COMPLENT

Reliable technology services
for Healthcare

'Success is no accident'

- Pele

COMPLENT

At **Complent** we are committed to transforming healthcare and biotech industry by providing innovative technology solutions and support to front-line care providers for better patient-care.
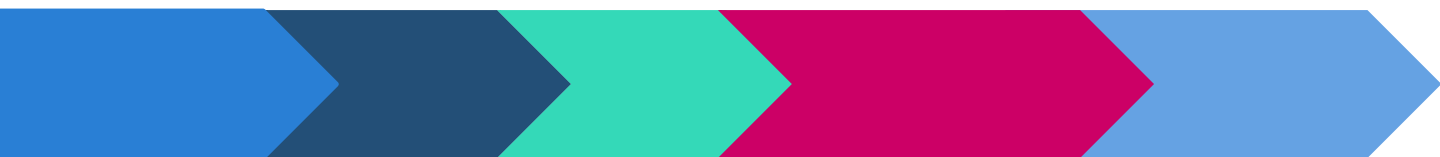
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About Us

Complent, we're a technology software services company dedicated to helping healthcare providers leverage the latest technology to streamline their operations, improve patient care, and reduce costs. Our wide range of services includes integration, software development, cloud services, data analytics, and cybersecurity.

Our team is composed of healthcare technology experts who are passionate about using technology to help healthcare providers deliver better care to their patients. We work closely with our clients to understand their unique challenges and needs, and we create solutions that help them achieve their healthcare goals.

Our solutions are tailored to meet the specific needs of each healthcare provider we work with, and we pride ourselves on delivering high-quality, reliable, and secure solutions that are user-friendly.

We're committed to providing exceptional service and support to our clients. We believe that our success is dependent on the success of our clients, and we're dedicated to helping them achieve their goals.

If you're searching for a technology partner that can help you transform your healthcare operations with technology, Complent is here to help. Contact us today to learn more about our services and how we can help you reach your healthcare objectives.

The Healthcare Problem

Archaic

Complex systems
with technical
debt and dated
technologies

. . .

Silos

Isolated systems and
disintegrated
workflows

. . .

Expensive

Ownership,
support and
replace

. . .

Complent

Harnessing the potential of elasticity, our bespoke technology solutions cater to the healthcare sector, equipping providers with scalable and adaptable features that serve as a complement to boost operational efficiency and elevate the quality of patient care.

