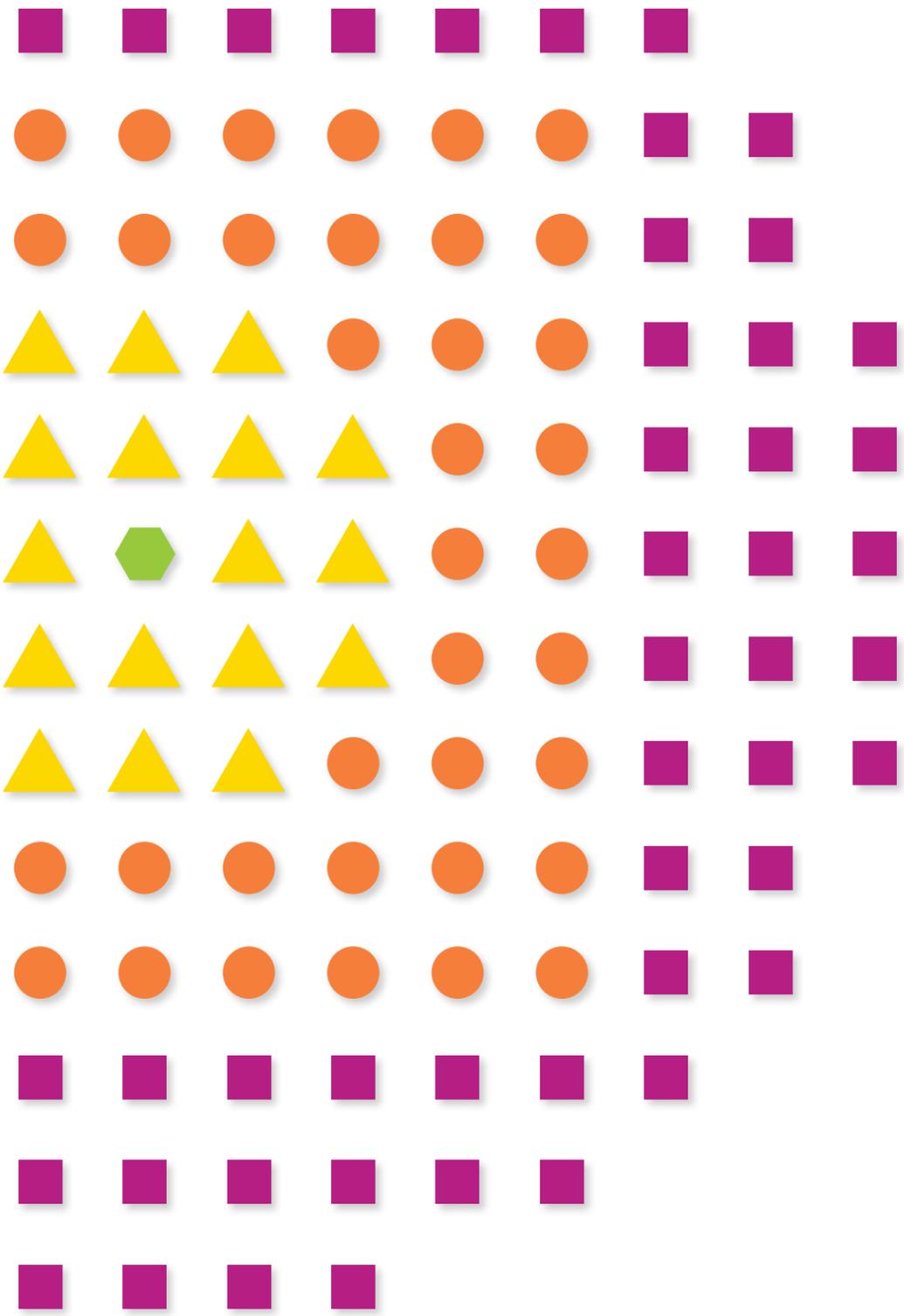
