Healthcoder

Ensure the accuracy of your patient data using Healthcoder from Experian

Improve the accuracy of patient data to help support your patient engagement strategy

Improve patient interactions

Product Overview
A large proportion of a hospital's time and budget is spent collecting data. Considering this, trusts need to be aware of the quality of their data. They shouldn't assume it is robust without having systems in place to verify its quality. Improving data quality means that resource could be better placed elsewhere; treating patients and improving services.

Collecting and maintaining accurate data is vital as the health industry moves towards an 'Electronic Patient Record'. If a patient's details are saved electronically from the moment they register with a hospital, those details will be used throughout their care. It is this patient information, such as name and address, that the treating hospital relies on when communicating with a patient; prescribing treatments efficiently, and assigning costs effectively.

The challenge
Paying for treatments when patients' don't live locally is costly. Having accurate data can enable you to assign patient treatment costs to the owning Primary Care Trust (PCT) of a patient, after treatment, without manual processes.

How can Experian Data Quality help?
With Healthcoder, you can collect accurate address and PCT information from the moment a patient passes their details to a hospital. Make sure you exploit the accurate data you hold from the start and instantly know the PCT a patient is registered to, even if they are not a UK citizen. This will ensure that treatment chargebacks to the owning PCT are managed easily and efficiently, and enable you to make better use of valuable budget that the PCT has entrusted you to spend.

The benefits of Healthcoder
Healthcoder will enable you to:

- **Return accurate Postcode Address File (PAF)** information as well as the Strategic Health Authority, Primary Care Trust and Electoral Ward information for all UK addresses. This will help maintain an accurate patient address database so you can continue to effectively communicate and care for your patients

- **Access ZZ country codes** to return PCT information of non-UK citizens at point of registration, removing the need to manually append retrospectively

- **Overcome human error** by correcting spelling mistakes and allowing wildcard* searches

- **Return extra details** such as sub-premise information and organisation names for additional verification and efficient data entry

How does Healthcoder work?
Healthcoder allows you to collect accurate and standardised patient address and PCT details from just a premise number and postcode. From this minimal detail the above information can be shown.

Healthcoder has a range of features:

- **Single line entry** – Enter one or more components of an address to bring back a full address

- **ZZ country codes** – returns the country name and postcode equivalent. There are two types of search you can perform; single match or wildcard: Single match allows a ZZ country code to be returned by typing the prefix 'zz', a space, and the country name into the search box, for example typing 'zz Germany' returns the code of the required country Wildcard enables you to search on partial postcodes or country names by substituting a letter with*

- **Fuzzy matching** – entries containing a variety of ambiguous spellings, abbreviations and different formats will return a picklist containing the correct address

- **Recode postcodes** – if you search on a postcode that has been changed by the Royal Mail (since 1990) you can find the address and return the new postcode

- **Formatting and configuration options** – different address layouts can be defined and automatically reformatted to match the underlying application

- **Easy integration** - Healthcoder can be seamlessly integrated within hospital Patient Administration Systems (PAS

* The use of placeholders such as * to perform a search for data in a table or field. For example, SW4 *QL

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Professional Services

The Professional Services team can advise on all contact data issues and offer solutions to minimise risk, reduce implementation time and improve contact data quality. They provide invaluable advice and support to ensure you get the most from your investment. Professional Services will work with you to:

- Produce a contact data quality strategy and associated plan of action for the ongoing improvement of your data

- Provide a free audit of your database(s) to help you understand your data better

- Reduce integration time

- Ensure a high return on investment

- Significantly reduce reliance on external experts for future maintenance and enhancement of your systems common pitfalls