



Getting Started

PatientCollector Layout Overview	2
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Scanning Basics

Browser Compatibility	3
Dynamic Web TWAIN Installation	3
Scanner Selection	4
Auto-Scan	4
Simplex vs. Duplex Scanning	4
Image Quality	5
Sheet-fed Scanner Maintenance	5
Cleaning and Calibrating	6

Data Entry Basics

Accessing PatientCollector	7
Extracting Patient Demographic Data	8
Copying Addresses	9
Patient Relationship to Guarantor, Insured	9
Extracting Patient Insurance Data	10
Insurance Package Search/Selection	10
Cached Insurance Packages	11
Adding a Most Used Insurance Packages	12
Digital Health ID Cards	12
Data Toggle Switches	13
Confirmation Display & Final Submission	13
Automated Admin Documents	14

Document Upload

Document Upload Basics	15
Document Filing and Notes	15
Fax-mode	16
Cropping, Rotating and Reordering Pages	16
Confirmation Display & Final Submission	16

Frequently Asked Questions

 Look for the PatientCollector symbol  in the documentation for important user tips, product details and troubleshooting.

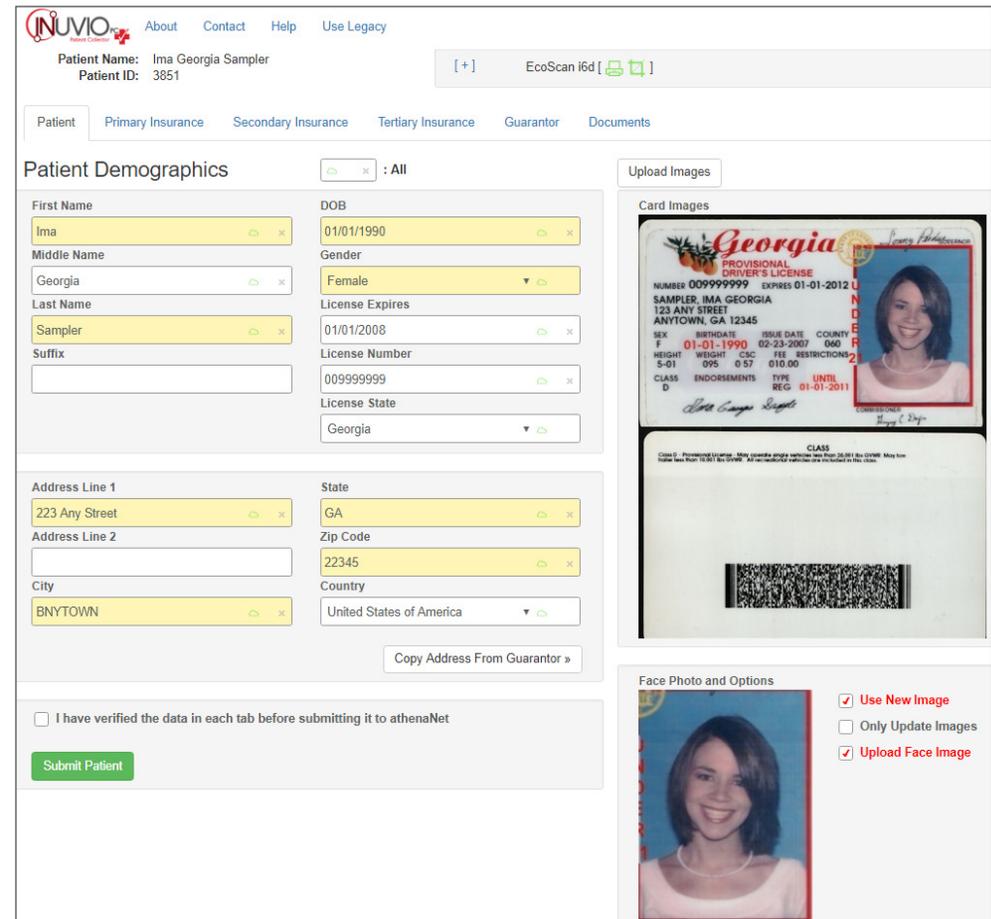
Getting Started

Thank you for choosing PatientCollector. PatientCollector is a browser based service that assists athenaNet® users with the proper collection and filing of patient information at your medical practice's front desk. PatientCollector extracts the data from identification and insurance cards, importing the images and the data directly into the patient dashboard, provides an easy entry point for filing patient documents, and automatically generates administrative clerical sheets needed for claims and referrals.

PatientCollector Layout Overview

To the right is the layout of PatientCollector.