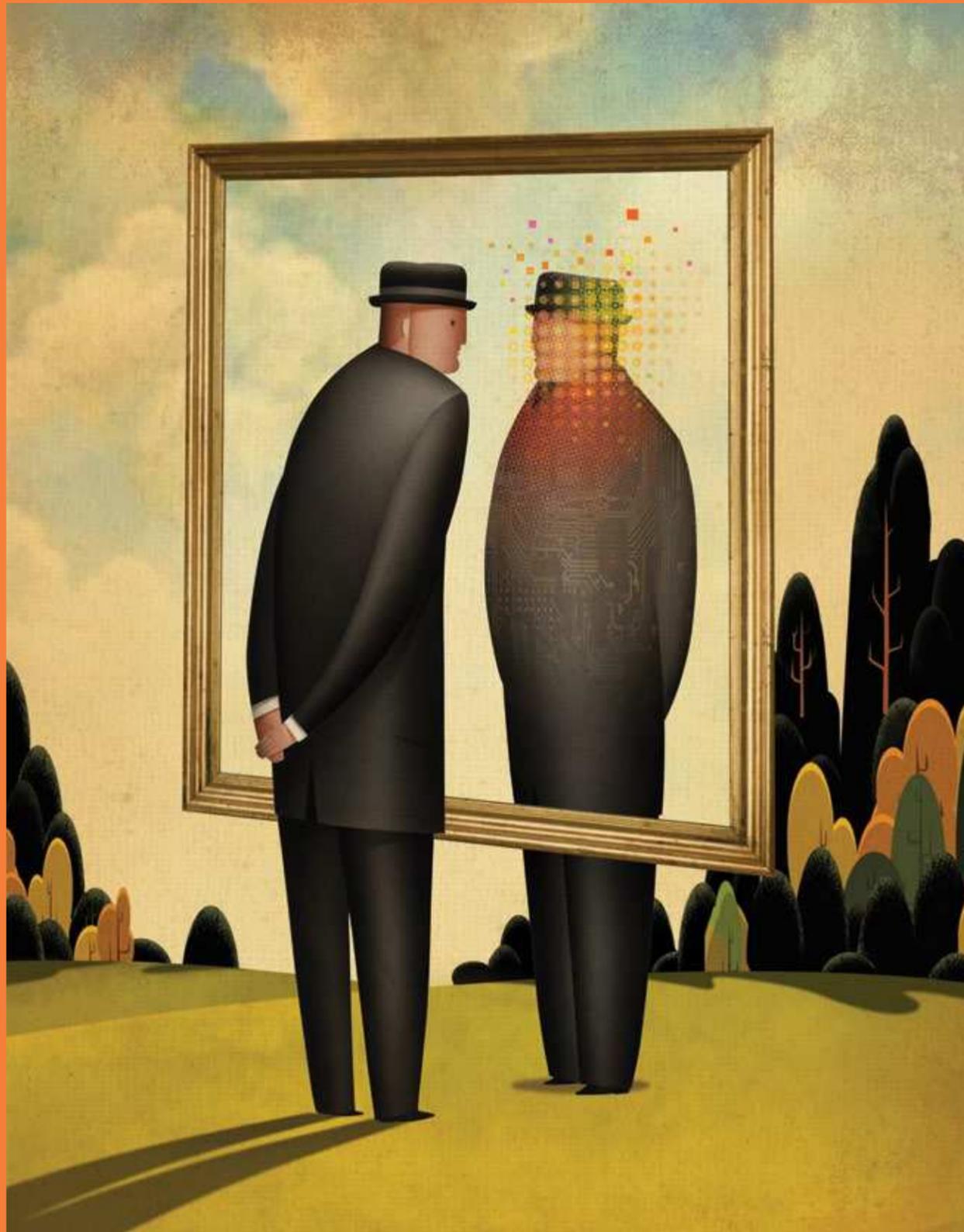