Complent

01 Data Integration

HL7, clinical, financial integration

02 Software Development

Custom applications, workflows & portals

03 Project Life Cycle
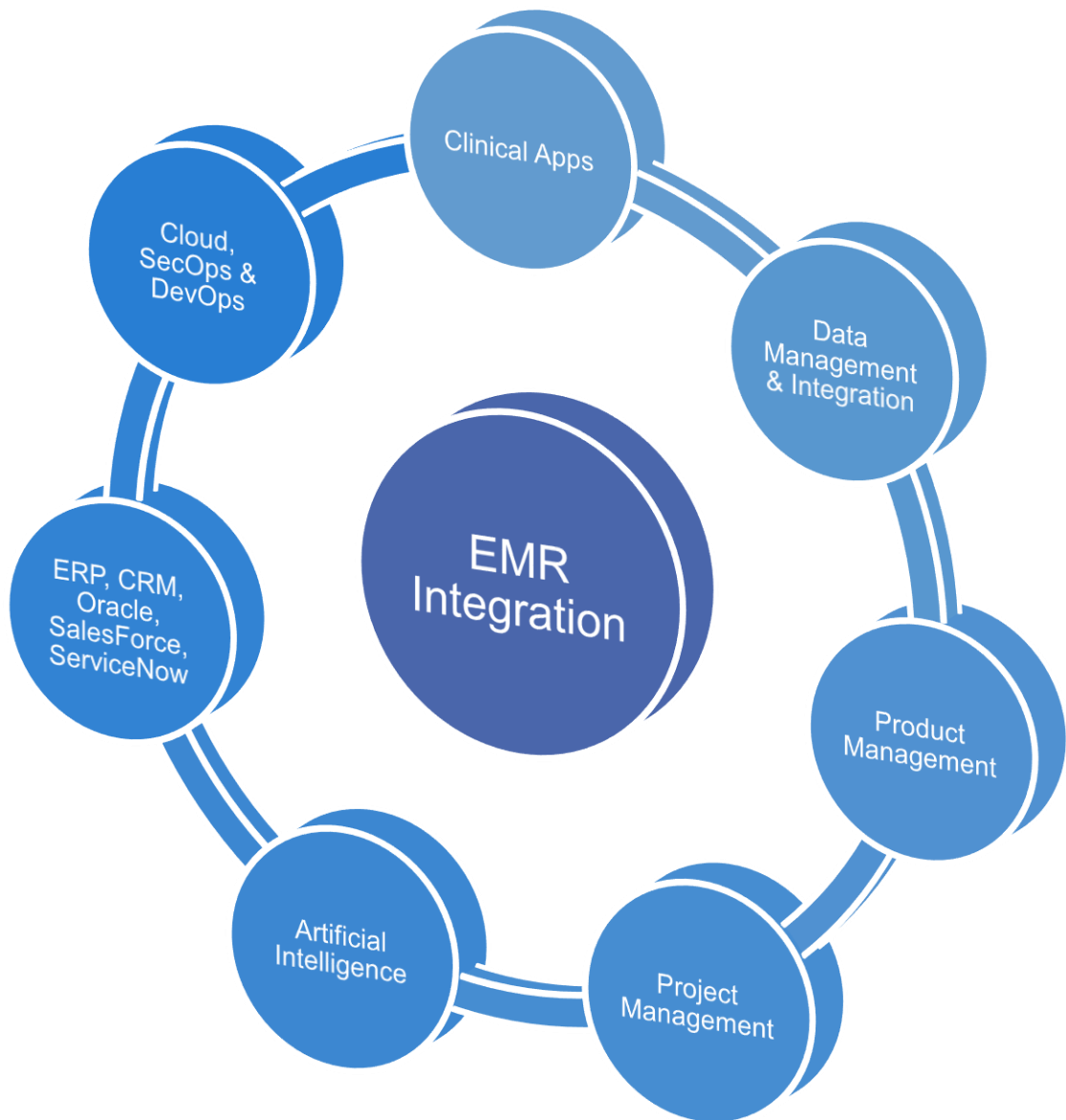
Product/project management, DevOps

04 DevOps & SecOps

HIPPA-Compliant infrastructure, apps & security deployment

The Complete Picture

EMR Integration

- Clinical Apps
- Data Management & Integration
- Product Management
- Project Management
- Artificial Intelligence
- ERP, CRM, Oracle, SalesForce, ServiceNow
- Cloud, SecOps & DevOps

The Silo Problem

Are you frustrated with the inefficiencies and complexities of today's healthcare systems? Do you find yourself struggling to seamlessly integrate and exchange patient data between different healthcare applications? Look no further! Our team is here to provide you with a solid HL7 integration service that will revolutionize your healthcare operations and drive efficiency like never before.

The Challenges of Today's Healthcare Systems

In today's rapidly evolving healthcare landscape, the need for seamless data exchange and interoperability has become more critical than ever. However, many healthcare organizations face significant challenges when it comes to integrating their diverse systems. These challenges include:

1. Disparate Systems: Healthcare institutions often have multiple systems, such as electronic health records (EHRs), laboratory information systems, radiology systems, and more. These systems may use different data formats, making it difficult to exchange information accurately and efficiently.

2. Data Silos: Patient data is often stored in separate silos within various applications, hindering the comprehensive view of patient information. This can lead to fragmented care, medical errors, and inefficiencies in clinical workflows.

