M*MODAL SOLUTIONS:
TRANSFORMING WORDS
INTO INSIGHT AND ACTION

The ability to deliver truly collaborative care is tightly bound to the accuracy and quality of an organization's clinical documentation. Documentation is the currency of care—it's shared, exchanged, and stored—enabling collaboration and communication. It's what allows organizations to fund and build truly effective care processes. However in the complicated post-healthcare reform world of Meaningful Use, ICD-10, and accountable care, supporting collaborative care is becoming increasingly difficult and the ability to create complete, quality documentation that seamlessly supports these new models of care is an increasingly more vital necessity.
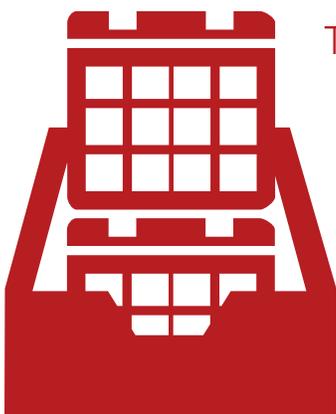
M*Modal's cloud-based speech, workflow, and analytic technologies are integrated into a unified portfolio that spans across the clinical documentation process from narrative capture to coding and billing. We transform words into insight and action by:

- Capturing and relaying the whole patient story
- Creating insights using our Natural Language Understanding technologies
- Driving action and deepening value at point of care (POC)

Unlike other clinical documentation systems, M*Modal integrates powerful clinical documentation, communication, and collaboration capabilities by leveraging a cloud-based single architecture foundation that includes:
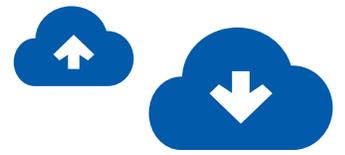
- One Speech Understanding™ platform
- One Natural Language Understanding technology
- One application development platform for converting unstructured data into structured formats (CDA). In addition, we utilize industry data standards and ontologies (i.e. HL7, SNOMED-CT, LOINC, and RadLex) to codify and integrate data so that it can be analyzed and shared across the enterprise.

M*Modal is the only cloud-based Speech Understanding provider in the market that uses natural language understanding to turn dictation into validated, structured and clinically encoded documents. Our world-class services, single voice profile, and cloud-based monitoring services help you improve productivity and achieve industry-leading physician adoption.
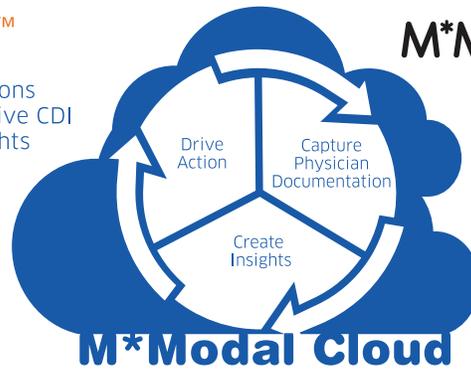

Together these integrated products, technologies, and services support proactive clinical documentation processes that fit within physician workflows, improving adoption and enabling you to deliver higher-quality collaborative care.

A UNIFIED PORTFOLIO

M*Modal Fluency™

M*Modal Fluency workflow solutions promote collaboration and proactive CDI through integrated real-time insights

Drive Action
Capture Physician Documentation
Create Insights

M*Modal Cloud

M*Modal Transcription Services™

M*Modal Transcription Services deliver world-class transcription service quality, data security and confidentiality

M*Modal Coding Services™

M*Modal Coding Services provides one stop for all of your coding needs—staffing, auditing, and education

M*MODAL FLUENCY SOLUTIONS: INSIGHT-DRIVEN WORKFLOW

POWERING THE PATIENT STORY

The M*Modal Fluency platform and clinical documentation services capture the patient story and transform unstructured data into encoded clinical documentation, regardless of the source—whether it's front-end speech/EMR, transcription services or self-edits. This allows us to deliver scorecards and real-time insights within the workflow, to proactively improve clinical documentation quality and completeness. In addition our adoption services experts work with you to understand and streamline documentation tasks so they fit naturally into the physicians workflow.

