Convergence
A convergence of experts

Today’s healthcare environment demands immediate, accurate and secure access to patient information. The challenge lies in the widespread distribution of patient data throughout the organization and differing identification methods within each system.

Delivering Accurate Patient Data
Coastal’s Convergence solution represents a “best of both worlds” solution to optimizing registration data. Two key components unite to create Convergence:

• Expert implementation from Coastal Healthcare consulting

• Patient Identity Matching software powered by NextGate, a leader in Enterprise Master Patient Index (EMPI) technology.

NextGate uses finely tuned probabilistic algorithms to identify, match, merge, de-duplicate, and cleanse patient records, then creates a Single Best Patient Record stored in a centralized master index. Coastal augments this proven software solution by working side-by-side with your team to deliver workflow analysis, design ideas, validation testing, and training. Convergence delivers a peak implementation experience.

This compelling partnership includes a full scope of services:
• Project management
• Data reconciliation
• Training
• Design & configuration
• Integration and testing
• Post activation optimization

Key Benefits of Convergence
Automating the registration Quality Audit (QA) process by querying the enterprise master patient index provides your organization with significant advantages:

• Less task repetition
• Fewer denials
• Enhanced registration accuracy
• Decrease in A/R days
• Increased claim accuracy rates
• Improved compliance
• Reduced return mail costs
• Better data quality

The Promise of Peak Performance
Reducing workloads by enhancing efficiency allows Coastal clients to redirect employees to other priorities. Convergence also improves registrar job measurement and performance.

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