PatientCollector allows you to create/submit a new patient record to athenaCollector® and to modify existing patient records pulled from athenaCollector®. When data and images have already been added to the patient record, they will be displayed in PatientCollector, as shown here. These card images and the corresponding data can be overwritten with new card images, new data and/or to add/modify an insurance policy.



The screenshot displays the PatientCollector interface for a patient named Ima Georgia Sampler (Patient ID: 3851). The interface includes a navigation menu (Patient, Primary Insurance, Secondary Insurance, Tertiary Insurance, Guarantor, Documents) and a 'Patient Demographics' section with fields for First Name (Ima), Middle Name (Georgia), Last Name (Sampler), Suffix, DOB (01/01/1990), Gender (Female), License Expires (01/01/2008), License Number (009999999), License State (Georgia), Address Line 1 (223 Any Street), Address Line 2, City (BNYTOWN), State (GA), Zip Code (22345), and Country (United States of America). A 'Card Images' section shows a scanned Georgia Provisional Driver's License for Ima Georgia Sampler, including fields for sex, birthdate, issue date, county, height, weight, CSC, fee, restrictions, class, and endorsements. A 'Face Photo and Options' section shows a photo of the patient and checkboxes for 'Use New Image', 'Only Update Images', and 'Upload Face Image'. A 'Submit Patient' button is located at the bottom left.

Scanning Basics

To utilize PatientCollector, it is important to note a few basic mechanics of the service.



Internet Explorer Users: You will need to right-click and install Dynamic Web TWAIN as an administrator. If multiple users use the workstation, you must install for all users.

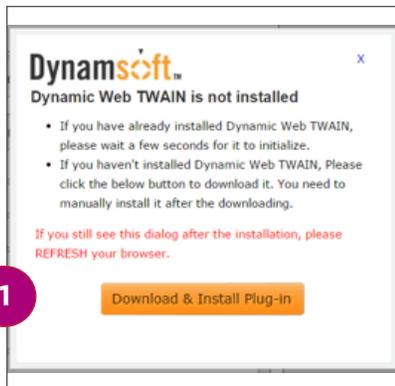
Browser Compatibility

Any athenaNet® approved browser is compatible with PatientCollector. For the best speed and usability, we recommend Google Chrome.

Dynamic Web TWAIN Installation

Specifically designed for web environments like athenaNet®, Dynamic Web TWAIN allows PatientCollector to communicate with a scanner via a browser interface. This software must be installed to submit card images and documents to the service.

When a PatientCollector link is clicked for the first time on a computer, you will be prompted to install Dynamic Web TWAIN. Click Download & Install Plug-In¹.



1

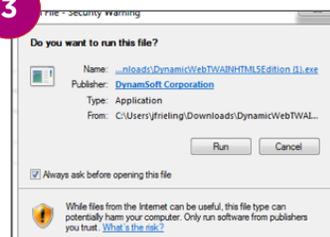
After you have been prompted to download the plug-in, the executable file will be shown at the bottom of the browser. Click to install².

2



After running the executable, click Run³, then Next⁴ and finally Close.⁵

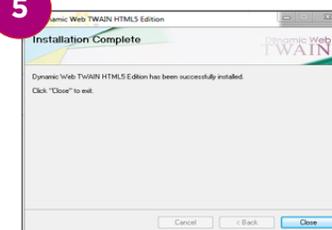
3



4

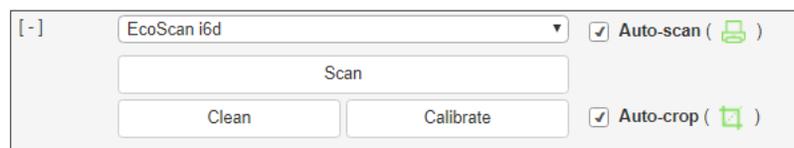


5

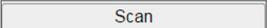


Scanner Selection

A scanner must be selected to scan into the PatientCollector interface. If there are multiple scanners at the workstation, please choose the scanner you wish to use. 



Auto-Scan

Most TWAIN-compliant scanners are compatible with Auto-Scan, by which a scanner detects the card and automatically scan without further prompting. PatientCollector supports Auto-scan, but should your scanner not support this feature, use the manual  button to start a scan.



 If there are no scanners shown, please make sure the scanner is connected to the computer and powered on. If the issue persists, you may need to reinstall the scanner drivers. Check to see if your scanner drivers are available at <http://inuvio.com/service/downloads/> or visit the scanner manufacturer's website.

Auto-Crop

This selection is enabled by default, but should the scanner you're using perform this function (over-cropping of the card may occur) you can un-click this selection for optimal use.