This integrated approach enables you to preserve the richness of each patient encounter and enhance the delivery of quality of care, while receiving a meaningful boost in efficiency and accuracy.

M*Modal Fluency Flex™

Front-end speech solution embedded within M*Modal Fluency for Transcription. Fluency Flex provides physicians without an EMR the option to self-edit or send to a transcriptionist, fitting with their natural workflow.

M*Modal Fluency Flex™ Mobile

Mobile application that allows physicians the ability to dictate with their mobile iOS device. Using a standard interface between most popular customer EHR systems, these reports flow into M*Modal Fluency for Transcription and the EHR.

M*Modal Fluency for Imaging™

A comprehensive, cloud-based solution suite that combines advanced Speech Understanding technology with real-time, clinically-focused feedback and structured reporting. With its integrated CTRM (Critical Test Result Management) and Peer Review tools, it helps you gain insights from the narrative, create higher-quality documentation and drive actions that support new standards of care and compliance.
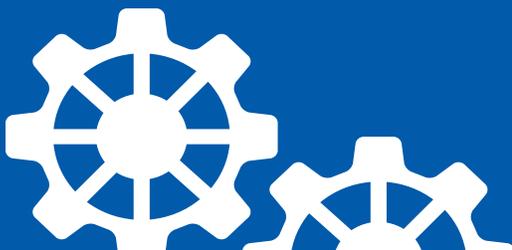
M*Modal Fluency Discovery™

Web-based portal for enterprise-wide identification, monitoring and management of document quality issues and clinical information. When used with M*Modal NLU-powered, task-specific applications (CDI, Imaging), it aggregates information from structured and unstructured data, enabling comprehensive understanding of patient information through the entire encounter. It is an advanced search and discovery platform that lets users identify meaningful information.

M*Modal Fluency Direct™

Speech-enables your EHR with capabilities such as single voice profile, cloud intelligence monitoring service and built-in Computer-Assisted Physician Documentation (CAPD). It helps ensure clinicians speak 'fluently' and receive content-based, real-time feedback whenever and wherever they capture a patient's story—improving physician adoption, promoting more complete patient records sooner, and minimizing downstream delays.

M*Modal Fluency for Transcription™

A single document workflow and workload management solution that includes integrated voice capture and speech recognition workflows, editing and electronic signature tools and real-time scoreboards/dashboards. Integrated Document Insights capability enables instant visibility into transcribed reports through dashboards and at-a-glance insights and leverages patient data to improve documentation and care.

M*MODAL CODING AND TRANSCRIPTION SERVICES: QUALITY-DRIVEN PROCESSES

Our quality-driven clinical documentation workflows span from transcription through to coding. By leveraging these end-to-end clinical documentation processes and unified approach, they provide a powerful resource for driving superior CDI.

M*MODAL TRANSCRIPTION SERVICES: DELIVERING EXCEPTIONAL QUALITY, COST-EFFECTIVELY

As one of the world's largest transcription services companies, M*Modal offers flexible transcription outsourcing options that can save you money with world-class service quality, data security and confidentiality that raises the bar. Through an experienced global workforce of 5,500+ medical transcriptionists and editors we can help you with complete/partial outsourcing, supplementing your current transcriptionists and empowering your HIM organization with M*Modal Fluency for Transcription integrated workflow platform.

M*MODAL CODING SERVICES: MEETING TODAY'S NEEDS WHILE PREPARING FOR TOMORROW

With a track record delivering coding services for nearly 20 years, M*Modal employs expert, AHIMA-credentialed coders who are exceptionally efficient and accurate. M*Modal Coding Services helps you obtain more appropriate reimbursement, lower your DNFB, eliminate staffing shortages, and improve compliance. Our expert services can provide complete or partial services, delivered onsite or remotely. We help you address your routine needs today, cover gaps caused by training/testing, and increase capacity to meet the demands of ICD-10 and beyond.

With this end-to-end process for transforming words into insights and action, M*Modal provides you with a flexible, unified approach for moving from reactive to preventive CDI so you can be ready for tomorrow's collaborative care and population health-driven care models today.

To find out more, visit our website at mmodal.com
or contact us at 866-542-7253.

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