3. Manual Processes: Many healthcare organizations still rely on manual data entry and paper-based processes, which are time-consuming, error-prone, and resource-intensive. These manual tasks take valuable time away from patient care and can lead to increased costs and decreased productivity.

4. Compliance and Security: With the rise of data breaches and regulatory requirements, maintaining compliance and ensuring data security is a constant concern. Healthcare organizations must adhere to stringent privacy regulations, such as HIPAA, while also ensuring data integrity during the exchange of patient information.

Our HL7 Integration Solutions

Our team offers a comprehensive HL7 integration service designed to address these challenges head-on and unlock the full potential of your healthcare systems. Here are some key benefits you can expect from partnering with us:

1. Seamless Data Exchange: Our HL7 integration service enables smooth and accurate data exchange between different healthcare applications. We specialize in integrating diverse systems and translating data formats, ensuring that critical patient information flows seamlessly across your organization.

2. Enhanced Interoperability: By breaking down data silos, our integration service promotes enhanced interoperability. You'll gain a comprehensive view of patient data, empowering healthcare providers to make informed decisions and deliver coordinated care.

3. Automated Workflows: We automate manual processes by leveraging HL7 integration, reducing administrative burden and freeing up valuable time for healthcare professionals. Automated workflows streamline data entry, result reporting, and other routine tasks, improving operational efficiency and reducing errors.

4. Improved Patient Care: Our HL7 integration service promotes a patient-centric approach to care. With accurate and timely exchange of data, healthcare providers can access real-time patient information, enabling faster diagnoses, improved treatment plans, and ultimately enhancing the quality of care delivered.

5. Compliance and Security: We understand the critical importance of data security and compliance in healthcare. Our integration service adheres to industry best practices and ensures compliance with privacy regulations like HIPAA. We employ robust security measures to safeguard patient data during transmission and storage.

6. Scalability and Future-readiness: As your healthcare organization grows and evolves, our HL7 integration service scales with you. We design flexible solutions that can adapt to changing requirements and integrate new applications seamlessly, future-proofing your systems.

Modern Clinical Apps

Introducing Our Solid Clinical Application Developments: Resolving Healthcare Data, Patient Record, and Workflow Problems

In the ever-evolving landscape of healthcare, the need for robust and efficient clinical applications has never been greater. At Complent, we specialize in developing solid clinical applications that are designed to capture and resolve the most pressing challenges in healthcare data management, patient record keeping, and workflow optimization. With our expertise and cutting-edge solutions, we can empower your organization to deliver high-quality care while streamlining operations and enhancing patient outcomes.

Addressing Healthcare Data Management Challenges

Managing healthcare data can be a daunting task, with organizations grappling with vast amounts of information from multiple sources. Our clinical application developments offer comprehensive solutions to tackle data management challenges, including:

1. Data Capture and Integration: Our applications seamlessly capture and integrate data from various sources, such as electronic health records (EHRs), medical devices, and wearable technologies. By consolidating data into a single platform, healthcare providers can access a holistic view of patient information, enabling better-informed clinical decisions.

2. Data Standardization and Interoperability: We ensure that healthcare data is standardized and conforms to industry standards, such as HL7 and FHIR. This promotes interoperability and facilitates the exchange of data between different systems, enhancing collaboration and continuity of care.

3. Advanced Analytics and Insights: Our clinical applications incorporate advanced analytics capabilities, leveraging machine learning and artificial intelligence algorithms to derive meaningful insights from healthcare data. These insights enable healthcare providers to identify trends, predict outcomes, and personalize treatment plans for improved patient care.

Enhancing Patient Record Keeping

Maintaining accurate and comprehensive patient records is crucial for delivering effective healthcare services. Our clinical application developments offer innovative solutions to enhance patient record keeping, including:

1. Electronic Health Records (EHRs): We design intuitive and user-friendly EHR systems that enable healthcare providers to efficiently capture, store, and retrieve patient information. Our EHR solutions streamline workflows, eliminate paper-based processes, and provide real-time access to critical patient data.

