



A Crossover Medical Technology White Paper

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CROSSDOCS **(Central File Distribution System)** Implemented Technology, Ease of Administration & Ease of Use

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Introduction

Crossdocs is an advanced Work Flow with file management & intensive reporting capabilities. The system provides an easy-to-use interface that enables recording, playback, re-recording, automated uploading of audio files and completed transcribed documents, transcription work flow, feedback mechanism, file and line count mechanisms, invoicing, user management, customer information dissemination, among others.

Problem Statement

1. Selection of the theme:

An exhaustive brainstorming activity spanning over 60 days with customers, Crossover Transcription Staff & Vendors, listed over 75 different pain points for group as a whole which were categorized as:

- a) **Automated File Transfers.**
- b) **Patient, Doctor and Dictation Information.**
- c) **Document Structures, Formats and Templates.**
- d) **Security.**
- e) **TAT.**
- f) **Quality.**
- g) **User Management & Reporting.**
- h) **File Management & Reporting.**
- i) **Automated Line Counts, Accuracy and Invoicing.**
- j) **Automated Application Update.**

Crossover decided at this point to create and deploy a 360°- integrated, technology based solution.

This document details the solution provided for the **Implemented Technology, Ease of Administration & Ease of Use.**



2. Precise definition of the problem:

Problem = Customer Requirement + Staff/Vendor Requirement + Current High Cost of Doing Business + Over-dependence on unnecessary manpower There was nothing in the current processes that could be deducted from this result to ease the burden on keeping the business alive.

The problem: A manual process that was not optimal and could not be fixed to do so.

3. This equation defines the appropriate metrics.

- Customer Requirement – Automated File Transfer, Dependable Technology solution, ease of administration.
- Staff / Vendor Requirements – Easy access to client information, speed of turnaround, accurate line counts and incentive calculation, timely and accurate information and file distribution.
- Cost of Doing Business – The manual process was obviously stretching the time required and this was reducing productivity of the production staff and vendors. All delays add to the cost of doing business.
- Extra Manpower – The additional manpower required to complete the work in timely fashion was making the business economically not viable.

Previous Options

The customer needed dedicated personnel to gather the required information and files, tabulate it daily and sort, up-load to FTP or send by email, get files back in the same manner or worse, by Fax!

Crossover needed dedicated personnel to receive and collate information from various customers before marking them to the production teams, both in-house and vendor based. The time lines on transferring data and information between customer to Crossover to Staff and Vendor and vice-versa is affected by the speed in which the staff could complete their processes manually.

Add to this the reporting that had to be created everyday to send back customers for their days work.

The challenges this brought up ranged from missing information to not sent files that were needed yesterday, to task assigned personnel on leave, etc.



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Crossdocs Solution

Crossover planned the blueprint for this integrated solution which would connect every person on the work flow which hither to was an impossible scenario.

First, The Technology. A Microsoft Windows based, 3-tier, web-based application, deployed on .NET Framework 3.5, SQL Server 2008 and C#, VB. NET and ASP. NET –

The components being the Server (database and file repository), Web Service (logic & application layer) and Client Interface (what any user of the system sees).

A major pain point for many customers and vendors was that they did not have easy or economical access to technical help. Crossdocs has been designed to auto-update itself without any user interaction required other than to give permission to update. Even the initial install is a single-click operation from our website.

The entire setup and configuration is done remotely by Crossover as a value-added service to not only the customer but also its vendors.

The next pain point addressed the user interface – it is a simple point and click system, easy to use for the end user. A lot of thought went in to design the GUI's to include optimum information in available screen real estate. The interface provided is simple and clean and provides all required information as a dashboard from the user can dig further for more detailed information simply by clicking.

Given that the information in question is highly sensitive, all data transfer protocols are completely secured using 128-bit encryption. The entire application is completely HIPAA compliant.

Each type of user has a custom built interface only showing the user information pertinent to his or her role and nothing more.

Administration of the system was another vexing problem that was addressed. A browser based administrator interface that controls user management, role management, logic layer maintenance, reporting, on-line search, automated invoicing, and complete work flow management was created so that the system could be completely administered even from a PDA or smart phone!



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- Benefit 1** Reduce dependence on manpower.
- Benefit 2** Reduce Cost overheads.
- Benefit 3** Immediate dissemination of information to all concerned users of the system based on roles.
- Benefit 4** Elimination of human error based downtime.
- Benefit 5** Improved turnaround for customer, Crossover and it's vendors.
- Benefit 6** Ownership and Accountability of tasks assigned and audit trails created for proper feedback.

Summary

Crossdocs provides the customer, Crossover and it's vendors with a secured, integrated, painless and fully automated platform to not only exchange data and files but also follow the trail of all the work flow components in a timely manner and catch and correct problems before they affect the work flow time line as a whole in any way.