Simplex vs. Duplex Scanning

Simplex scanning is acquiring only one side of a card or document at a time. Duplex scanning is when a card or document has both sides acquired at once. While PatientCollector does accept and process single card images, scanning both the front and the back of the card simultaneously (duplex) or consecutively (simplex) will yield better data extraction results. For documents, be sure to check/uncheck the

 toggle as needed.



Image Quality

PatientCollector's ability to process and extract data from card images depends on the quality of the images submitted to the service. Worn or blemished cards may produce degraded extraction results. In the same manner, some scanners produce better images than others. For a list of recommended scanners go to <http://www.inuvio.com/scanners/>.

Sheet-fed Scanner Maintenance

A6 and A4 card scanners (EcoScan i6d/i4d) require regular maintenance in the form of cleaning and calibration to produce consistent high quality card images. If you do have one of these units, please be aware that, over time, the scanner bed will acquire dust and grime. Monthly cleaning and calibrating will significantly improve card image quality, the accuracy rate of the service, and increase the longevity of the life of your scanner.

Notice the lines on the card image from a scanner that has not been cleaned or calibrated recently. This image would have a low probability of proper data extraction as the alpha-numeric digits aren't quite clear. 

After the scanner has been cleaned and calibrated, data extraction has a much higher probability for success.

 On rare occasions, new card variants are issued that PatientCollector will immediately not recognize. These variants will be supported within two business days in most cases.

Cleaning and Calibrating

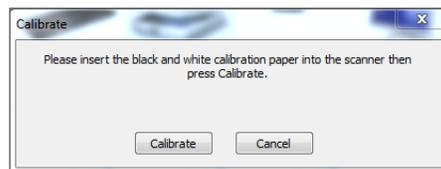
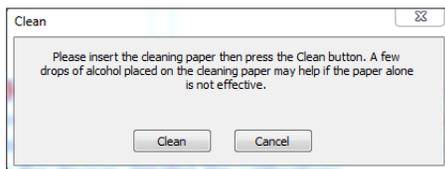
A6 and A4 scanners (EcoScan i6d/i4d) require monthly maintenance and come with cleaning and calibration sheets. Store these sheets in a safe place where they won't be bent and can be utilized for future scanner maintenance. Both the clean and calibrate buttons are available in the scanning section at the top of the PatientCollector page.



If your scanner is in need of maintenance, clean the device first. Start by applying isopropyl alcohol  across the leading edge of the cleaning sheet. Click , and follow the directions on the page  . Once the additional prompt is open (see below), insert the cleaning sheet into the scanner and click . After the scanner has completed the cleaning process you must calibrate the device. Locate the calibration sheet, click , and follow the directions on the page  . Once the additional prompt (see below) is open, put the calibration sheet arrows first into the scanner and click .



 99% isopropyl alcohol is recommended for application on the leading edge of a cleaning sheet.



After cleaning and calibration is complete, scan a card into PatientCollector and evaluate the image. If the scanned card image is still distorted or has obvious lines from an unclean scanning bed, you may need to repeat the above process.

 Printable calibration sheets can be found at:
<http://www.inuvio.com/service/downloads/>

Data Entry Basics

This section covers the different link locations used to access PatientCollector from athenaNet®, as well as the mechanics of scanning cards and submitting images/data to athenaNet® via PatientCollector.

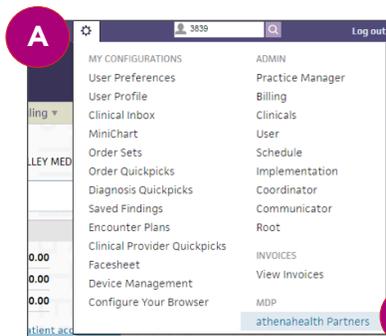
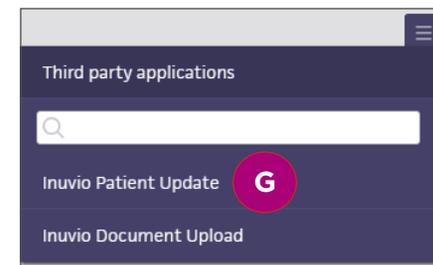
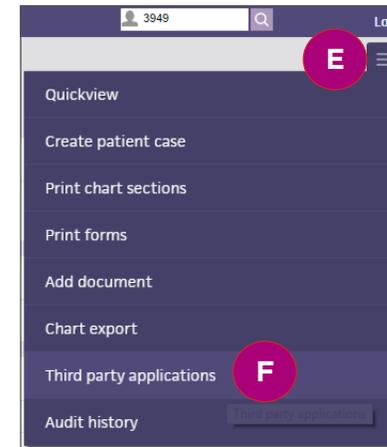
Accessing PatientCollector

If a patient does not have a chart entry yet in athenaNet®, the Inuvio Patient Creation link can be used to access PatientCollector to create the patient record via the scanned and extracted demographic card data. To create a new patient via PatientCollector, click the setting wheel **A** at the top of athenaCollector® page. Next, click the athenahealth® Partners link^B, and a pane will open on the left side of the browser window where the Inuvio patient creation^C link can be found.

