



## **ChartMaxx® and Appian Announce Partnership to Bring Next Generation Business Process Management to the Healthcare Industry at HIMSS13**

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**Upgrade in functionality solves critical IT priorities, enables better patient experience, improves efficiency and provides greater return on investment for hospitals**

MASON, Ohio, Feb. 28, 2013 /PRNewswire/ -- In line with its reputation for being on the forefront of tools that provide insights for better healthcare, Quest Diagnostics (NYSE:DGX), the world's leading provider of diagnostic information services, today announced a partnership between ChartMaxx®, its leading Document Management and Imaging (DMI) software, and [Appian](#), the market leader in modern Business Process Management (BPM) software. The new ChartMaxx platform supported by the partnership enables hospital users to combine patient and administrative data and create highly efficient processes that focus on care-centered operations and help lead to improved healthcare outcomes.

This unique collaboration marks a significant advancement in the healthcare IT industry. By combining the award-winning ChartMaxx software with the mobile and social process management capabilities of Appian BPM software, hospitals can improve work efficiencies and collaborate in real-time. ChartMaxx - backed by over 20 years of expertise in the healthcare industry, and Appian, a recognized leader in BPM technology - connects healthcare and financial data, processes, documents and collaborations in one environment, on any desktop or device, through a simple social interface. ChartMaxx ECM, powered by Appian BPM, combines real-time collaboration, filtered views of key business events and reports, tasks and actions into a single intuitive interface for rapid adoption and extreme ease of use.

"Joining ChartMaxx with Appian provides hospitals with a uniquely fast, easy and customized path to connect systems, information, people and processes together in order to provide timely access to focused and actionable information," said Phil Present, Vice President and General Manager, Quest Diagnostics Care360 Products. "Additionally, hospitals will be able to regularly identify process bottlenecks and adjust staffing and workflow by optimizing process efficiency flows, leading to improved operations that are centered on patient care."

The Appian platform is trusted by more than 3.5 million users across a variety of industries and has delivered millions of dollars of value to organizations, including Amazon, the U.S. Army, and more. ChartMaxx users will now be able to utilize Appian's worksocial framework for maximum real-time collaboration and technology that transforms information into knowledge and insights. In addition, it enables real-time patient data front to end, including pre-registration, eligibility checking, financial aid/authorization, executive dashboard and mobile access utilizing iPhone®, iPad®, Android™ and BlackBerry® RIM platforms.

"The healthcare industry is under pressure to maximize the quality and speed of patient care delivery while reducing costs," said Matthew Calkins, President and CEO of Appian. "Enhancing the industry-leading ChartMaxx with our worksocial platform creates a unique and powerful solution for 21<sup>st</sup> century healthcare organizations."

ChartMaxx ECM with Appian BPM functionality addresses the most important priorities of hospital CFOs and CIOs needed to elevate their health systems' efficiency and enhance interconnectivity to get the best performance out of their existing IT infrastructure and drive real-time collaboration across their healthcare network. The Healthcare IT industry can now realize increased benefits from streamlining electronic records, maximizing real-time collaboration and transforming information into actionable knowledge.

ChartMaxx has been implemented in more than 140 hospitals and integrated healthcare delivery networks. ChartMaxx ECM, which has been ranked eight times as the 'Best in KLAS' Document Management and Imaging (DMI) solution, enables healthcare organizations to see immediate improvements that support EHR integration, enhance performance results, accelerate processes, meet meaningful use, and save time and money. For hospitals that implement [ChartMaxx ECM](#), the following benefits are realized:

- Increased patient satisfaction
- Real-time collaboration, resulting in compressed timeframes and streamlined processes
- Optimized decision support
- Enhanced revenue cycle and denial management processes for significant ROI
- Real-time access to an integrated view of patient information
- Streamlined workflows that cross systems and departments
- Meaningful connectivity of disparate IT and revenue systems
- Bring your own device — desktop or mobile
- Fixing bottlenecks and process improvement
- Tracking metrics for care coordination and performance improvement

For more information on this groundbreaking partnership, visit the Quest Diagnostics Healthcare IT Theatre in Booth #3927 at HIMSS 2013 in New Orleans, March 3-6 visit <http://www.care360.com/pr>.

### **About Appian**

Appian delivers everything needed to drive better business decisions, actions and results. All the data, all the processes, all the documents and all the collaborations – in one environment, on any device, through a simple social interface. The Appian BPM Suite is available on-premise and in the cloud, with complete portability. More than 3.5 million users, from Fortune 100 companies to the mid-market and small businesses worldwide, trust Appian to power their critical business processes. For more information, visit [www.appian.com](http://www.appian.com).

### **About Quest Diagnostics**

Quest Diagnostics is the world's leading provider of diagnostic information services that patients and doctors need to make better healthcare decisions. The company offers the broadest access to diagnostic information services through its network of laboratories and patient service centers, and provides interpretive consultation through its extensive medical and scientific staff. Quest Diagnostics is a pioneer in developing innovative diagnostic tests and advanced healthcare information technology solutions that help improve patient care. Additional company information is available at [QuestDiagnostics.com](http://QuestDiagnostics.com). Follow us at [Facebook.com/QuestDiagnostics](https://Facebook.com/QuestDiagnostics) and [Twitter.com/QuestDX](https://Twitter.com/QuestDX).

#### **About ChartMaxx**

ChartMaxx, a Care360 solution, has historically included capabilities such as: Electronic Medical Record (EMR) integration, Patient Financial Services (PFS), Recovery Audit Contractor (RAC), Document Management and Imaging (DMI), among others. The features and functionality of ChartMaxx ECM allow for better and quicker patient care decision making, flexible and real-time collaboration and the ability to define and refine dynamic processes that reach across hospital systems and departments. For more information, visit [www.Care360.com](http://www.Care360.com).

#### **Care360 from Quest Diagnostics**

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