2. Clinical Documentation and Reporting: Our applications simplify and automate clinical documentation, ensuring accurate and timely recording of patient encounters, diagnoses, and treatment plans. We also facilitate easy generation of reports for regulatory compliance, quality improvement, and research purposes.

3. Patient Engagement and Communication: We incorporate patient portals and communication tools into our clinical applications, enabling secure and convenient communication between healthcare providers and patients. Patients can access their health records, schedule appointments, request prescription refills, and receive educational materials, fostering active participation in their own healthcare journey.

Optimizing Workflow Efficiency

Efficient workflows are vital for healthcare organizations to deliver timely and coordinated care. Our clinical application developments optimize workflows by:

1. Task Management and Scheduling: We develop intuitive task management and scheduling features that enable healthcare providers to organize and prioritize their work effectively. Automated notifications and reminders ensure that tasks are completed in a timely manner, reducing bottlenecks and enhancing productivity.

2. Care Coordination and Collaboration: Our applications facilitate seamless communication and collaboration among healthcare teams. Through secure messaging, care coordination features, and shared care plans, healthcare providers can work together efficiently, ensuring continuity and reducing the risk of errors.

3. Decision Support Systems: We integrate decision support systems into our clinical applications, providing healthcare providers with real-time alerts, reminders, and evidence-based guidelines at the point of care. These systems help optimize clinical decisions, improve adherence to best practices, and enhance patient safety.

Unlock the Potential of Solid Clinical Application Developments

At Complent, we are committed to helping healthcare organizations overcome their data, patient record, and workflow challenges. Our solid clinical application developments are tailored to your specific needs, ensuring seamless integration, efficient operations, and improved patient outcomes. Contact us today to discover how our expertise can transform your healthcare delivery and take your organization to new heights of success. Together, let's revolutionize healthcare through innovation and excellence.

Clinical billing and RCM

Addressing Healthcare Billing and Revenue Cycle Management Challenges: Our Expert Solutions

In the complex world of healthcare, efficient billing and revenue cycle management (RCM) are crucial for the financial success and sustainability of healthcare organizations. At Complent, we understand the challenges that healthcare providers face in this area and offer expert solutions to solve them effectively. Let's explore the common problems in healthcare billing and RCM and how our company can expertly address them.

The Challenges of Healthcare Billing and Revenue Cycle Management

1. Billing Errors and Rejections: Healthcare billing involves complex coding systems and intricate reimbursement rules. Billing errors and claim rejections can result in payment delays, revenue loss, and increased administrative burden. Identifying and rectifying these errors can be time-consuming and costly.

2. Inefficient Claims Management: Navigating the claims management process can be overwhelming. From claims submission to tracking and follow-up, the manual and fragmented nature of the process can lead to delays, denials, and revenue leakage. Organizations struggle to track and manage the status of claims effectively.

3. Incomplete or Inaccurate Documentation: Incomplete or inaccurate documentation can lead to claim denials or downcoding, resulting in reduced reimbursement. Ensuring proper documentation and coding practices is crucial for accurate billing and optimal revenue capture.

4. Complex Payer Regulations: Payer regulations and reimbursement guidelines are constantly evolving, making it challenging for healthcare organizations to stay compliant. Navigating complex payer requirements, such as prior authorizations and medical necessity documentation, can be time-consuming and resource-intensive.

5. Patient Payment Challenges: Collecting patient payments is a significant concern in healthcare billing. High deductibles, copayments, and complex insurance plans contribute to increased patient responsibility. Healthcare organizations struggle with managing patient collections, leading to financial strain and decreased cash flow.