Looking Glass™  
Streamline Health



Transformational  
Data-Driven Solutions  
for Healthcare



## Transformational Data-Driven Solutions for Healthcare

Today's healthcare providers face increasing pressure to improve operational performance while delivering both quality healthcare and sustained financial performance.

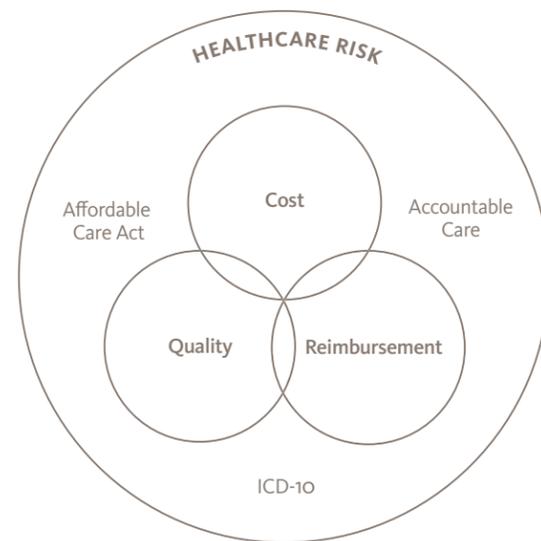
Streamline Health® provides transformational data-driven solutions through its Looking Glass™ platform. Using enterprise-wide data, the Looking Glass™ platform creates real-time predictive and prescriptive analytics to help healthcare enterprises reduce their exposure to risk, enhance their clinical, financial and operational performance. And most importantly, improve patient care.

Solutions like these are needed now more than ever. "We may be 50% of the way done in terms of just getting EHR's in place. We're about 5% done in terms of changing workflows to take advantage of that." \* That's what we're all about. Think of us as providing critical solutions to accompany your EHR.

\* F, Mostashari, M.D., National Coordinator of HIT, U.S. Dept. of Health and Human Services, [histalk2.com](http://histalk2.com), April 17, 2013.

**Heightened Focus on Cost, Quality & Reimbursement**

In today's healthcare environment, providers are challenged with managing ever-increasing exposure to risk. With the ongoing regulatory changes and the evolution of the healthcare system, cost, quality and reimbursement are three critical areas of concern for healthcare professionals. The effective management of these areas is key to shielding a healthcare enterprise from exposure to risk in these turbulent times.



**COST**  
 + Resource management  
 + Procurement efficiency  
 + Physician accountability

**QUALITY**  
 + Readmission penalties  
 + Hospital acquired conditions  
 + Appropriate length of stay

**REIMBURSEMENT**  
 + Bundled payments  
 + Value-based reimbursement  
 + Denials

**The Looking Glass™ Platform**

Streamline Health's Looking Glass™ platform of SaaS-based solutions deliver critical insights for managing risk and enhancing the clinical, financial and operational performance of any healthcare enterprise.



Through our Looking Glass™ platform, we capture, aggregate and translate all of the disparate data residing across an enterprise, both \*structured and \*unstructured data. The intrinsic knowledge, trapped inside this previously siloed and discrete data can now be unlocked and leveraged to enable more informed decisions.

**\* STRUCTURED DATA**  
 Structured data have known meaning, format, type, value and dimension that are readily understandable by machine algorithms (analytics).

**\* UNSTRUCTURED DATA**  
 Unstructured data have obscure meaning due to the looser format of the captured data such as text messages and diagnostic reports requiring additional tools to be understood by analytics.

**Looking Glass™ Platform:  
Turning Data into Actionable  
Predictive Insights**

Looking Glass™ discloses significant and actionable predictive insights: clinical and business intelligence that enables breakthroughs in clinical outcomes, creates enterprise-wide efficiencies, mitigates risk and delivers enhanced financial and operational performance.