Additionally, if a patient already has a record created within athenaCollector®, you can update the demographics and insurance data/card images via PatientCollector in both the patient quickview and chart view.

To access PatientCollector® in the Quickview, click the Inuvio Patient Update link^D in the middle of the page as shown next to Medical files.

To access PatientCollector® in the Chart view, click the hamburger button **E**, then click third party applications^F. The Inuvio Patient Update link^G will then be available.



Extracting Demographic Patient Data

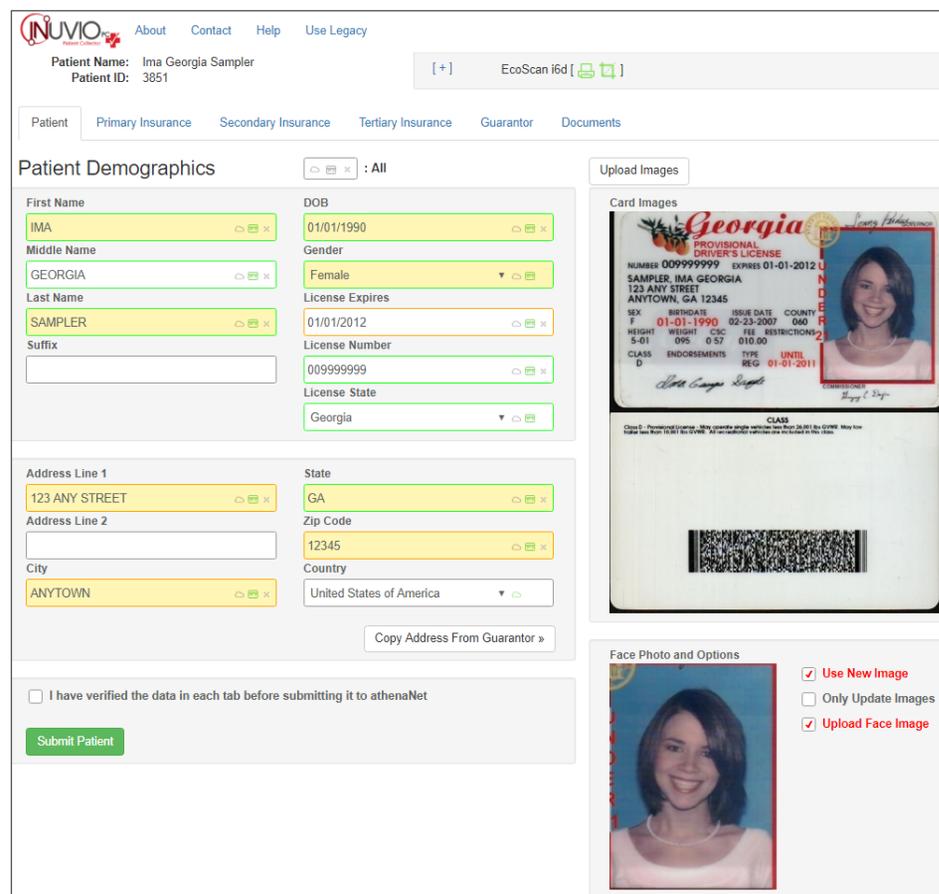
Once PatientCollector is open (and scanning has been properly enabled) you are ready to begin extracting patient data. If you have **Auto-scan** enabled, insert a patient identification card into the scanner. If **Auto-scan** is not enabled, insert the card and press the button.

When an identification card has been scanned, PatientCollector will receive the uploaded image, perform image and data processing, denote the card as an identification card, and extract the data from the card. The card image and extracted data will then be presented to you to verify that the information is correct and is ready to be used to update the patient's demographic profile in athenaCollector®. PatientCollector uses colorful visual indicators to help easily identify which data elements have changed from their prior values (**orange**), and which elements have stayed the same (**green**). For instance, the example to the right shows when an existing patient has a new driver's license with an updated address and zip code.