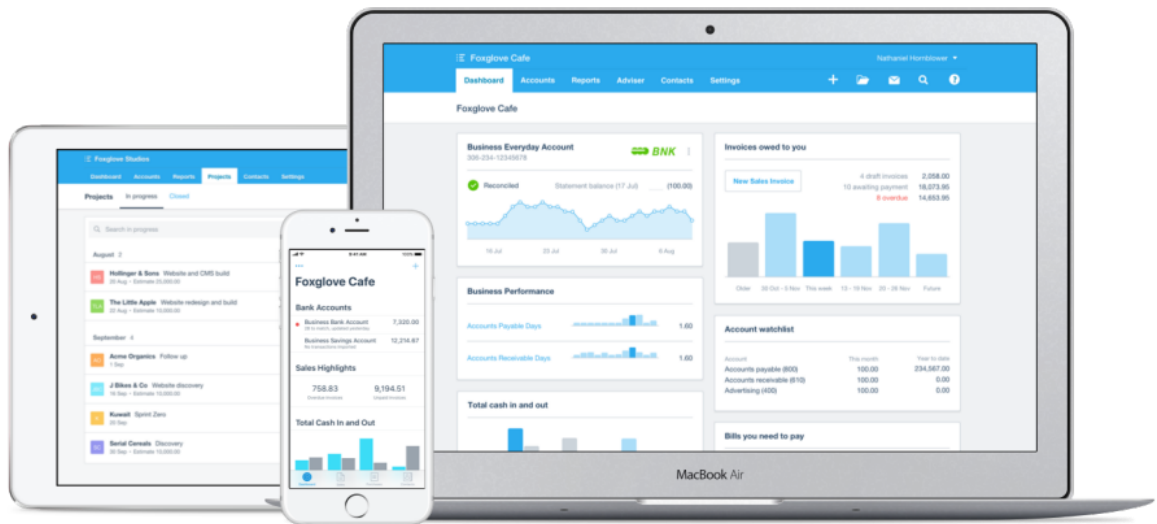## Our Expert Solutions for Healthcare Billing and Revenue Cycle Management

1. Robust Claims Management System: We offer a comprehensive claims management system that streamlines the entire claims lifecycle. Our system ensures accurate claim submission, tracks claims in real-time, automates follow-up processes, and identifies potential issues before they become denials. This leads to faster reimbursement and minimizes revenue leakage.

2. Intelligent Coding and Documentation Support: Our solutions incorporate intelligent coding and documentation support tools. Through automated coding suggestions, documentation improvement recommendations, and compliance checks, we optimize coding accuracy, reduce denials, and improve revenue capture.

3. Payer Rules and Regulation Compliance: Our team closely monitors and stays up-to-date with payer rules and regulations. We ensure that our systems and processes align with the latest requirements, including prior authorization workflows and medical necessity documentation, reducing compliance risks and improving reimbursement rates.

4. Patient Financial Engagement: We provide patient financial engagement tools that simplify the payment process and enhance patient satisfaction. Our solutions include transparent cost estimates, online payment portals, and personalized payment plans, promoting patient responsibility and improving collections.

5. Revenue Cycle Analytics and Reporting: Our advanced analytics and reporting capabilities provide valuable insights into revenue cycle performance. We deliver actionable data on key metrics, such as denial rates, days in accounts receivable, and clean claim rates, enabling organizations to identify bottlenecks, implement process improvements, and optimize revenue generation.

Partner with Complent for Expert Billing and RCM Solutions

At Complent, we specialize in expert healthcare billing and revenue cycle management solutions. Our comprehensive systems, intelligent tools, and industry expertise help healthcare organizations overcome the challenges associated with billing and RCM. By leveraging our solutions, you can streamline operations, improve reimbursement rates, enhance cash flow, and ultimately achieve financial success. Contact us today to learn more about how our expert solutions can transform your healthcare billing and revenue cycle management processes. Together, let's unlock the full potential of your organization's financial health.

Security and Compliance

Ensuring Healthcare HIPAA Compliance, SecOps, and Cybersecurity

In today's digital landscape, healthcare organizations face increasing cybersecurity threats and must adhere to strict regulations to protect patient privacy. At Complent, we prioritize healthcare HIPAA compliance and offer robust security operations (SecOps) and cybersecurity solutions to safeguard your sensitive data. Let's explore the significance of HIPAA compliance and how our company can help you establish a secure healthcare environment.