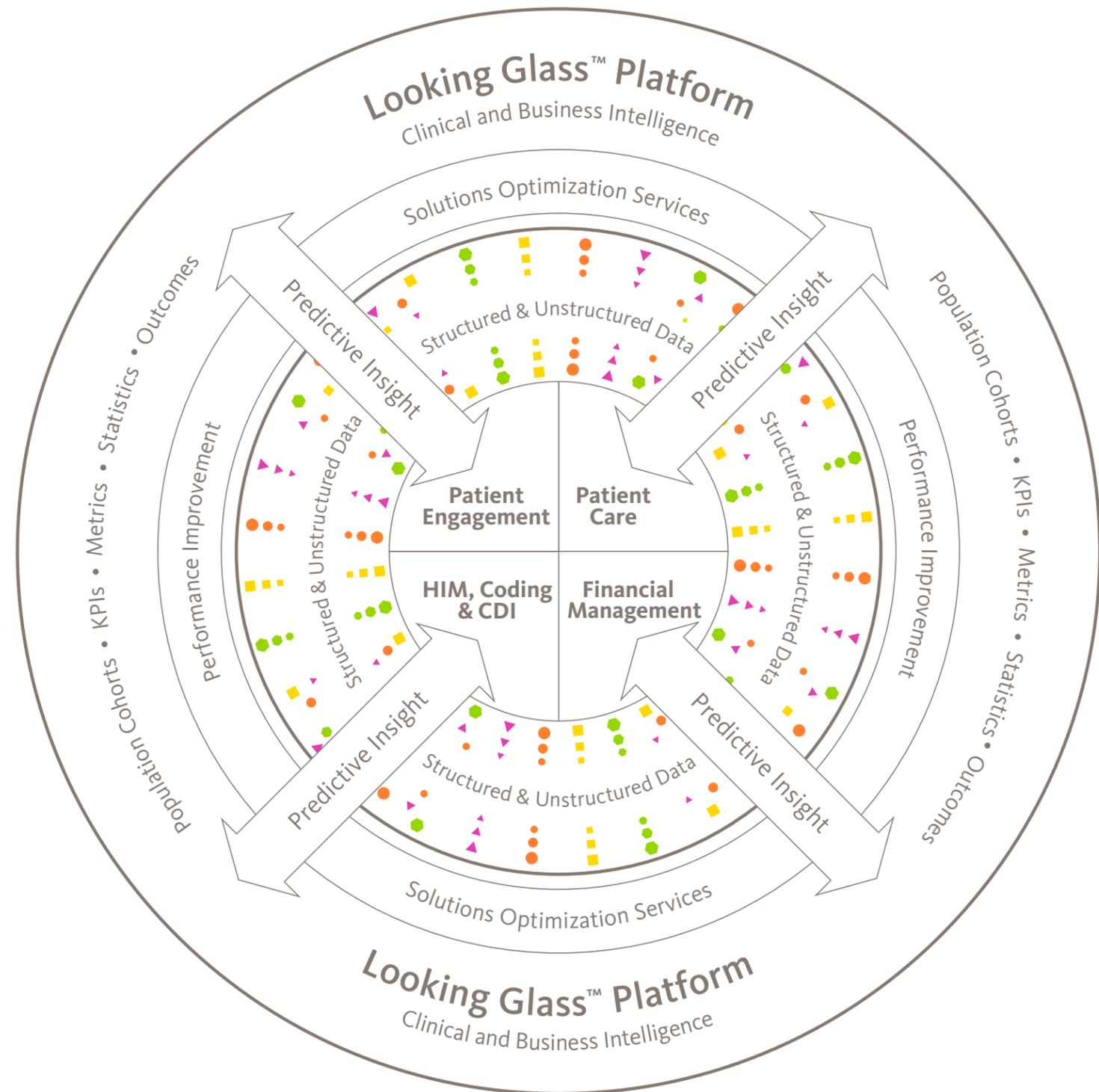
The Looking Glass™ platform fosters an open, continuous learning culture inside an enterprise, empowering leadership, administrators, physicians and staff with real-time predictive analytics—delivering improved patient outcomes.

- 
- PATIENT ENGAGEMENT**  
 + Patient portal  
 + Physician referral  
 + Charity management  
 + Enterprise-wide scheduling & resource management

- 
- PATIENT CARE**  
 + Clinical analytics  
 + Surgery management  
 + Physician portal

- 
- HIM, CODING & CDI**  
 + Content management  
 + Release of information  
 + Computer assisted coding  
 + Clinical documentation improvement (CDI)  
 + Abstracting  
 + Physician query

- 
- FINANCIAL MANAGEMENT**  
 + Business analytics  
 + AR management  
 + Denials management  
 + Audit management

