



Case Study  
***a2ia DocumentReader*** Displaces Underperforming  
Technology at Healthcare BPO

## Overview

A2iA is the worldwide leading developer of cursive handwriting and machine-printed text recognition, and intelligent document classification software. With a focus on research and development, all technology is built in-house without the use of third-party engines, allowing for customization and complete control over its capabilities.

A leading business process outsourcing firm (BPO) that focuses on the healthcare space contacted A2iA regarding the automatic routing, or indexing, of medical documents, including handwritten physicians' notes, clinical documentation, and complex requisition forms. Although the BPO was already utilizing a classification engine, they were not satisfied with its performance.

## Challenge

Each morning the BPO would receive boxes of paper documents from their providers' facilities. To prepare each box for delivery, the facility would first sort the documents by patient and then by type of visit: emergency, in-patient/out-patient, etc. Once received at the BPO, the documents were further sorted by hand based on their categorization: administrative, oncology, anesthesia, etc. and then again based on their document type within each category.

Although classification software was being utilized in-house, the BPO was not satisfied with its results and sought to find an easier-to-use, higher performing solution.

Incoming Documents



Documents are sorted based on their categorization:  
Administrative, oncology, anesthesia, etc.



## Solution

After completing a proof-of-concept (POC) and working closely with A2iA's Professional Services Team on a implementation plan, *a2ia DocumentReader* was selected to displace the existing classification solution.

Large volumes of unsorted paper documents are now scanned in batches, and *a2ia DocumentReader* automatically classifies the more than 1.2 million medical documents each day. With more than 15 different document categories, the mixed workflow contains both machine printed data and physicians' / nurses' cursive handwriting from patient charts, clinical documentation, laboratory results and administrative / insurance documents generated by various units from within the providers' facilities.

## Results

Presorting of documents is no longer required. Incoming documents, including those with providers' handwriting, are automatically indexed based on both layout and content, reducing manual labor and saving time, which speeds processing, improves information exchange and reduces bottlenecks.

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## About *a2ia DocumentReader*

*a2ia DocumentReader* is an award-winning data extraction and document classification toolkit that leaves room for customization and helps make even cursive handwriting searchable and reportable. Without the use of any third-party technology, it is fully integratable into a wide array of healthcare applications, including those for Computer Assisted Coding (CAC), Electronic Medical Records (EMR), Explanation of Benefits (EOB, and Claims. By addressing the hybrid workflow, *a2ia DocumentReader* delivers access to more usable data-including unstructured information and cursive handwriting that other seemingly similar engines cannot process.