

# Release of Information (ROI) workflow automation.

The Release of Information (ROI) office within each Department of Veterans Affairs (VA) Medical Center processes requests for medical records and assists providers with completing forms for patients. Nuance AutoStore® provides the VA with an automated workflow capability to improve the efficiency, security, and throughput of ROI forms processing.

AutoStore enables personnel within VA Health Information Management Services (HIMS) offices to capture ROI forms from a variety of sources – such as fax, mail and in-person submission – while standardizing the process for routing and filing the incoming documents. With Personal Identification Authorization (PIV) authentication supported and a comprehensive audit trail, this turnkey solution supports HSPD-12 for dual factor authentication

requirements and HIPAA compliance. In addition, AutoStore eliminates the need to print and rescan multiple copies of a single ROI form.

### About AutoStore

AutoStore is a mature Commercial Off-The-Shelf (COTS) enterprise content capture application that manages the capture and secure delivery of paper and electronic documents into business applications. AutoStore is deployed throughout the Veterans Healthcare Administration and is an approved product per the One-VA Technical Reference Model (TRM).

To learn more about Nuance AutoStore, please call 1-800-327-0183 or visit [nuance.com](http://nuance.com)

### Key benefits

- Automates existing paper-based workflow.
- Decreases the turnaround time for releasing beneficiary records.
- Eliminates the need to print and rescan faxed ROI forms.
- Provides a comprehensive audit trail.
- Replaces the current process of scanning and manually indexing paper forms for upload to VistA Imaging.
- Enables secure, encrypted document transmission via SSL protocol for data in motion.
- Reduces costs associated with the physical transfer of paper forms from outpatient clinics to the medical center.



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**About Nuance Communications, Inc.**

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