

One Patient – One Record

SurePatient™ is an affordable, non-disruptive, easy to implement solution that safeguards patient safety by improving patient identification and preventing medical record duplication. SurePatient helps hospitals get to *One Patient – One Record*.

Hospital EHR Duplicate Patient Records



Cost of Each Duplicate Record



Cost to Remediate Per Duplicate



Costs Related to Repeat Tests or Treatment Delays Average



Duplicate and overlay medical records pose great medical risk to patients and extraordinary costs to hospitals – *\$11 Billion per year and growing*. Inaccurate patient identification can be due to misspelled or hard to pronounce names, incorrect or missing social security numbers, old addresses, incomplete data or lack of access to legacy EHR systems, medical ID theft, or other circumstances.

Duplicate and overlay records exposes patients to risks such as negative drug interaction or unnecessary tests and treatments. In addition to patient safety considerations, duplicate and overlay medical records create financial burdens for hospitals such as costs for unnecessary services, delays in payments for claims, and the expense to reconcile medical records. These costs, and others, can severely impact the financial health of a hospital. SurePatient helps to manage these issues.

At all points of registration, SurePatient analyzes existing EHR data using proven, multi-factor identification techniques that utilize identifiable patient data combined with soft biometrics, mathematical analysis, and fuzzy logic algorithms to identify likely existing medical records. This preventive solution drastically reduces the cost to achieve and maintain low levels of medical record duplication.

SurePatient is an innovative system that improves patient safety, reduces treatment costs and medical ID theft by positively identifying patients to eliminate duplicate and overlay medical records. SurePatient frees HIM staff from manually reconciling duplicate medical records allowing more time for other issues.

SurePatient assures patient identification data integrity.

Outcomes SurePatient Delivers

- Increased patient safety
- Increased confidence in patient identity
- Improved revenue cycle management
- Reduction of duplicate patient records
- Reduced risk for the hospital
- Reduction of costly duplicate record remediation projects
- Reduction of overlay records

“One patient – one record” increases patient safety, reduces patient misidentification risk, improves revenue cycle, and eliminates HIM costs associated with detecting and merging duplicate medical records.

Top 5 SurePatient Benefits

1. Improves patient safety by increasing the accuracy of matching patients to their existing records at all points of registration.
2. Saves hundreds of thousands of dollars annually by eliminating the need for costly remediation projects organizations must conduct periodically.
3. SurePatient mitigates risk of patient misidentification.
4. SurePatient helps registration identify potential duplicates without disrupting existing workflows.
5. SurePatient uniquely uses soft biometric data and proven multi-factor identification techniques to locate previous patient encounters.

The Cost* of Duplicate Records in Hospital EHR Systems

**How
does your
organization
compare?**

	Best Practice <5%	Industry Average	High Risk & Cost
Number of Duplicates / Rate	5%	8%	10%
800K	\$2 Million	\$3.2 Million	\$4 Million
650K	\$1.6 Million	\$2.6 Million	\$3.2 Million
500K	\$1.2 Million	\$2 Million	\$2.5 Million
350K	\$0.9 Million	\$1.4 Million	\$1.7 Million
200K	\$0.5 Million	\$0.8 Million	\$1 Million

Sources : [AHIMA](#) and the Fox and Sheridan 2008 Report

*Assuming Cost Per Duplicate Record of \$50



About SurePatient

SurePatient™ helps small and regional hospitals increase accuracy and confidence during patient registration by reducing duplicate and overlay records leading to greater patient identification data integrity. The goal for hospitals is One Patient – One Record. Eliminating duplicate and overlay patient records improves patient safety, reduces risk, eliminates unnecessary treatment costs, reduces HIM resources required for data reconciliation and remediation of duplicate medical records, reduces lost revenue from unbillable procedures, and prevents medical ID fraud. SurePatient™ uses soft biometric data from existing, identifiable, and unique observations combined with mathematical analysis and fuzzy logic to positively identify patients and proactively eliminate the occurrence of record duplication or overlays.