The Use of Optical Character Recognition in Health Care

Claim Processing Team

The use of optical character recognition in health care is mainly to help the claim processing group and to increase the efficiency of the health plan. The imaging and scanning technology is made use by a number of processes that involve intensive paper data entry. The use of optical character recognition in health care is based on the capability of an Optical Character Recognition scanner that can recognize alphanumeric characters present in documents and store the information in an electronic file. This information translation accuracy has greatly developed in the recent years.

Increase of Paper Claims After the Advent of OCR

A health care plan involves collection of various paper claims which can then be scanned by an OCR and converted into an electronic file which is formatted based on the managed health care system's preference. Mostly the X.12 format is used. This file is then fed into the system, in the same manner as an EDI file. The image present in the document is saved for future references. These files can be easily accessed and retrieved. This process totally eradicates the use of paper files or microfiche. It is because of the use of optical character recognition in health care that many organizations have found an increase in the number of paper claims for every sixty minutes. The paper claims per hour which was threefold in the beginning has now increased to fivefold. The use of optical character recognition in health care along with workstations, a network server, an application and an electronic image saving device has made the task dead easy.

Electronic Exchange of Documents

One of the other main uses of optical character recognition in health care is the fact that it makes the documents electronically exchangeable. Paper documents and documents that contain images are first saved into the computers using on-screen forms. Once this job is done, it makes it extremely easier for transporting these documents. This is because of the fact that the images have now been converted to text. The problems in free text data have been overcome by storing the data in databases.