

## Children's Hospital of New Orleans saves time and money by automating patient referrals

CHNO had a paper-based process for referrals that was slow, expensive and error prone.

Working together, VELFILE and frevvo delivered an electronic version of the paper form and associated workflow integrated with the hospital's document management system.

As a result, CHNO is providing better service to patients, reducing errors, and lowering costs. CHNO saw positive ROI in less than 6 months using frevvo Live Forms and Workflows.



**Customer Profile:** Children's Hospital of New Orleans works with several affiliated clinics that refer patients for further care through the Community Care Referral Program.

**Business Situation:** The referral process was paper-based. A physician's assistant fills out a paper referral form with patient information and requesting further patient care. A doctor must then sign the form. Once signed, the form is then faxed to the hospital where it is manually scanned into the PaperVision® document management system.

**Solution Summary:** The hospital chose Live Forms to quickly create an electronic version of the form and associated workflow. A physician's assistant fills in patient information and the doctor signs the form electronically using their existing web browser. Once the form is submitted, the data is sent directly to PaperVision® for hospital staff to review and coordinate future care for the referred patient. Working together, VELFILE and frevvo were able to deliver a solution that met the hospital's requirements in a matter of weeks.

### Benefits:

- Better service to patients through faster referrals, and automated confirmations.
- Significant time and human resources savings by eliminating manual data entry, routing and data errors.
- Improved user experience through automatic validation, calculations etc.
- **Positive return on investment in less than 6 months.**

*"Live Forms eliminates errors and delays. Our patient referral process is streamlined, and referrals can be processed immediately. Live Forms has helped us improve service to affiliated clinics as well as to patients."*

Wendy Huval  
Director, Medical Records

VELFILE is a New Orleans based company providing document and electronic content management solutions, scanning services, e-forms, and electronic health record solutions. For more information, please visit <http://www.velfile.com> or call 1-866-VELFILE (835-3453).

frevvo delivers paperless, cloud-based e-forms and workflows that are easy to customize, work on all devices, and solve real business problems. Since 2007, working together with our partners, we have helped over 300 customers increase productivity and drive down costs. To learn more about frevvo, or to be connected to one of our Value Added Resellers, please contact us at [info@frevvo.com](mailto:info@frevvo.com) or call 203.208.3117.