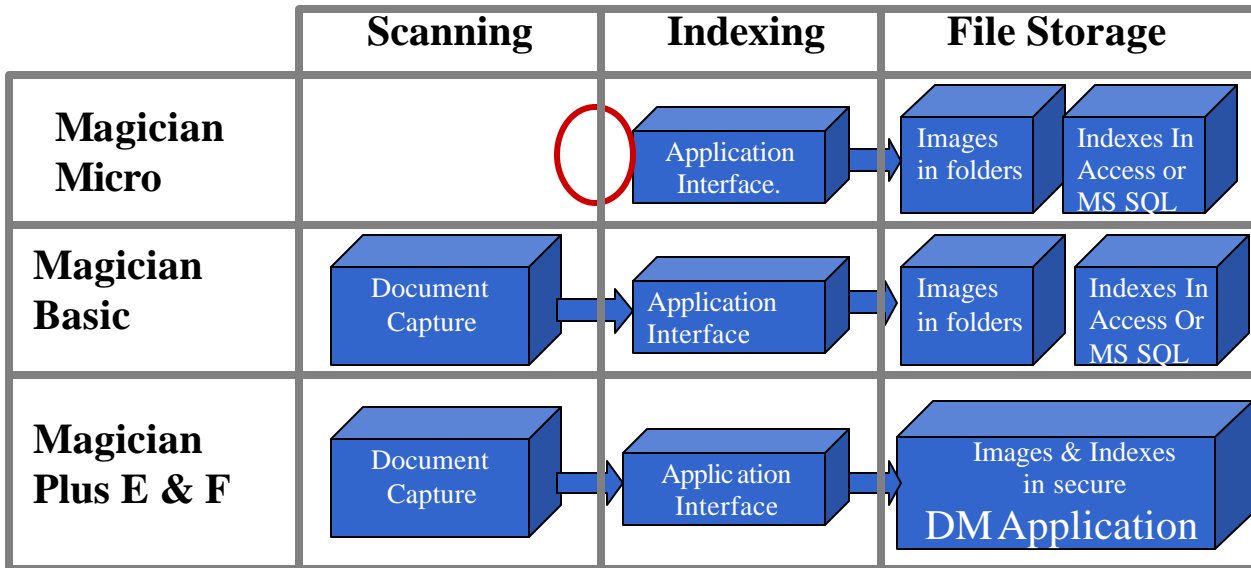
- Tight integration of the scanning software with the indexing process
- Batch processing capabilities
- Flexibility to accommodate numerous workflow options

The Value of an Integrated Capture Solution

According to a user of a competitive product designed to link documents to Centricity, "files out of Adobe Acrobat or other scanner software requires the operator to type, by hand, a temporary name to associate with the file. An example of a temporary file name is lastname_firstname_DOB_clinicaldate_MD.pdf." This is so that later, the person doing the scanning can go back through the competitor's application, locate the file and do the indexing. The competition's software changes the file name and format to its convention when it copies the file to the network location.

Because both Magician solutions include an integrated capture software package, this tedious and time consuming work is not necessary. Scanned images are immediately semi-automatically indexed pulling the patient demographic data from the EMR or PM databases, eliminating the need for an intermediary step between the scanning and indexing.

Magician's Capture Solution, Continued



What is Batch Processing?

Batches are created to greatly increase workflow efficiency by automating document separation and saving scanner settings for groups of documents that have similar characteristics. You select optimal settings once and save them with a name. Then you don't have to remember the settings that worked best for that type of document or go through the selection process for each of those settings each time you scan. It also ensures consistency when multiple people are involved in the scanning process.

Examples of batch types are EKG, Spiro, Photos, Lab Reports and General Batch.
The following selections can be associated with a batch:

- Fixed page length or variable page length documents
- Single sided or double sided
- The option to use generic or patient specific bar-coded separator sheets
- Color, grey-scale or black and white
- Resolution
- Brightness
- Contrast
- Lamp settings (for certain models of scanners)
- Where to get images (a specific scanner or from a specific folder on the network)

Magician's Capture Solution, Continued

Workflow Flexibility

As stated earlier, document capture labor is the biggest cost factor associated with imaging. So, whether you have one doctor or 120, it is the area that deserves the most thought and planning. The workflow that works well for one organization may not work well at another since each medical organization is different relative to IT infrastructure, intra-office transportation, staffing, availability of outsourcing options, as well as volume and type of scanning. However, since most medical groups are making their first investment in an imaging solution, it is likely that some experimentation will take place until the most efficient workflow design is agreed upon.