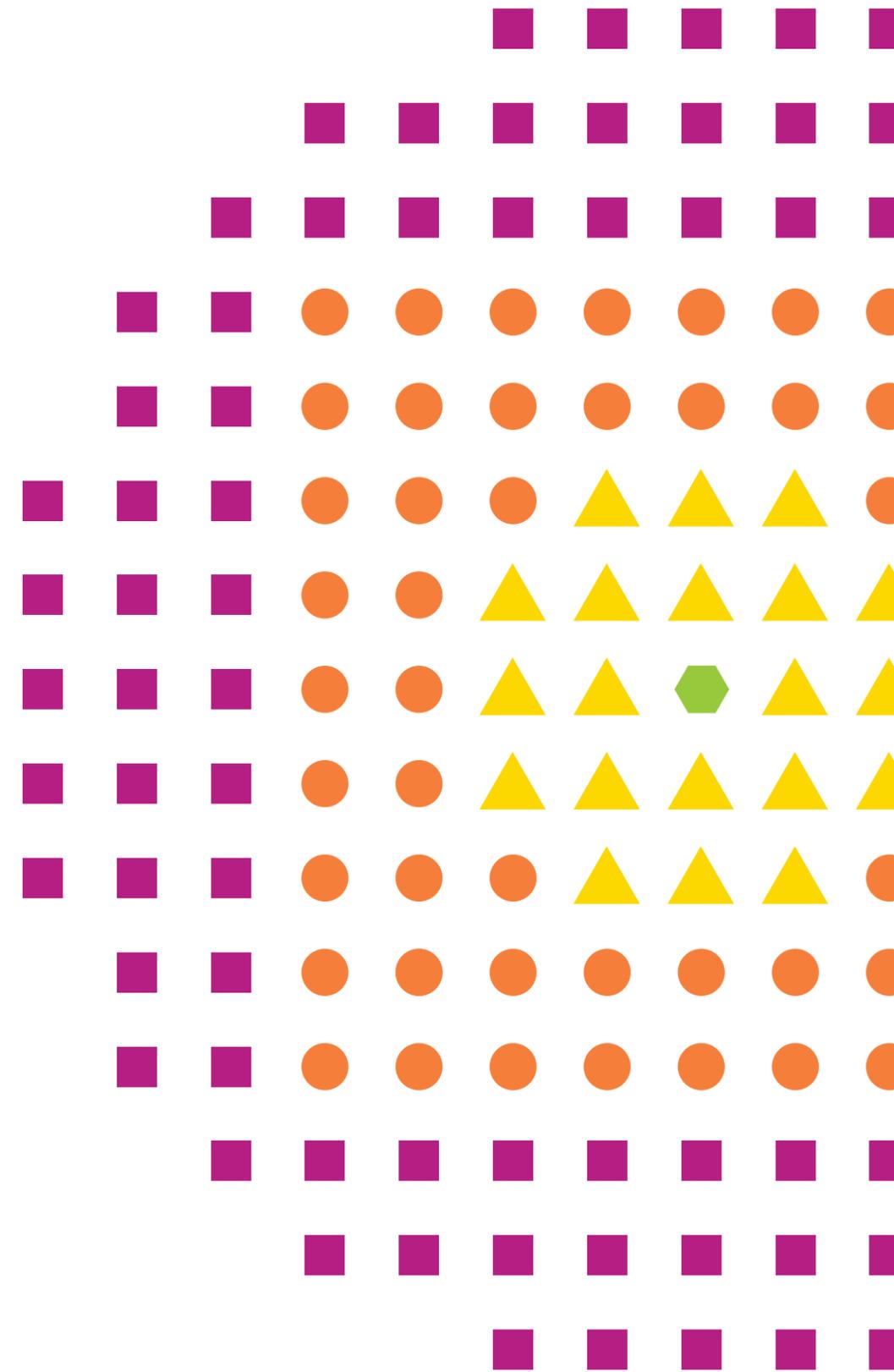


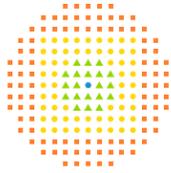
## ● Enterprise Solutions

All of our solutions are designed with an enterprise vision in mind, starting from the initial physician referral all the way through to patient billing and analysis. By implementing our solutions, healthcare organizations can improve the flow of critical patient information across the entire patient experience. Each of our solutions helps transform and structure data between disparate systems into actionable information, giving you comprehensive access to clinical, financial, and administrative intelligence.

### Software as a Service (SaaS) model

With our SaaS model, you gain systems management, continuous monitoring and security without tying up capital funds or scarce in-house staff resources. You also benefit from expedited deployments of new and upgraded Streamline Health applications.





## Patient Engagement

### Looking Glass™

The Looking Glass™ platform from Streamline Health offers solutions that help the patient and care team prepare required documentation, schedule necessary appointments, and make financial arrangements prior to service. These are critical steps in the care continuum that have significant effect on the clinical outcomes and the ability for a healthcare provider to collect on the back end.