The Importance of Healthcare HIPAA Compliance

1. Patient Privacy Protection: The Health Insurance Portability and Accountability Act (HIPAA) sets stringent standards for safeguarding protected health information (PHI) and ensuring patient privacy. Compliance with HIPAA regulations is vital to protect patient confidentiality, build trust, and avoid costly breaches and penalties.

2. Legal and Reputational Risks: Non-compliance with HIPAA regulations can result in severe consequences, including legal liabilities, financial penalties, and damage to your organization's reputation. By prioritizing HIPAA compliance, you mitigate these risks and demonstrate your commitment to protecting patient data.

Our Solutions for Healthcare HIPAA Compliance, SecOps, and Cybersecurity

HIPAA Compliance Assessments: Our experienced team conducts comprehensive HIPAA compliance assessments to identify any gaps or vulnerabilities in your organization's security and privacy practices. We review administrative, physical, and technical safeguards, policies and procedures, and business associate agreements, providing actionable recommendations to achieve and maintain compliance.

Security Operations (SecOps) Framework: We assist in implementing a robust SecOps framework tailored to your organization's specific needs. This includes establishing security policies, implementing access controls and identity management, conducting regular risk assessments, and implementing incident response and disaster recovery plans.

Cybersecurity Solutions: Our company offers state-of-the-art cybersecurity solutions to protect your healthcare systems and sensitive data. We deploy advanced intrusion detection and prevention systems, encryption mechanisms, secure remote access solutions, and security monitoring tools to detect and mitigate potential threats in real-time.

Employee Training and Awareness: We recognize the critical role of employees in maintaining HIPAA compliance and preventing data breaches. Our team provides comprehensive training programs and awareness campaigns to educate your staff on HIPAA regulations, best practices for data protection, and the importance of cybersecurity hygiene.
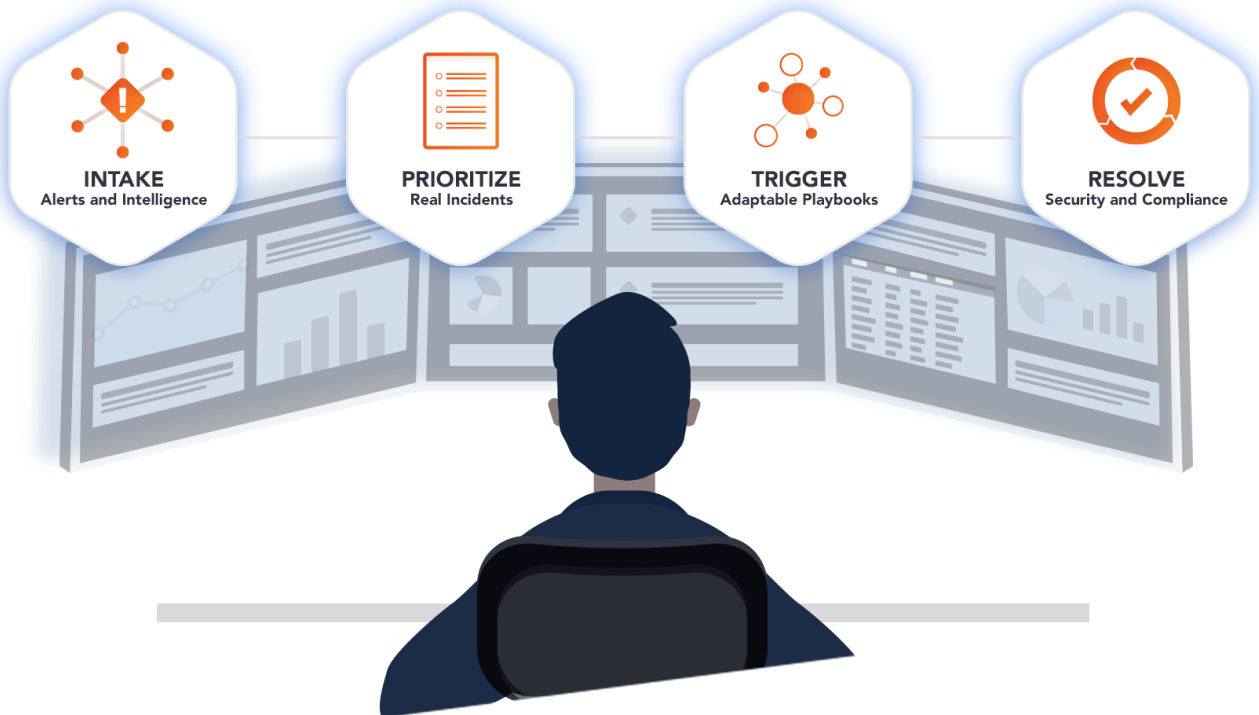
Vulnerability Management: We offer proactive vulnerability management services to continuously assess and address security vulnerabilities in your healthcare systems. Through regular scanning, penetration testing, and patch management, we help you stay one step ahead of potential threats and ensure a secure environment for your data.

