

Insurance Card Scanners for Hospitals & Health Systems

Introduction

athenaNet supports specific makes, models and software for Insurance Card Scanners. If you purchase or use an Insurance Card Scanner other than these models, your scanner may not work properly with the athenaNet feature built to support this process.

Requirements and Supported Devices

athenaNet currently supports 3 scanners:

1. PatientCollector by INUVIO
2. AmbirScan by Ambir
3. ScanSharp by INUVIO

Currently, the Inuvio PatientCollector is the only fully featured, cloud-based scanning solution that athenaNet supports. This solution allows users to scan hard cards (e.g., IDs, insurance cards) and full-sized, multi-page documents directly from their web browser into athenaNet using a streamlined, time-saving workflow that reduces the burden of manual data entry when creating and updating patient records. For hard cards, these solutions read the data from scanned card images, fill in the relevant demographic and insurance fields automatically, and upload combined, oriented ID/insurance card images to athenaNet.

For all other patient documents, the Inuvio PatientCollector provides full-sized, multi-page scanning functionality for every document type in athenaNet. This is the only recommended solution for thin-client and virtualized environments.

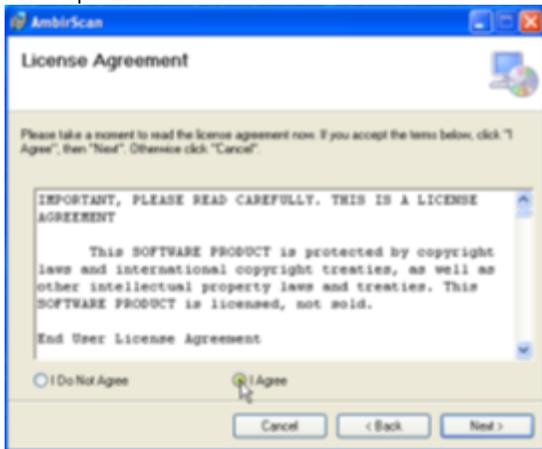
The AmbirScan and ScanSharp are image-only and desktop-based.

AMBIR Installation

1. Begin Installation

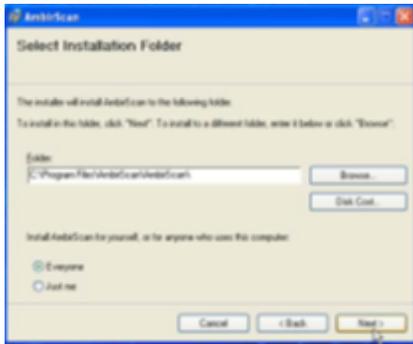


2. Accept License

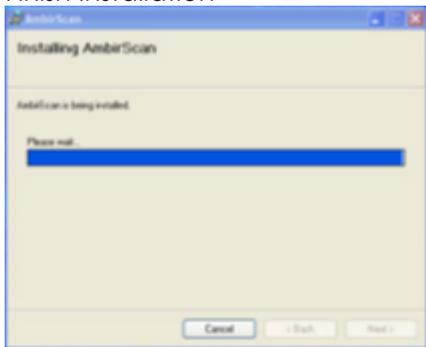


3. Continue through the next few screens

4. Select Install



5. Finish Installation

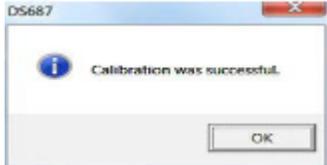


6. The first time you load the software, it will ask you to enter license key provided by Ambir Technology.



7. AmbrScan for Athena will automatically detect the scanners listed above as well as DocketPORT scanners. Please note that you will receive a pop-up asking for you to select a TWAIN source if you use a 3rd party scanner. Select OK and select your scanner in the Choose Scanner dropdown.

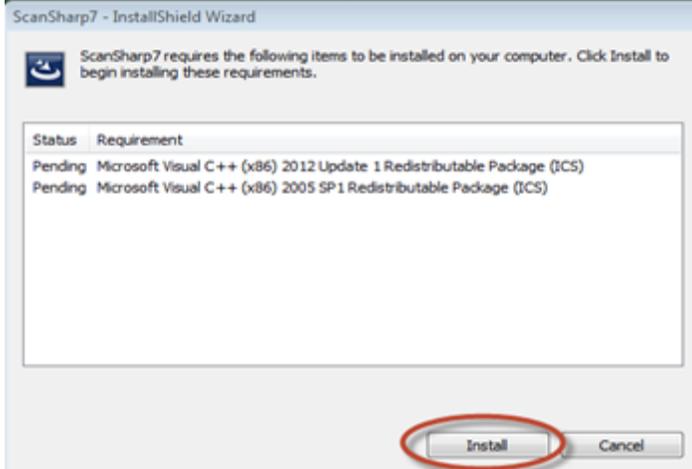
8. When AmbirScan starts, it will automatically check for an existing calibration file. If no calibration file is present, you will be prompted to calibrate the scanner.
9. Calibrate the scanner:
 - a. Insert the black-and-white calibration sheet provided with the scanner. If you do not have the calibration sheet, fold a piece of white paper to fit in the scanner.
 - b. Click the Calibrate button to begin the calibration process.
10. After a successful calibration, the following screen will appear:



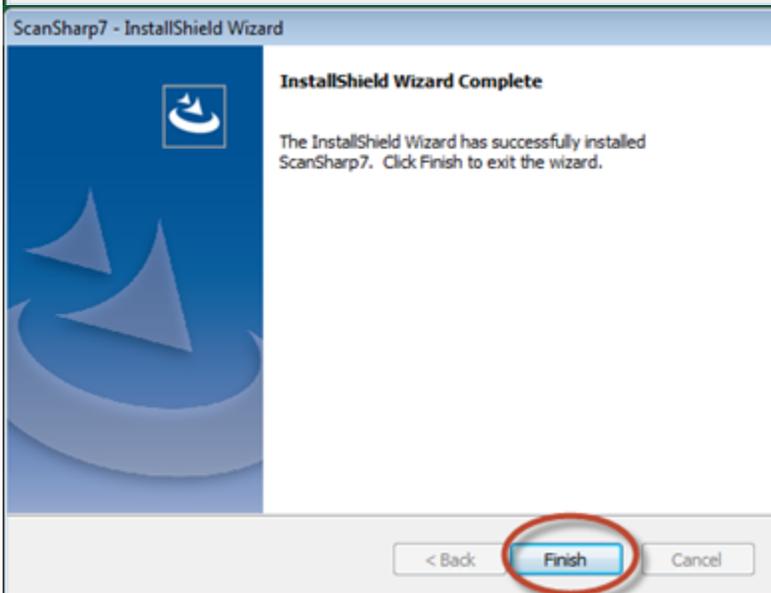
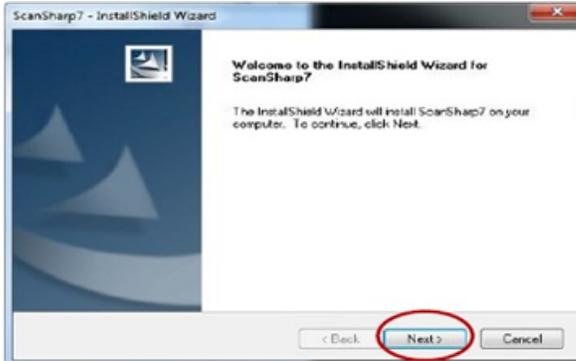
11. When the calibration process is complete, the application will go into default kiosk, Athena Card or AutoScan mode.
12. The software is preset to athenahealth's specifications. Simply insert the card into the scanner and the scanner will automatically pull the card through.
13. Auto Scan lets you insert the card to the scanner to have it automatically scan and save the image without needing to click start scan.
14. The default setting for AmbirScan for athenahealth is Kiosk mode, minimizes the program to your system tray (lower right where the time is displayed). Using auto scan with kiosk mode allows for highly efficient workflows of scanning and uploading to athenaNet.

INUVIO Installation

1. Begin Installation of prerequisite C++ files and software



2. Once C++ files are installed move to installing software:



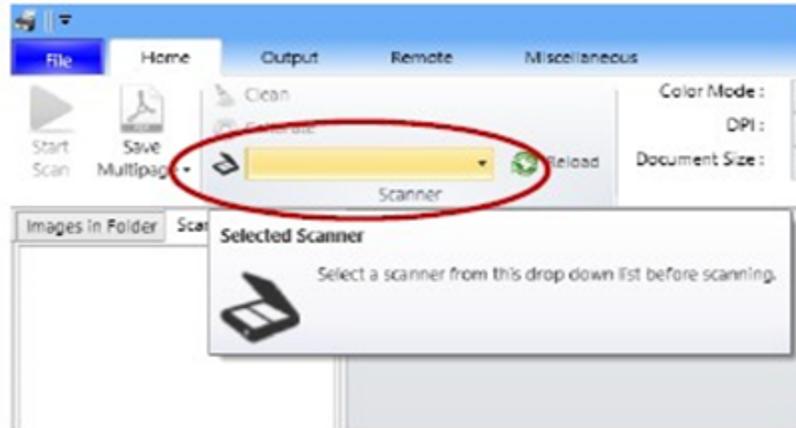
3. Validate your Product License:



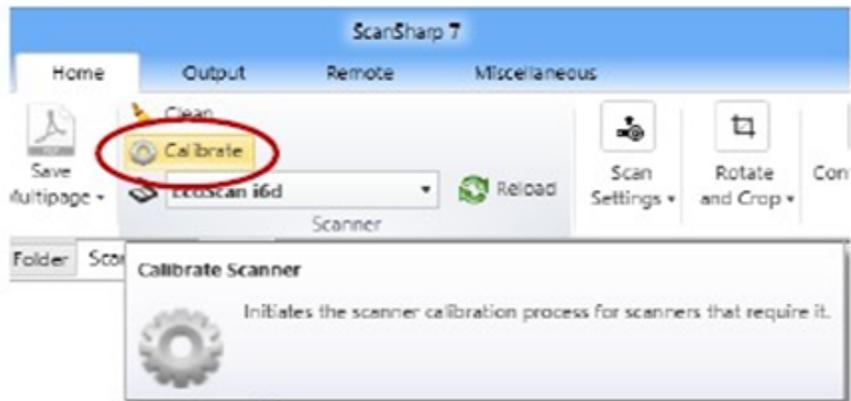
4. Calibrate your Scanner

Calibrating your scanner

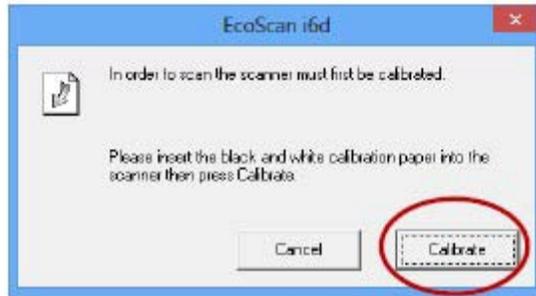
1. Select your scanner



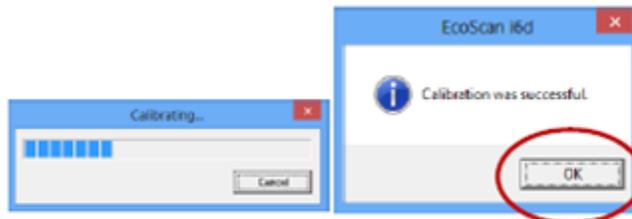
2. Select Calibrate



3. Insert the provided black/white calibration paper and click "Calibrate"



4. Click Ok if the process was successful. You are now ready to scan with Athena.



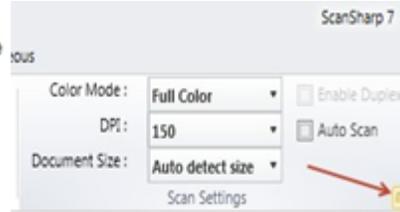
Note: If the calibration fails, please try again or refer to our troubleshooting section.

5. Configure Save Location
 - a. Color Mode/Scan mode: Color/Full Color (if available)
 - b. DPI: 150
 - c. Document Size: Auto detect size
 - d. Auto-scan delay (seconds): 0.5

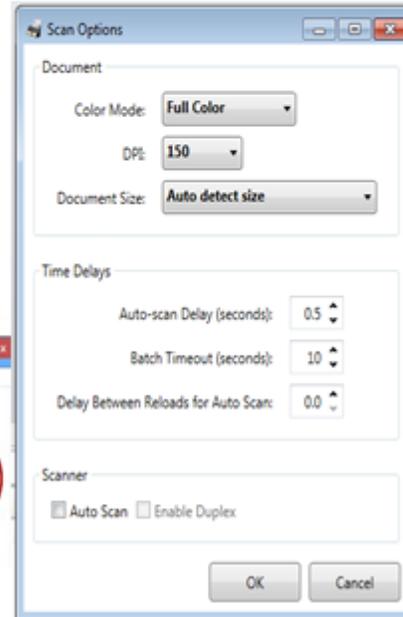
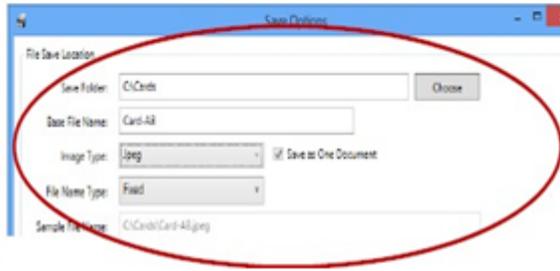
ALERT: Before scanning in cards to Athena, please make sure that your Internet Explorer browser is setup properly by the provided instructions from Athena. Please contact Athena support for the Internet Explorer setup guide.

Notes:

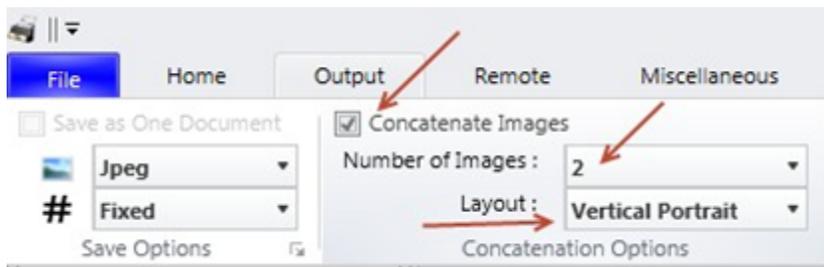
- By Default ScanSharp 7 saves the image at C:\Card-Card-AB.jpg
- Win8 will NOT allow anything to save in the C:\ root location.
- If you need to save the image in the Root of C:\ in Win7, please see the troubleshooting section.
- Any changes to where the image is saved can be modified in the Save Options (see below)



Make the necessary adjustments below



6. Configure Concatenation Options
 - a. Concatenate: 2 sides into 1 image
 - b. Concatenation style/Layout: Vertical Portrait



Support

For further information please review the Insurance Card Scanning document here: http://www.athenahealth.com/~media/athenaweb/files/pdf/insurance_card_scanning