**Patient portal** Healthcare consumers today require the same conveniences they enjoy from other service provider industries, such as education and unrestricted access to scheduling services. Our patient portal is specifically designed to improve communications between patients and their healthcare providers. Its primary function is to ensure convenient access to services while assisting the provider in obtaining the most current demographic data in order to continually serve patients better.

**Physician referral** Our referral management solution allows for the automated capture, routing and tracking of orders from physician offices to scheduling departments, pre-registration, HIM, and other patient access functions. By managing the process electronically, it's possible to increase referral processing volumes without adding additional staff. Referral management ensures that required faxed orders are indexed and readily available for scheduling, registration and patient care processes. It also allows for the linking of the order to the patient's medical record for follow-up care.

**Charity management** Healthcare providers face increasing pressure due to the record levels of uninsured and underinsured cases. Our charity management solution automates and manages documents and helps financial specialists locate all patient financial information for the review process. This automation enables you to process charity care applications in a more efficient and proactive manner. Not only can you eliminate process delays to better meet deadlines, the improved operational efficiency contributes to your bottom line.

**Enterprise scheduling with resource management** Our resource management solution establishes one complete repository for all scheduled services (inpatient and outpatient) throughout all departments, and facilities in your healthcare enterprise — including radiology, rehab, cardiology, lab services, pre-admission testing and surgery, as well as physician office and clinic visits. The solution consolidates access to all health services and coordinates — conflict-free — the healthcare and administrative resources required, across all departments and facilities. Through integrated access to all resources, the solution improves productivity and efficiencies, which lead to increased cash flow, reduction of bad debt, improved quality of care and enhanced satisfaction for both patient and physician.



