

# Solutions for Healthcare Providers

## Services and tools designed to meet today's healthcare challenges

Healthcare providers are increasingly focused on lowering costs, improving efficiencies and enhancing the quality of care. Limited resources and complex business processes make this a daunting task. Additionally, organizations are mired in manual processes that lower productivity and allow the possibility of losing critical data. Meanwhile, there is continued pressure on the business office to be more efficient and improve revenue collection within an environment of ever-evolving regulations. CGI is a leader in helping healthcare providers harness the power of technology to address these challenges and achieve results.

## Complete capabilities and focused offerings

We combine a solid track record with deep industry and technology expertise to offer clients a full continuum of services, including:

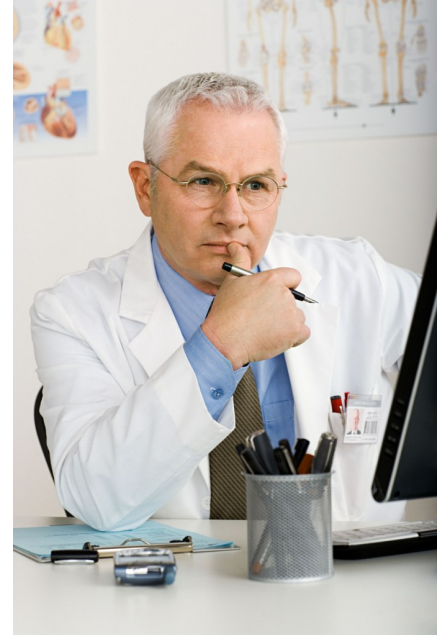
- **Technology management**—full infrastructure management capabilities
- **Application management**—day-to-day operation, maintenance and ongoing improvement of clients' business applications
- **Systems integration and consulting**—strategy, planning, design and implementation of business and technology solutions
- **Business process management services**—management, implementation and improvement of patient-centric and back-office business processes

CGI knows the business of healthcare. Because of this, we focus on Electronic Health Record (EHR) and Enterprise Content Management (ECM) solutions that deliver immediate and measurable value. Our focused offerings include:

- **EHR integration**—CGI solutions integrate with health information systems to create a true electronic record and a comprehensive formal legal medical record and audit trail. We have successfully completed over 200 systems integration projects with major health information systems (HIS) such as Siemens, Cerner, Meditech, Eclipsys, Quadramed, GE, McKesson and Epic. These projects provide users with an integrated single point of access for viewing all clinical or billing data within the enterprise.
- **ECM**—CGI's ECM solutions provide clients with a singular view of all patient information that can be accessed anytime, anywhere. In addition, our solutions span the entire healthcare enterprise, using imaging and workflow to consolidate and integrate disparate records from both paper-based and electronic mediums, resulting in easy access and enhanced productivity in every department, including accounts payable, human resources, legal/contracts, materials management, medical services, etc.

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- **Managed services**—CGI manages the coding, analysis, scanning and capture of paper-based documents on clients' behalf.



## A PARTNER OF CHOICE

CGI knows the business of healthcare. Having provided services to more than 40 major healthcare systems, 200 hospitals and 185,000 users, we've established the best practices needed to help healthcare organizations advance their goals. Additionally, CGI has successfully completed more than 3,500 assignments and has built hundreds of client relationships, including:

- Federal, state and provincial health departments
- Regional boards and councils
- Major teaching hospitals and medical facilities
- Hospitals and health systems of various sizes and geographies
- Long-term care facilities
- Specialty hospitals, such as psychiatric, behavior health, pediatric and cardiologic
- Community agencies
- Managed care organizations

- **Regional Health Information Organization (RHIO) services**—CGI helps move organizations toward the establishment and successful development of Health Information Exchange's (HIE).

CGI provides a variety of services, including IT planning, architecture, systems integration, project management and the assembling of a consortium of vendors to provide the infrastructure and solutions required for nationwide health records.

Through information technology, financial, coding, reimbursement, regulatory and organizational expertise, we have the skills and tools needed to help your organization manage the complex issues of healthcare.

### **Client-centered delivery approach**

CGI is known as the global company that delivers with a local touch. CGI has evolved into a leading IT and business process services provider by treating each client engagement with undivided attention. Our approach to delivery puts clients first, adapting to our clients' processes and offering services that meet their individual needs. Features of our delivery capabilities include:

### **Quality and delivery track record**

Our ISO 9001-certified Client Partnership Management Framework (CPMF) guides CGI professionals in delivering solutions of the highest quality that best meet client needs. It continuously measures client-defined success throughout an engagement and adapts to new situations as needed. This approach has led to our successful track record of on-time, on-budget project delivery.

### **Accountable and cost-effective partnerships**

CGI's client-proximity business model organizes our operations around local offices, allowing us to be deeply rooted within our clients' business communities. CGI's global delivery model offers clients the value of remote delivery through onshore, nearshore and offshore expertise. Together, these models combine to offer clients the local accountability they desire at the value they need.

### **Industry depth and expertise**

Serving healthcare providers since 1992, CGI has a long established and focused healthcare practice, providing clients with a partner that is not only expert in IT, but expert in their industry. We understand our clients' business realities and have the know-how and solutions needed to advance their business goals. At CGI, we believe in implementing technology solutions that transform our clients' business environments.

### **Contact:**

For more information contact us at [eHealth@cgi.com](mailto:eHealth@cgi.com).

Website: [www.cgi.com/healthcare](http://www.cgi.com/healthcare)

### **ABOUT US**

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has approximately 25,500 professionals operating in 100+ offices worldwide, giving us the competitive advantage of close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

### **SOLUTIONS FOR THE HEALTH OF HEALTHCARE™**

In the healthcare sector, CGI couples extensive industry expertise with a full range of services and delivery options. CGI understands healthcare industry trends and is a leader in developing innovative business and technology solutions that help healthcare payers, providers and government departments harness the power of technology to lower their costs and enhance productivity while improving the quality of care.