To use the extracted data and upload the scanned card images, make sure **Use New Image** is checked. Additionally, to upload the patient face image from the identification card, make sure **Upload Face Image** is also checked. In the case that only the card image needs to be updated in the patient file, make sure **Only Update Images** is checked.

 Always verify that the data on the card image matches the data in the fields before submission.

 Fields with a yellow background denote required fields in athenaCollector®. When creating a new patient via PatientCollector, these yellow fields must be filled-in or you will be prompted to do so. If you have entered PatientCollector via an already existing patient file no prompt will appear and any yellow fields not filled out will retain their prior values in athenaCollector®.



The screenshot shows the INUVIO PatientCollector interface for a patient named Ima Georgia Sampler (ID: 3851). The patient demographics form includes fields for First Name (IMA), Middle Name (GEORGIA), Last Name (SAMPLER), Suffix, DOB (01/01/1990), Gender (Female), License Expires (01/01/2012), License Number (009999999), License State (Georgia), Address Line 1 (123 ANY STREET), Address Line 2, City (ANYTOWN), State (GA), Zip Code (12345), and Country (United States of America). A scanned Georgia Driver's License card is displayed on the right, showing the patient's photo and license details. The card includes the text: "Georgia PROVISIONAL DRIVER'S LICENSE", "NUMBER 009999999", "EXPIRES 01-01-2012", "SAMPLER, IMA GEORGIA", "123 ANY STREET ANYTOWN, GA 12345", "SEX F", "BIRTHDATE 01-01-1990", "ISSUE DATE 02-23-2007", "COUNTY 060", "WEIGHT 120", "HEIGHT 5-01", "RESTRICTIONS 5-01", "CLASS D", "ENDORSEMENTS 095 0 57", "TYPE REG", "UNTIL 01-01-2011". The interface also features a "Submit Patient" button and a checkbox for "I have verified the data in each tab before submitting it to athenaNet".

Copying Addresses

After an identification card has been scanned and the extracted data is displayed in PatientCollector, there are copy address buttons in each tab of PatientCollector that will duplicate this address information between tabs.



Patient Relationship to Guarantor, Insured

In the case that a Guarantor is present, click on the guarantor tab to scan an identification card to extract the guarantor demographic information. Note: Guarantor identification card images are not stored in athenaCollector®, therefore previous card data can be retrieved while the card images cannot be retrieved.

 When in the Patient and Guarantor tab, any identification card scanned will go directly into that tab without further prompting. Outside of those tabs, you will be prompted as to determine where a newly scanned identification card should go.

Extracting Patient Insurance Data

When an insurance card has been scanned and processed, Patient-Collector will denote it as an insurance card and automatically ask whether the insurance policy is the primary, secondary, or tertiary insurance.

 On rare occasions, new card variants are issued that PatientCollector will immediately not recognize. New card variants will be supported within two business days in most cases.

Select the correct insurance slot and the fields for that slot will populate with the extracted card data. Verify that the data from the card has been correctly populated. If prior information resided in the the patient record, PatientCollector uses colorful visual indicators to help easily identify which data elements have changed from their prior values (**orange**), and which elements have stayed the same (**green**). Always verify that the data is correct before submission.

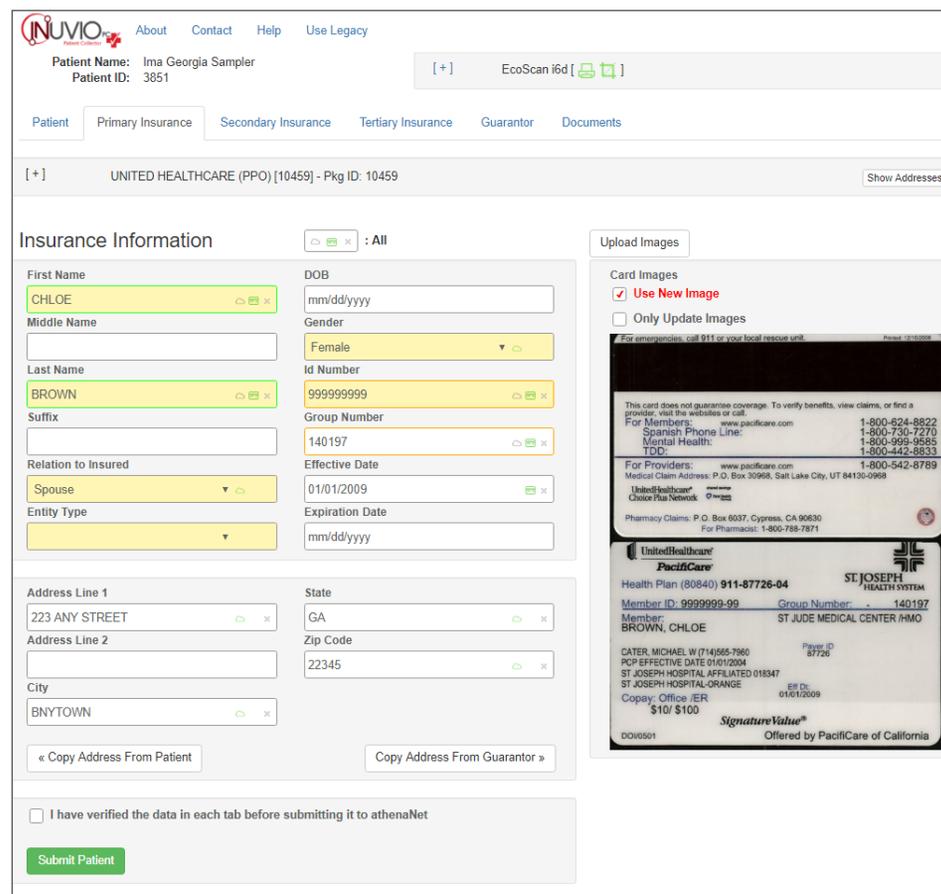
If a patient's insurance information has been pre-verified prior to their visit, you will want to select **Only Update Images** in order to prevent the system from marking the updated policy record as unverified. In such case, extracted insurance information will be ignored on submission and only the images will be uploaded to athenaCollector®.

