

## INTEGRATING HEALTHCARE INFORMATION SYSTEMS

*The Cicero Platform provides healthcare organizations the means to implement an integrated desktop in weeks rather than months, to streamline workflow to address new business goals, and to provide a common sense working environment for healthcare employees.*

As a proven desktop integration tool in Fortune 500 companies, Cicero addresses integration needs and changing legislative requirements by providing the security, compliance, and workflow automation features that are needed in healthcare today.

Cicero's robust, flexible features allow healthcare organizations improve efficiencies, reduce costs, and improve service delivery by

- Automating and standardizing business processes
- Eliminating copying and pasting by streamlining end user workflow
- Providing access to multiple applications including case management, tracking systems, telephony, legacy, web, and other applications in a single, secure desktop
- Streamlining data sharing between third party applications such as Medicaid and Medicare applications without writing code or access to backend servers
- Effectively managing security and privacy
- Improving quality of service and satisfaction

### 360° VIEW OF PATIENTS AND PROVIDERS

When you integrate health information systems with other business systems using desktop integration, you enable the applications to share information with other systems, streamline processes, and enforce business rules. This allows organizations to create 360° views of patients and providers. It also provides an integrated desktop that supports specific business requirements and end user workflows where information is presented to the end user for specific purposes (e.g., eligibility processes, claim status, processing payments, etc.) while other information is not presented reducing screen and data clutter.

### HIPAA COMPLIANCE

Cicero supports requirements outlined in the provisions of the Health Insurance Portability and Accountability Act (HIPAA) supporting privacy and security of health data.

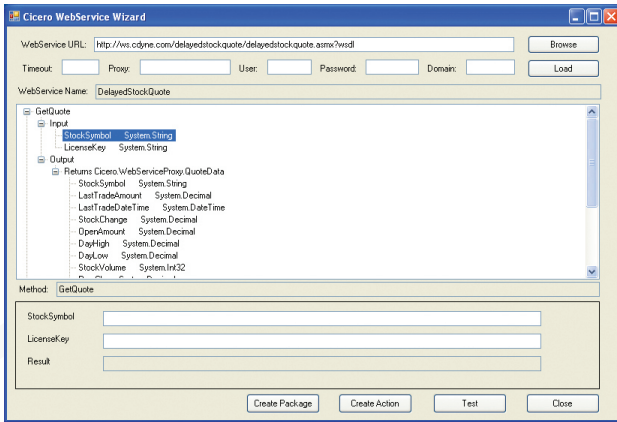
### FORTUNE 500 HEALTH-CARE SERVICE PROVIDER

A large international healthcare company with 17 independent applications identified significant opportunities to improve efficiency to shorten its new hire training time, improve efficiencies during seasonal ramp up times and standardize service across the organization.

### CICERO RESULTS

- Average Call Time reduced 16% for Seasoned Employees
- Average Call Time reduced 25% for New Hire Employees
- Average time to log in reduced from 7 minutes to 3 minutes
- Improved Associate Morale / Job Enjoyment
- Agents who are not as good at multitasking/ computer skills are more confident
- Agents spend less time on data entry which eliminates dead air and gives them a chance to personalize calls more
- No more cutting and pasting or re-entering members' information
- Cuts down on research time
- Frequently used buttons and tabs from each of the systems are incorporated
- Most common resource documents (i.e. phone list) are always open with Cicero
- Reduces errors when pulling up information

The Cicero Platform is a framework for organizing, integrating, and enabling an organization's enterprise software applications. Cicero, the original desktop integration framework, goes beyond the more typical server-based solutions by non-invasively exploiting the interaction between the applications and the platform on which they run.



*An example of a Cicero Wizard for Web Services, which automatically exposes the properties and methods of a Web Service so the integrator can use/re-use them in any project.*

## FEATURES

- Integrate and service-enable any application
  - » Legacy, Custom, Host, Web, Java, Windows, Citrix, etc.
  - » Modernize without “rip-and-replace” exposing legacy application functionality
- Automate and service-enable workflows across applications, services
- Consume and integrate web services
- Deliver using “Pass-Thru” or “Overlay” visual integration
- Non-invasive
- No need to have access to source code, APIs
- Deploy on desktops or servers

## BENEFITS

- Streamline workflow, business processes
  - » Improve productivity
  - » Reduce training time and cost
  - » Improve data sharing, quality
- Reduce costs, time, risk
  - » TCO, Implement in weeks
- Extend service-enablement to the desktop
- Eliminate copy/cut and paste
- Use integration framework standards
- Enforce compliance and other business rules
- Reuse integrations across the enterprise

## THE CICERO PLATFORM

A comprehensive toolset providing the loosely coupling of applications, services, and workflow in a single integration framework

- Wizards to reduce integration time
- SOA and web services capabilities included
- Integrates applications in a Citrix environment
- Easily integrates and reuses Cicero workflows, configurations, etc.
- Extensive Action Libraries: Uses existing or creates new ones on the fly
- Use “Pass-thru” and/or “Overlay” visual integration
- Integrated testing capabilities
- .NET not required

*Cicero delivers robust desktop integration solutions for contact centers, outsourcers, government, and the enterprise.*

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**Integration at the Speed of Change™**

