

Claims app

Streamline claims management, find root causes with triangulation and drive patient safety improvements with customizable workflows and centralized data.



Triangulated analysis



Supports learning



Centralized claims library



Advanced action management



Intelligent workflows



Easy setup and customization

Reduce claims with triangulation

Quickly and easily identify commonly received claims and find the root causes through triangulation with incidents, feedback, risks, audits, CQC self-assessments, policy and more for a holistic, context-rich overview to support learning. Create aligned action plans for improvement to reduce the number of future claims, reduce the number of costly reparations and improve patient safety.

More control with custom workflow and notifications

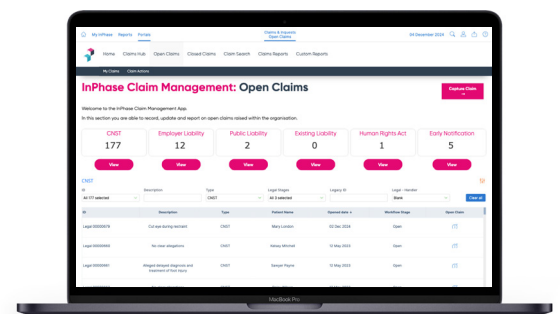
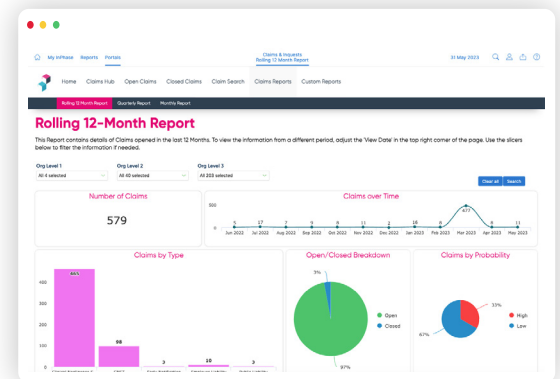
Stay alert with smart notifications to keep the claims and legal team informed and ensure all issues have a timely response within the 28-day timeline. Customize your workflow to suit your unique organizational needs and you can even customize who gets notified at each point as claims move through the stages.

Centralized claims management for easier reports

A centralized place for claims records and reports for easy, streamlined and reliable data access. Advanced search capabilities enable you to filter the information by claimant, investigator, claim type, date, service line and more to quickly and easily pull the data for reports along with all attached evidence, eliminating the need for investigators to chase for additional information.

Comprehensive and aligned action management

Create improvement actions from anywhere in the system that link directly to individual or multiple claims, complete with an owner, deadline and additional narrative for more details. Connect claims follow up actions to incidents, risks or complaints that are linked to the claim, eliminating the need for duplication and track the progress of the action from start to finish.





Investigate and improve

A complete overview of claims and their causes through triangulation for an impactful, detailed and context-rich perspective that enables investigators to find the root cause and implement a plan for improvement.



Have a proactive culture

Investigate claims with triangulated reporting to find root causes to improve patient safety and reduce the risk of costly reoccurrence.



One version of the truth

A centralized place for all claims, actions and evidence for easy access. Stay on top of claims from start to finish and ensure that nothing gets lost in the process.



Increased time savings

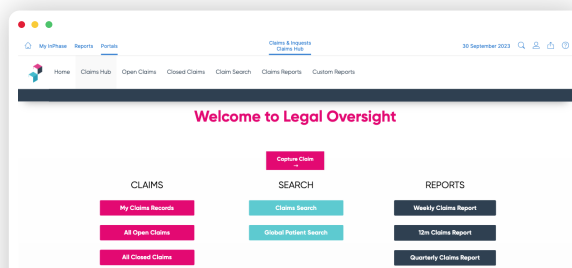
Reduce the time it takes to manage claims from start to finish with one place to track everything. Stay on top of claims as they come in and always ensure a timely response.



Industry leading tech - a flexible system you can customize in a click

Thanks to revolutionary customization tools, your system can grow and adapt as your unique needs evolve because nobody knows what you need better than you do.

- ✓ Use triangulation to identify common claims and their root causes by integrating incidents, feedback, risks, audits, CQC self-assessments, policies, and more for a comprehensive understanding, facilitating improved patient safety and learning opportunities.
- ✓ Create improvement actions directly linked to individual or multiple claims, with assigned owners, time frames, and detailed progress tracking, avoiding duplication and facilitating efficient resolution.
- ✓ Tailor workflows and notifications to match specific organizational requirements, ensuring timely responses within the 28-day timeline and keeping relevant teams informed throughout claim processing stages.
- ✓ Demonstrate compliance with legal and ethical standards to claimants, NHSE, and regulatory bodies by showcasing a robust system that not only addresses claims but also facilitates continuous improvement and risk reduction.
- ✓ Access claims records and reports from a centralized platform, equipped with advanced search functionalities for easy data retrieval based on various criteria, streamlining the reporting process and eliminating the need for additional information gathering.



Take the next step

To reduce claims, facilitate learning and improve patient safety, speak to an Ideagen InPhase expert about the Claims and Legal app today.



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