Insurance Packages

When an insurance card has been scanned, you must select an insurance package from the PatientCollector insurance package list, provided by athenaNet®, prior to submission. Typing into the **Search Query:** box will filter down the Most Used Insurance Packages provided by athenaNet®. A manual search based on the policy and product type

Where should the data go?

Where would you like to put the data?



The screenshot shows the INUVIO PatientCollector PC interface. At the top, it displays the patient name 'Ima Georgia Sampler' and Patient ID '3851'. Below this, there are tabs for 'Patient', 'Primary Insurance', 'Secondary Insurance', 'Tertiary Insurance', 'Guarantor', and 'Documents'. The 'Primary Insurance' tab is selected, showing insurance information for 'UNITED HEALTHCARE (PPO) [10459] - Pkg ID: 10459'. The 'Insurance Information' section includes fields for First Name (CHLOE), Middle Name, Last Name (BROWN), Suffix, Relation to Insured (Spouse), Entity Type, Address Line 1 (223 ANY STREET), Address Line 2, City (BNTOWN), State (GA), Zip Code (22345), DOB (mm/dd/yyyy), Gender (Female), Id Number (999999999), Group Number (140197), Effective Date (01/01/2009), and Expiration Date (mm/dd/yyyy). There are also buttons for 'Copy Address From Patient' and 'Copy Address From Guarantor'. On the right side, there is an 'Upload Images' section with a 'Card Images' checkbox checked and 'Use New Image' selected. Below this, there is a preview of the scanned insurance card, which includes contact information for UnitedHealthcare and PacifiCare, and a signature strip for Michael Cater.

The screenshot displays the INUVIO Patient Collector PC interface. At the top, the patient name is 'Ima Georgia Sampler' and the ID is '3851'. Below this, there are tabs for 'Patient', 'Primary Insurance', 'Secondary Insurance', 'Tertiary Insurance', 'Guarantor', and 'Documents'. A list of insurance packages is shown, with 'UNITED HEALTHCARE (PPO) [10459] - Pkg ID: 10459' highlighted in yellow. Below the list are search filters for 'State of Coverage' (set to Connecticut), 'Insurance State', 'Insurance Zip Code', 'Insurance Phone', 'Product Type', and 'Case Policy Type'. The 'Insurance Information' section includes fields for First Name (CHLOE), Middle Name, Last Name (BROWN), Suffix, Relation to Insured (Spouse), and Entity Type. The 'DOB' field is set to 'mm/dd/yyyy'. The 'Card Images' section has an 'Upload Images' button and a 'Use New Image' checkbox checked. A preview of an insurance card is shown at the bottom right.

can be used to find and select the correct package. To perform a search, an insurance ID Number must be populated in the Patient-Collector ID Number field, a state of coverage for the insurance package must be selected, and the insurance carrier must be typed into the search box. (Note: Additional search parameters such as Insurance Zip Code and Product Type may be needed to find some less common packages.)

Choose the correct insurance package from the populated list that matches the card type (or claims address from the back of the card) and click it. The package will turn blue to denote a selection. When submission occurs, the patient's insurance policy will now be linked to the pre-configured insurance package in athenaNet®. For proper claims processing, always ensure that the correct insurance package is selected before submission.