Incident Response and Forensics: In the unfortunate event of a security incident or data breach, our team is equipped to provide rapid incident response services. We conduct forensic investigations, contain the incident, and help you recover and remediate any damages, minimizing the impact on your organization and patients.

Partner with Complent for Secure Healthcare Environments

We prioritize healthcare HIPAA compliance, SecOps, and cybersecurity to safeguard your sensitive data and protect patient privacy. Our expert team works closely with you to assess, implement, and maintain robust security measures. By partnering with us, you can ensure HIPAA compliance, mitigate security risks, and establish a secure healthcare environment. Contact us today to learn more about our comprehensive solutions and secure your organization's future. Together, let's build a trusted and resilient healthcare ecosystem.

INTAKE
Alerts and Intelligence

PRIORITIZE
Real Incidents

TRIGGER
Adaptable Playbooks

RESOLVE
Security and Compliance

Staff Augmentation

In the fast-paced world of healthcare, having access to top-notch talent with the right skills and expertise is essential for delivering exceptional patient care. At Complent, we provide staff augmentation and staffing solutions that go beyond traditional hiring processes. Our comprehensive approach includes rigorous background checks and ensures that you have access to highly skilled professionals who seamlessly integrate into your team. Let's explore how our staff augmentation services can enhance your workforce and drive success.

Access to Top-notch Skills and Expertise

1. Specialized Healthcare Professionals: We understand that healthcare requires specialized skills. Our staff augmentation services offer access to a wide range of healthcare professionals, including physicians, nurses, technicians, coders, and administrators. Whether you need temporary or long-term staffing, we have the expertise to fulfill your requirements.
2. Cutting-edge Technology and Tools: With rapid advancements in healthcare technology, it's crucial to have professionals who are skilled in utilizing the latest tools and platforms. We ensure that our staff members are well-versed in state-of-the-art technologies and can seamlessly integrate into your existing systems.

Trustworthy Staffing Solutions

1. Rigorous Background Checks: We prioritize patient safety and organizational integrity. Our staffing process includes thorough background checks, including verification of credentials, licenses, certifications, and professional references. This ensures that the professionals we provide have a proven track record of excellence and adhere to the highest ethical standards.

2. Cultural Fit and Team Integration: We understand the importance of seamless team integration. Our staffing solutions focus not only on skills and qualifications but also on finding professionals who align with your organization's values and culture. This ensures a harmonious work environment and promotes collaboration among your existing team members.

3. Scalable Staffing Solutions: Whether you need to scale up your workforce during peak periods or require specialized expertise for specific projects, our staff augmentation services offer scalability and flexibility. We adapt to your changing needs, ensuring that you have the right staff in place when you need them most.