The capture component of Magician offers a wide range of workflow options. This is important because your investment should be able to accommodate various workflow scenarios as you experiment to find what works best at your facility. What works best today may not be ideal tomorrow as your clinic grows, staffing changes occur, additional clinics are added to Centricity or a decision is later made to outsource part of the work.

Examples of Workflow Options Include the Following:

- Scan and index at all locations, including satellites
 - Scan and index at the same workstation
 - Scan at one work station and index at another
 - Scan and index at remote site and upload via the web
- Scan at satellites, index at central location
- Print index cover sheet at satellite, scan and auto index at central site
 - Use of in-house scanning and automated indexing
 - Use of out-sourced scanning and automated indexing
- Centralized scanning and indexing

Visit <http://www.kofax.com/products/ascent/capture/casestudies.asp#Healthcare> to read about three healthcare case studies of how Ascent Capture has improved imaging workflow.

Advantages of Magician Plus

Magician Plus offers multiple choices for the document management repository. Each one provides document security, database management tools. Additionally, Magician Plus users have the choice of linking scanned images, and other electronic files, to EMR's or simply storing them in the document management system. The choice for a given organization depends on the functional requirements, budget and features desired.

Magician Plus - Full can organize over 200 file formats in a single searchable database, including scanned document images, computer reports, EDI files, MS Office files, PDF documents and more. Clinic staff with the proper security authorization, based on user ids and passwords, can retrieve documents outside of the EMR utilizing the search engine either through the thick client or the browser interface. Documents can be retrieved based on index fields, folders, document contents, using custom queries and OCR text search.

A good document management system should be able to use any storage device currently available — as well as those on the horizon — to provide long-term document storage. This allows you to select the equipment that best meets your needs, both now and in the future.

All document management component choices of Magician Plus provide the following advantages:

- Rather than thousands of paths from the EMR or PM to the individually stored images, a single retrieval statement with a retrieval key unique to the document is used to retrieve the document image from the repository.
- Hierarchical storage management of the image file and index files (from online, to near-line then to off-line, which is key to HIPAA)
- Because document files are stored in the secure structure of the document management database, images cannot be accessed outside of the EMR or PM without the proper user ID and password. (key for HIPAA requirements)
- Document activity logging (key for HIPAA requirements)
- Disaster recovery tools
- The database is optimized for retrieval speed each time documents are added to the database
- Secure full function query search for all documents directly through a thick or thin client
- Efficiently deals with the archiving of large volumes of document files to a wide variety of mediums (RAID, CDs, Optical Discs and/or DVD)
- Annotation of documents, such as redlining, highlighting and text sticky notes (saved as overlays, never changing the original document image.)

Advantages of Magician Plus, Continued

Disaster recovery has been a topic of strong interest recently. A number of operations that were impacted by the recent acts of terrorism were able to recover and continue operations very soon after their offices were destroyed in the World Trade Center destruction. Others were not and may never recover.

The storage management and archival functions of document management systems are at the core of the capability to provide file copy and transaction logs on removable media dynamically that will permit the reconstruction of large image repositories. Traditional tape backup approaches for large number of images are not practical for large image repositories for performance and cost reasons.

Current Status

To Date: Magician solutions have been installed in over 40 locations nationwide in clinics and Integrated Delivery Network (IDN) environments utilizing GE Healthcare Centricity EMR and Centricity PM solutions.

Hardware & System Requirements

Please contact Encore Imaging Systems Inc. support (Support@encorimaging.com) for detail information on the hardware and software system requirements for your organization.

Additional Resources for Management & Tech Staff

Magician is the result of development efforts to integrate the best possible volume oriented document capture software package and a feature rich, yet cost effective, image repository with Logician. The following links may provide additional insight for technical staff.

Capture Software for both Magician- Basic & Magician Plus: Ascent Capture by Kofax

<http://www.kofax.com/products/ascent/capture/>

Document Management Choice of Magician Plus:

OnBase by Hyland Software:

<http://www.onbase.com/>

Magician, Product Integration of Ascent Capture, OnBase Document Management System and EMR & PM systems: by Encore Imaging Systems, Inc.

<http://www.encoreimaging.com>

Document Capture Case Studies:

<http://www.kofax.com/products/ascent/capture/casestudies.asp#Healthcare>