

## Verify for Rhapsody EMPI: Knowledge-based resolution for accurate patient records

### Overview

*Who knows you better than you do?* Engaging directly with the consumer is the best way to maximize identity data quality. With Verify for Rhapsody® EMPI, Rhapsody has integrated the power of knowledge-based verification directly into the data resolution process, offering a powerful new tool to help organizations maintain drive towards accuracy for all their person records with confidence.

### Why use Verify?

The combination of science (such as patient matching algorithms and machine learning) and data (reference data and existing data sources) resolve nearly all patient data discrepancies. However, there will always exist some patient records with data either so limited or so conflicting that automatic resolution is not possible.

For these records, Verify offers an alternative to manual data stewardship by automating direct outreach to individuals for verification of their personal information. This approach can both reduce the cost of manual data stewardship and improve the accuracy of your organization's identity data by reducing the manual errors that occur most frequently when resolving records that contain limited data.

### How does it work?

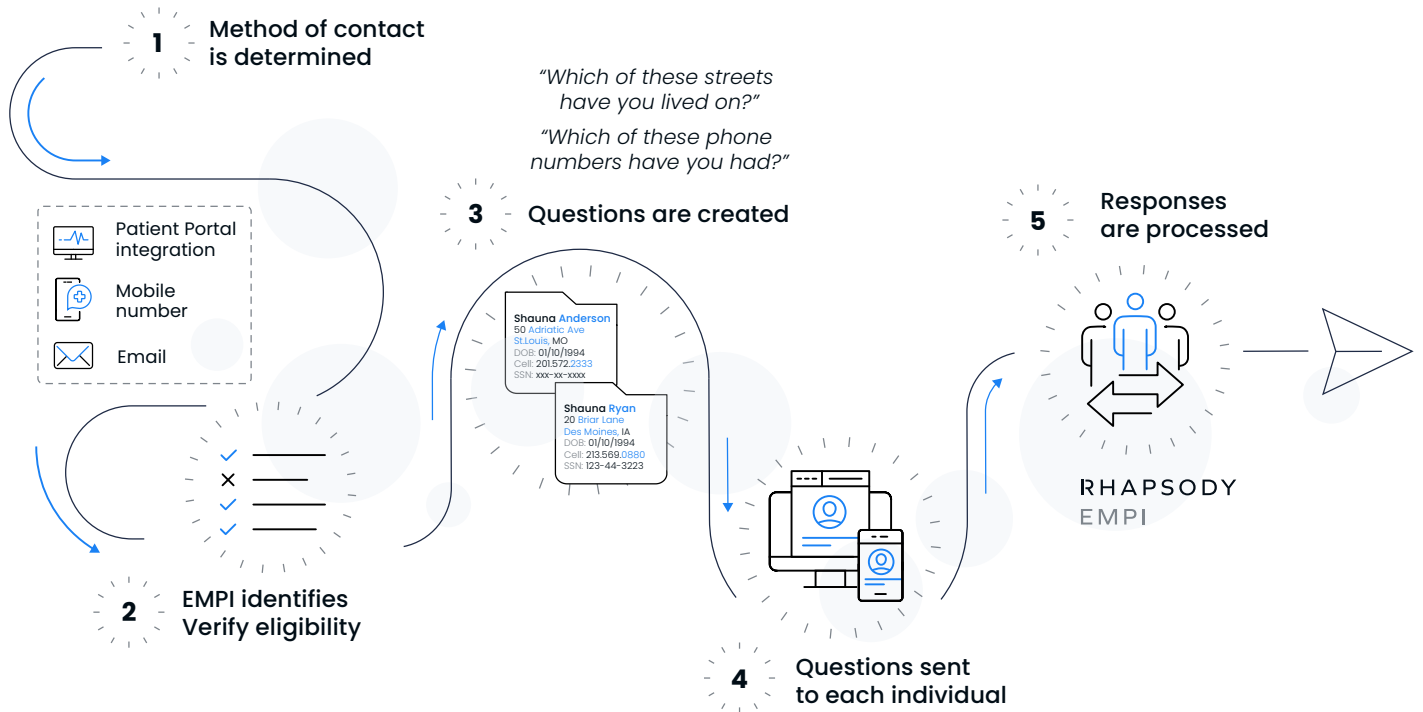
Verify is an optional feature for Rhapsody EMPI customers and can be configured to accommodate the type of outreach that aligns best with your workflow.

Before implementing, your organization will decide:

- How you would prefer to ask them: via your Patient Portal or other platform, via email, or via mobile phone (call/text). We will work with your team to manage implementation via a Patient Portal or similar platform (services costs may be incurred.)
- Whether you would like identified candidates to be sent their verification requests automatically or manually



# Who knows the patient better than themselves?



Once implemented, here's how Verify will work:

## Step 1.

Verify will flag candidate records within Rhapsody EMPI based on the criteria you set (among those that are unable to be resolved via the EMPI).

## Step 2.

Pre-determined questions will be sent from Rhapsody EMPI to flagged individuals per your policy (automatically or manually).

## Step 3.

Recipients will respond to these inquiries.

## Step 4.

Responses are processed within Rhapsody EMPI, either automatically or manually per your preference. Records receiving a satisfactory response are resolved and cleared from the resolution task list. An audit log is created so that all decisions are available for review.

## Challenge

For many duplicate records, insufficient or inaccurate data exists which makes it too difficult for either an EMPI or a data steward to resolve with confidence

## Solution

Verify for Rhapsody EMPI is an integrated knowledge-based verification tool that enables direct engagement with the patient to verify data accuracy

**Ready to learn more about Verify for Rhapsody EMPI?**