

Enhance Clinical and Business Performance with InterSystems EMPI™



35% of all denied medical claims stem from inaccurate patient identification

Link and Reconcile Identity Records Across Systems

Healthcare organizations rely on a diverse collection of clinical and business systems including EHR platforms, pharmacy and lab software, appointment scheduling applications, and billing and payment tools. Matching patient and member records across systems is a significant challenge for many organizations as each platform maintains unique identifiers like an individual's name, address, or social security number independently. Name changes, spelling mistakes, and other inconsistencies often lead to duplicates (multiple entries created for the same person) or overlays (data for different individuals merged into the same record).

Imperfect identity data can impair care quality and patient safety, hinder healthcare AI initiatives, and impact the bottom line. The average cost of repeated medical care because of duplicate records is \$1,950 per inpatient stay and over \$1,700 per ED visit. And 35% of all denied medical claims stem from inaccurate patient identification costing the average hospital over \$17 million per year in lost revenue.¹

Optimize Identity Data Quality with Advanced Matching Techniques

InterSystems EMPI™ is a next-generation enterprise master person index that uses referential matching and other advanced algorithms to accurately link and reconcile disparate identity records. The solution optimizes identity data quality by resolving inconsistencies and gaps and assigning a unique identifier to each person. It provides a single source of truth that is reliable, complete, and up-to-date, helping healthcare organizations avoid medical and billing errors, reduce costs, and mitigate risk.

¹ Black Book Market Research

² American Health Information Management Association

Use InterSystems EMPI to:

Boost safety and care quality: Ensure care teams have a complete and accurate view of a patient's history. Improve diagnoses and outcomes. Eliminate duplicates and overlays that can lead to medication errors, inappropriate treatments, and other risks.

Unlock the full potential of AI: Provide clean and accurate identity data for predictive modeling, personalized medicine, intelligent clinical decision support solutions, prior authorization claims analysis, and other AI initiatives. Remove AI adoption barriers and accelerate investment returns.

Improve financial performance: Avoid repeat diagnostics and procedures. Reduce reimbursement delays and accelerate revenue. Improve patient and member satisfaction and retention.

Streamline interoperability and data exchange: Break down data silos and foster information sharing across an enterprise. Enhance care coordination and continuity across systems and organizations. Simplify M&A integrations.

Increase IT productivity: Eliminate manually intensive, time-consuming identity data reconciliation processes. Free up IT staff to focus on strategic tasks.

Strengthen data governance and compliance: Avoid wrong-patient PHI disclosure and streamline support for information sharing regulations like CMS-0057-F.

InterSystems EMPI in Action

Large HIE Eliminates 500,000 Duplicate Records

A prominent US Health Information Exchange (HIE) with over 21 million patient records deployed InterSystems EMPI to strengthen identity data management and streamline information sharing. **The solution enabled the HIE to quickly discover and merge 500,000 duplicate identity records.** InterSystems EMPI helps HIE participants improve visibility into patient and member data and enhance clinical and financial performance. One healthcare provider participant, for example, uncovered a wealth of out-of-network test results, which helped them boost their HEDIS score by 4.5 points to secure value-based care incentives.

Integrated Health System Automates Inefficient Manual Processes

A regional US health system used InterSystems EMPI to automate patient matching across dozens of disparate applications and EHR platforms. The solution's advanced referential matching helped the provider improve data quality and boost IT productivity by automatically identifying duplicate patient records. The solution saved time and effort, **reducing manual data reviews by 41%**, freeing up personnel for higher-value work.

To learn more about how InterSystems Next-Generation EMPI can help your organization link and reconcile identity records across systems, [click here](#).



InterSystems EMPI helps healthcare organizations avoid medical and billing mishaps, reduce costs and waste, and mitigate risk