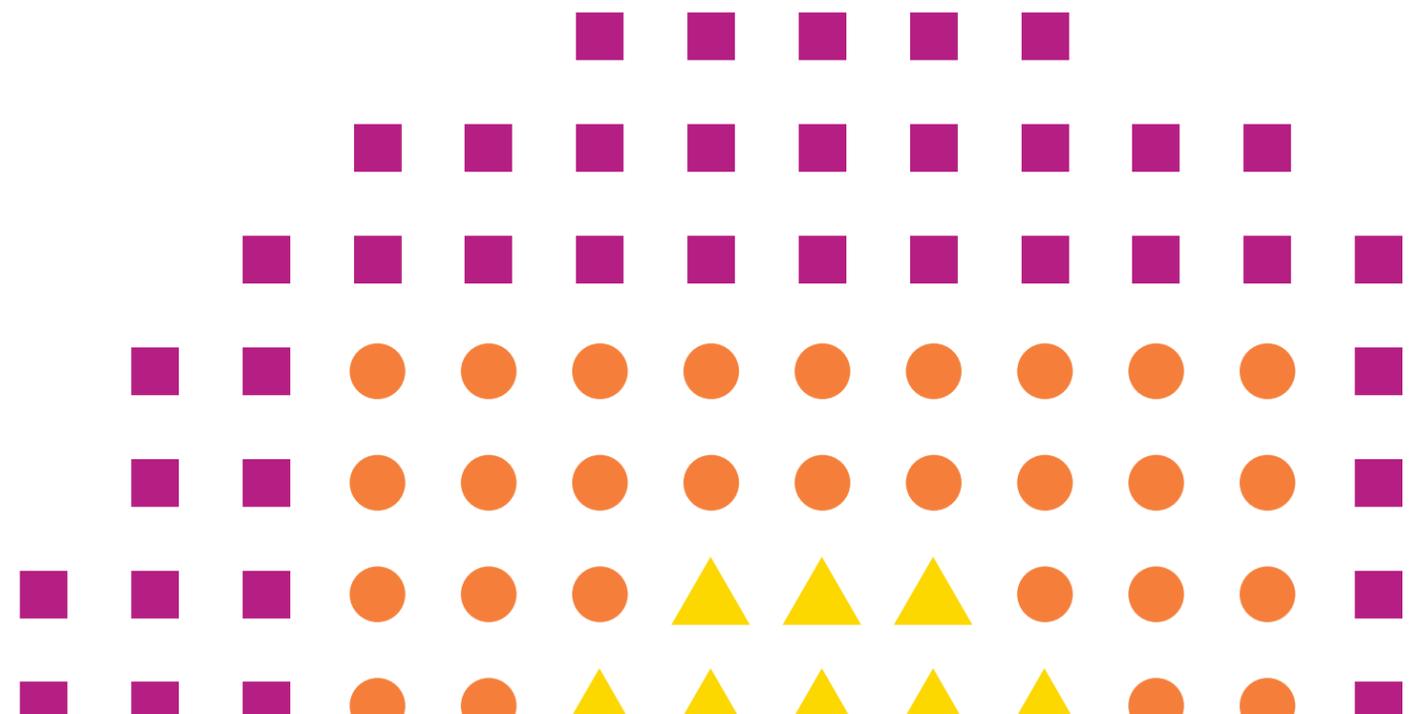
## Patient Care Looking Glass™

The Looking Glass™ platform from Streamline Health offers solutions that help facilitate patient care, starting with their pre-appointment activities and moving through to resource management for surgery, even identifying optimal treatment plans to achieve the best possible outcomes. With clinical analytics technology, healthcare organizations are now able to treat individual patients based on historical medical, demographic and socioeconomic information for groups of similar patients, or cohorts.

**Physician portal** Our web-based physician portal provides your physicians with the convenience and satisfaction of remotely viewing their complete schedules for the day as well as critical patient information related to each scheduled procedure to ensure patient safety and quality care. The solution provides connectivity and access to the entire physician community throughout the enterprise. Delivering to your clinical staff technology that makes their jobs easier, and more efficient, leads to improved patient and physician satisfaction, increased referrals and revenue, optimal resource utilization and scheduling efficiency, and ultimately enhanced physician loyalty.

**Surgery management** We understand that providing your patients with cost-effective quality care is a top priority. Automation of perioperative services is critical when making data-driven decisions. Our surgery management solution transforms your surgery department into a cost-effective patient care delivery center. Eliminating manual processes and seamlessly connecting resources and information, the solution allows you to focus on patient care, and assists your organization in improving patient and clinician satisfaction, optimizing departmental performance and maximizing revenue.

**Clinical analytics** Our clinical analytics solution will help your organization determine and align clinical best practices, proactively identify financial and readmission risks across populations, and conduct comparative effectiveness research. The solution uses longitudinal analytic design, which is critical for multivariate predictive models that leverage a healthcare organization's rich historical data. Clinical analytics from Streamline Health empower clinicians, managers and researchers to build cohorts, assess outcomes in patient-specific time frames, and find predictors. This proven solution leverages core principles of epidemiology to help provider organizations follow populations of patients and ultimately improve community health.





## HIM, Coding and CDI

### Looking Glass™

The Looking Glass™ platform from Streamline Health offers solutions that improve processes for patient documentation and facilitate the secure transfer of medical information throughout the enterprise. Our solutions break down the siloes that exist within a healthcare organization.

**Content management** In today's hybrid environment of documents and electronic records, our enterprise content management solution helps healthcare providers modernize, organize and consolidate paper-based processes for improved information flow throughout the organization, ultimately resulting in improved coordination of patient care. With enterprise-wide access to clinical and financial documentation, our integrated solution captures and aggregates all documents throughout your organization to accelerate the completion of tasks and simplify processes for better and faster health information management.

**Release of information** Our release of information solution enables your enterprise to expedite and audit the release of protected health information (PHI) in a timely, accurate, complete and confidential manner. The solution digitizes requests for patient information, turning a labor-intensive, costly function into a viable, income producing cost center. Securely email, fax, or print and send PHI to requestors, track information that has been released, and account for any disclosures of information all within one consolidated workflow.

**Computer Assisted Coding (CAC)** Our CAC solution is a workflow-driven answer that eliminates manual handoffs and enhances staff productivity. The software utilizes a patented Natural Language Processing (NLP) engine that “reads” and interprets text-based clinical documentation from the patient chart. The solution then identifies relevant diagnoses, procedures, and POAs (Present on Admission indicators) and displays both the suggested codes and the corresponding documentation, enabling the user to review the source information, conduct additional

research if needed, and determine which of the suggested codes to use. In just seconds, our CAC solution indexes the entire patient chart — not just the individual documents in the chart — for more complete and accurate coding.