For IE users, make sure the insurance package you selected is highlighted in yellow to denote a selection. A double click is sometimes required.

Cached Insurance Packages

After each successful search and new package submission via PatientCollector, if that package is not a Most Used Insurance Package, that package will automatically be saved and included in the PatientCollector package list by default. These packages are denoted by three astericks (***)

You will still need to perform patient insurance eligibility checks as the data on an insurance card cannot confirm current eligibility status or benefits.

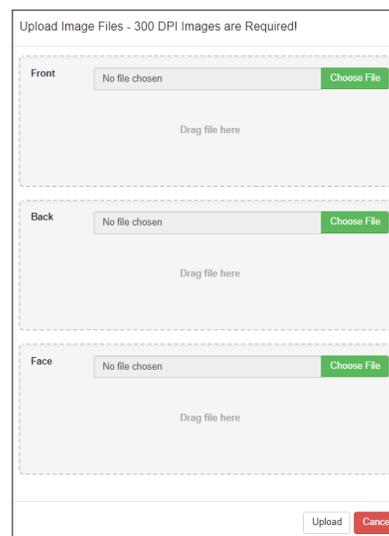
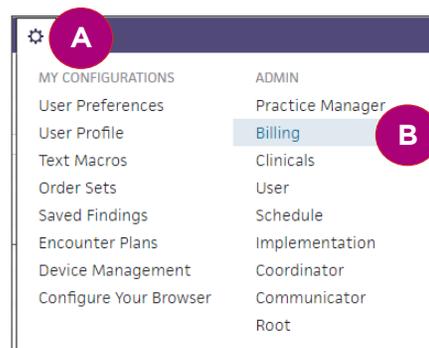
Adding a Most Used Insurance Package

If a practice administrator wants to add particular package(s) to their Most Used Packages list (and subsequently PatientCollector), click the setting wheel ^A, click Billing^B, and then on the left pane that opens click Most Used Insurance Packages^C. In this view are all the current Most Used Insurance Packages and the ability to lookup/add new packages to that list.

Digital Health ID Cards

When a patient has a digital insurance card, that card can still be used in conjunction with PatientCollector to put the appropriate insurance information/card images into the patient chart. Direct the patient to email the digital file to a secure email address that can be accessed by the front desk. To upload the digital health ID card to PatientCollector, open PatientCollector, select the correct insurance tab and click . You will then be presented with a screen that allows you to either select the image from file, or drag the image into the box for upload.

 PatientCollector only accepts single card images for data extraction. A single file with multiple card images can still be submitted (as seen), but data extraction is not likely to occur in such circumstances.



 300 DPI images are required for the service. Higher DPI images will slow down the service and your browser, and may be rejected by athenaNet®. Lower DPI images will likely produce poor, erroneous extraction results.

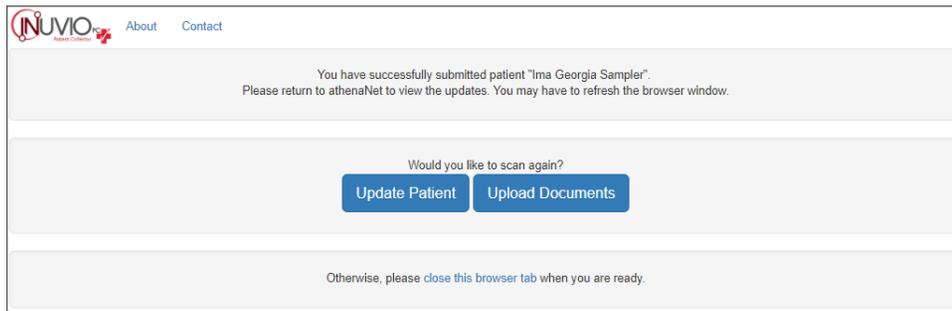
Data Toggle Switches

Next to each field in PatientCollector, there can be three toggles depending on the source of the patient information. 

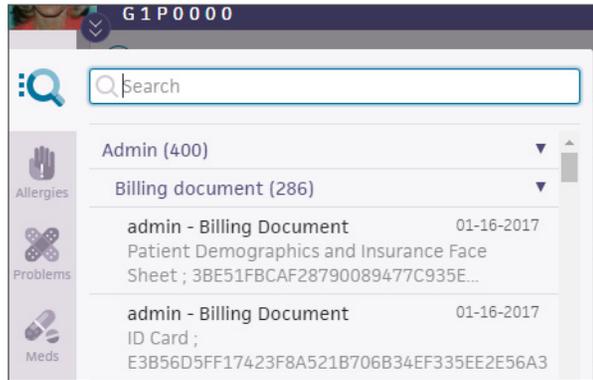
The color of the icon denotes where the information currently displayed in PatientCollector is coming from. The cloud icon  denotes information from athenaCollector®. The card icon  denotes data extracted from a recent scan. If the icon is green, then that is the source of the data in the field(s). To remove all data from a field, click the  icon.

