TELCOR RCM: The Benefits of an Internet-Based Application

When it comes to technology, there is unlimited information and misinformation available. As a technology company, our foundation is to develop:

1. Secure software minimizing the risk of data breaches
2. Highly customizable software with architecture flexible enough to handle a wide range of functions

Not a Web-based Software Solution

As consumers, web-based solutions are everywhere. Most likely your personal email is a web-based application as is your favorite video streaming platform. However, a web-based solution isn't always the best option for critical business solutions—especially those dealing with protected health information (PHI).

While TELCOR RCM is a SaaS solution and is hosted in our private cloud, it is not a web-based solution. We describe it as an internet-based solution because only an internet connection is required—not a browser in which to access the application.

> ⟩⟩ Software architecture provides exceptional security minimizing the risk of a data breach.
>
> ⟩⟩ Ability to customize the application to meet unique billing requirements rather than a standard solution for all customers.
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> ⟩⟩ Control of software version upgrades rather than unknowingly being forced to a new version.
>
> ⟩⟩ Users can validate and verify a new version in a test environment before moving to a production system.

For less critical business applications, being a web-based application is acceptable. At TELCOR, we believe the infrastructure of TELCOR RCM serves our customers better than any other solution on the market today.

Benefits of an Internet-Based Solution

1. **Security**. Users access the application via Remote Desktop Services – RemoteApp. This process leverages built-in authentication, offers complete control over users and groups, provides control over encryption protocol and authentication, and allows flexibility to work safely across devices.

   - Reduces risk of outside access
   - Customers have control over employees' access

2. **Accessibility**. Though TELCOR RCM is accessed via the internet, it is not accessed via a browser. This eliminates two major hurdles users experience when having to work inside the confines of any browser, e.g., Chrome, Firefox, Edge, etc.

   - Web browsers are continuously updated. A web-based application needs to keep current with every browser's updates. If not, functionality can be affected and cannot be fixed until the vendor applies a patch to work

with the updated browser.

- There is no universal browser. Each browser "reads" web styles differently or may not support certain programming languages. This is why some applications have a preferred browser or why some functions work in Internet Explorer/Edge but not Chrome.

> Because TELCOR RCM does not use a browser, features always work the same way and are never affected by any browser updates.

3. **Functionality**. With an internet-based application, users experience a feature-rich work environment. This includes the ability to drill-down into details, work in multiple tabs and more. Web-based applications are often flat (Figure 1) whereas TELCOR RCM is deep (Figure 2). In our application, as more detail is needed, it's easy to drill deeper into the application to better understand the data. This also allows for more meaningful analytics and reporting capabilities directly within the application.
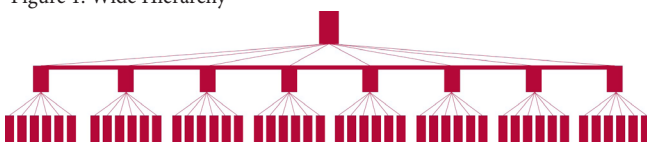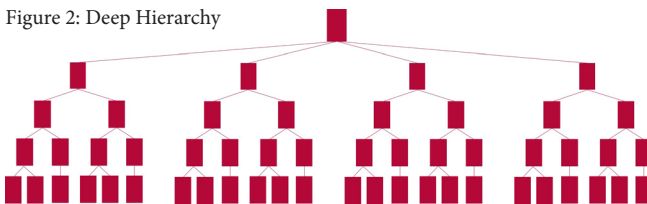
Figure 1: Wide Hierarchy

Figure 2: Deep Hierarchy

4. **Visibility**. Web-based application users may not realize that visibility to their data is limited. They are used to seeing only a small portion of the data—similar to when you have to reload an e-commerce web page to see more items. TELCOR RCM architecture isn't limited like the architecture of a web-based application where

users can only work what they see. In TELCOR RCM, users have an unlimited view of the data—there is no limit to viewable lines.

- When users can see all the data, they are more productive because there aren't any "surprise" lines of similar information they wish they had seen before.
- Because users are limited in what they can view at one time in a web-based application, they often choose to export the data to an Excel spreadsheet or print and then check each line as it's worked. This becomes labor intensive and often results in errors.

5. **Control**. TELCOR RCM is a single tenant solution. This means there is a single instance of the software serving a single customer. In other words, each customer has its own independent database.

> **Single-tenancy**: Architecture in which a single instance of a software application and supporting infrastructure serves one customer.
>
> **Multi-tenancy**: Architecture in which a single instance of a software application serves multiple customers.

There are two major benefits of a single tenant solution:

- Each TELCOR customer's environment is segmented from one another. This mitigates the risk of data breaches. In a multi-tenant application, multiple users are allowed on the same database thus reducing control of security.
- TELCOR RCM customers have a test system and a production system—all the time, at no additional cost. Having a dedicated test system allows users to validate a new version using their own data. When the version has been fully validated, they schedule when to upgrade to the production system. No Monday morning

surprise when your web-based application has been updated with no warning, no training and no control.

Summary

With any technology, there are pros and cons. At TELCOR, we believe our solution, TELCOR RCM, is built on framework best suited for powerful flexibility and reporting needed in today's laboratories.

As an internet-based solution, our customers feel confident in their decision of choosing TELCOR as their RCM vendor. If having transitioned from a web-based application, they appreciate the many benefits including:

- Consistent functionality not affected by browser updates,
- Unlimited views of revenue cycle data, and
- More control within the application including access to a test and production system.

Because we know this can be a complicated subject with conflicting information, we welcome the opportunity to further discuss the benefits of TELCOR RCM by calling 855-489-1207 or emailing sales@telcor.com.

TELCOR provides billing software and services for laboratories and pathology practices to manage revenue cycle. These solutions are built on the premise that every lab and pathology practice needs to get paid for the work they do in the most efficient manner. Our software and service solutions provide unparalleled visibility to billing and revenue cycle data allowing executives to identify trends and make sound business decisions. Visibility and automation are key to increasing collections and minimizing operating costs thus positively impacting profitability. With multiple solutions, each using our software designed specifically for the laboratory industry, we have a solution for practices and labs of any type or size.

For more information on our SaaS Revenue Cycle Management solution, based in our secure private cloud, or our billing service, TELCOR Revenue Cycle Services, call 855-489-1207 or visit our website at telcor.com.