**Clinical Documentation Improvement (CDI)** Our solution automates your CDI process from the start by automating your concurrent documentation review process. The solution enables your clinical documentation improvement specialists to electronically track and manage their daily work assignments and collect case review data while they are on the nursing units. They can communicate efficiently with physicians via the built-in physician query tool and easily produce reports to evaluate the effectiveness of the CDI process. Improved documentation can have a positive impact on your revenue through increased reimbursements and ensure that the record accurately depicts the acuity and quality of care provided.

**Abstracting** Our web-based abstracting solution helps you achieve maximum efficiency and accountability. The flexible data solution enables you to collect and report any data element needed to update your data collection. With a built-in workflow engine, HIM managers can create and modify electronic work queues for coding staff, eliminating manual handoffs. The software enables managers to easily reassign cases to adjust workload as needed. Through a secure link to the hospital's EMR, coders can view the record they are abstracting from any location.

**Physician Query** Our solution automates the physician query process and enhances your documentation improvement initiatives. The physician query solution enables HIM users to quickly and easily generate a query and receive a response from the doctor, including all appropriate documentation. It provides powerful reporting capabilities to track and measure the effectiveness of your query process. Your physicians can receive queries via a secure email link or through a physician portal. Physicians are presented with the facility's document of choice allowing them to easily provide the necessary documentation and quickly respond to any query.



## Financial Management

### Looking Glass™

The Looking Glass™ platform from Streamline Health delivers solutions that increase cash flow within a healthcare organization by recognizing areas for process improvement and rationalizing existing revenue cycle workflows. The business analytics solution enables transformational, data-driven improvement by empowering healthcare providers to transition from data collectors to knowledge managers. By filtering through the abundance of data and drilling down to the important, critical, actionable information, providers are empowered to work smarter.

**Business analytics** Healthcare organizations have massive amounts of valuable information that is confined by the limitations of stand-alone data systems that are not easily accessed or shared. Our business analytics solution solves this problem by aggregating data from these disparate systems, simplifying access to financial and clinical information into one user-friendly, web-based solution. Users across multiple departments are empowered to perform advanced data mining and opportunity analysis wherever they may be working. The solution allows healthcare organizations to collaborate across departments, develop and jump-start action plans, and capitalize on high-impact opportunity areas instantly.

**AR management** Prioritizing receivable collections and driving ownership and accountability among staff members are real challenges for any healthcare organization. With our real-time accounts receivable (AR) and denial workflow solution, organizations can instantly prioritize the entire accounts receivable management and liquidation process in order to minimize the cost to collect and maximize overall cash collections.

**Denials management** Understanding the root causes of denials and appealing them when they occur is the first step in building an effective denial management program and recovering additional net revenue. By integrating our denials management and business analytics solutions, your organization is able to parse and translate all incoming raw 835 files to identify at-risk accounts through advanced reporting capabilities that standardize denial tracking, reporting, and trending information.

**Audit management** Successful audit defense is more than just a program to address Recovery Audit Contractors (RAC). Our solution addresses the enterprise-wide cash flow risk arising from both governmental and private payor audits, accelerating the audit process and ensuring compliance while minimizing audit recovery risks to Medicare, Medicaid, and commercial payor reimbursements. By automating the manual processes, stages, and levels of an appeal, our solution empowers your organization to manage and monitor critical financial requests with the flexibility to meet the unique needs of a variety of different audit types.

## About Streamline Health®

Streamline Health Solutions, Inc. is a healthcare industry leader in capturing, aggregating and translating enterprise data into knowledge — actionable insights that reduce exposure to risk, enhance operational performance and improve patient care. Through our Looking Glass™ platform, we provide clients with meaningful, intelligent SaaS-based solutions from patient engagement to reimbursement.

We share a common calling and commitment to advance the quality of life and the quality of healthcare — for society, our industry, our clients and the communities they serve, and the individual patient.

NASDAQ: STRM

For further information visit:  
[www.streamlinehealth.net](http://www.streamlinehealth.net)  
or contact us at:

Streamline Health, Inc.  
1230 Peachtree St NE #600  
Atlanta, GA 30309

888-997-8732