4. Streamlined Onboarding and Support: Our team handles the onboarding process, ensuring a smooth transition for the staff members we provide. We provide ongoing support, including training and performance management, to ensure that the professionals seamlessly integrate into your workflows and deliver exceptional results.

Partner with Complent for Exceptional Staff Augmentation

At Complent, we are dedicated to providing exceptional staff augmentation and staffing solutions to meet your healthcare workforce needs. Our rigorous background checks, focus on top-notch skills, and commitment to cultural fit ensure that you have access to trustworthy professionals who contribute to your organization's success. Contact us today to explore how our staff augmentation services can augment your workforce with highly skilled professionals. Together, let's build a team that drives excellence in patient care and organizational growth.

Our Process

Our process for delivering clinical applications follows a streamlined approach to ensure seamless project execution.

1. Project Delivery for Clinical Applications: We begin by conducting a thorough analysis of your specific clinical application requirements and collaborating closely with your team to understand your objectives. Our experienced development team then designs and develops the application using best practices and industry standards. Throughout the development process, we maintain open lines of communication to provide regular updates and gather feedback. Rigorous testing and quality assurance procedures are implemented to ensure the application meets the highest standards of reliability, performance, and security.

2. DevOps and Project Lifecycle: Our DevOps approach ensures a smooth and efficient project lifecycle. We utilize agile methodologies, continuous integration, and continuous deployment practices to facilitate rapid and iterative development. Our expert DevOps team ensures seamless collaboration between development and operations, enabling faster delivery, quick bug fixes, and smooth deployments. By leveraging automation tools and well-defined processes, we minimize disruptions and downtime during the entire project lifecycle.

3. Quality Assurance and Automated Testing: Quality assurance is paramount to us. Our dedicated quality assurance team implements a comprehensive set of testing strategies and techniques. We utilize both manual and automated testing approaches to ensure the application's functionality, performance, security, and compatibility across various platforms. By leveraging automated testing tools, we expedite the testing process, identify bugs early on, and ensure consistent and reliable results.

Through our well-defined project delivery process, efficient DevOps practices, and robust quality assurance with automated testing, we guarantee smooth and uninterrupted operations, minimizing downtime and disruptions. Our commitment to excellence ensures that your clinical applications are delivered on time, meet your specific requirements, and adhere to the highest quality standards in the healthcare industry.
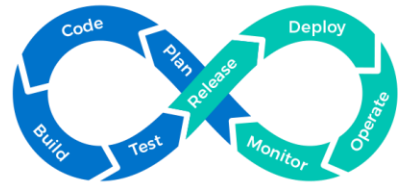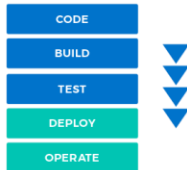
Our Process

Dev
Innovates and creates applications

Ops
Keeps infrastructure running smoothly
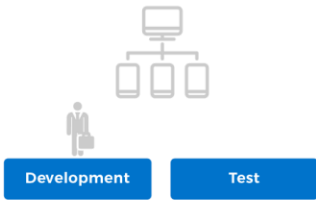
DevOps disciplines
Integrate and automate process

- CODE
- BUILD
- TEST
- DEPLOY
- OPERATE

Code Plan Release Deploy
Build Test Monitor Operate

Endless possibilities: DevOps can create an infinite loop of release and feedback for all your code and deployment targets.
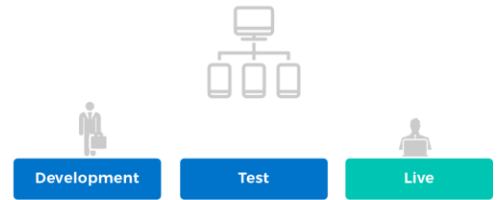
Change = Yes

Development   Test

Change = No

Live

Transform

Change Accepted

Development   Test   Live

Thanks!