Confirmation Display & Final Submission

Once the data has been verified as correct, check the box confirming that the data was verified and click . After the card images and information have been successfully submitted to athenaCollector®, a screen will appear indicating the successful entry of the new data.



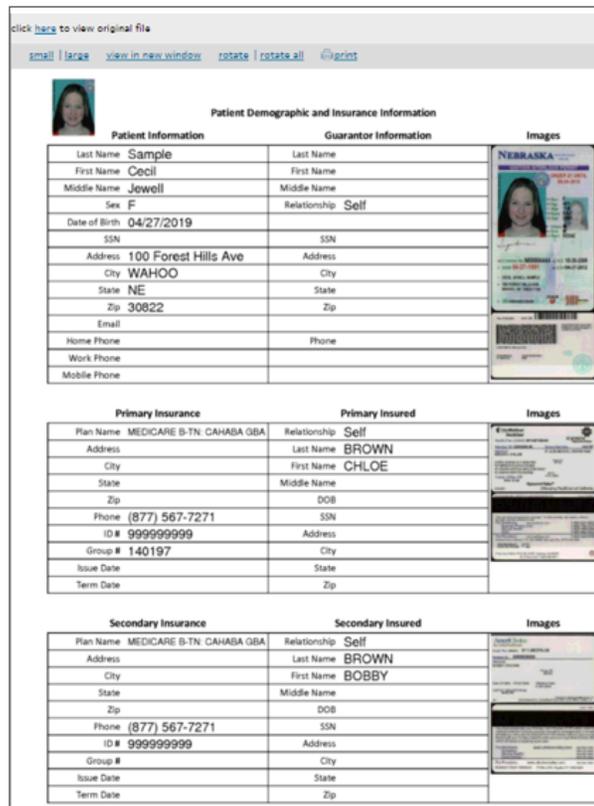
In order to see the recent changes submitted by PatientCollector, refresh the patient in athenaNet®, click the magnifying glass in the search box to do this.  With the page refreshed, the athenaNet® patient record will now be updated with the relevant patient data and images submitted via PatientCollector.



Automated Admin Documents

After updating a patient record via PatientCollector, the patient card images submitted will auto-file in the patient chart, in addition to the patient quickview, for additional administrative options. In this instance an identification card, primary insurance and secondary insurance card were updated/submitted via PatientCollector.

The Admin – Insurance Card (Primary, Secondary) entries are images of the patient’s primary and secondary insurance cards. They are filed here for quick administrative access. Click to view and then [click here to view original file](#) as a .pdf, where you can then save the image to a particular file location for later use.



The Admin – Billing Document is a patient facesheet that can also be utilized for administrative tasks. Click and you will see a breakdown of the patient demographic and insurance data with images on a single sheet. Because PatientCollector only has access to certain information via athenaCollector® the document is only partly filled out. To fully fill out the sheet, again [click here to view original file](#) as a .pdf. This .pdf is editable and will allow the user to key in the final demographic and insurance information gleaned from the patient quickview. Again, save the document to file after it has been filled out so it then can be attached and sent to the appropriate recipient(s).

For IE users, you may need to install a .pdf reader to open/edit these documents.

Document Upload

With PatientCollector, you are able to take any patient-specific document, scan it, select that document type, and on submission it will automatically file to the proper chart location in athenaNet®.

Document Upload Basics

To add a document into a patient's chart, you must link the patient to the document by entering PatientCollector from the patient's chart or quickview. In the patient record click [Inuvio Document Upload](#). If, alternatively, you click [Inuvio Patient Update](#), once in PatientCollector click the tab titled [Documents](#). Because document upload is separate from the card data extraction, a prompt will denote that any new data in PatientCollector should be submitted and saved before moving to document upload. Click, "Yes, I want to go to Documents."^A

A scanner must be selected from the Select Scanner^B drop down list prior to scanning. This selection will be remembered for future scans. Additionally, **Auto-scan** is available for those scanners that support it, as well as **Two-sided** scanning for pages printed on both the front and back. Toggle both as needed from document to document.

Document Filing and Notes

Before or after scanning a document, you must choose what type of document and document subclass^C is being scanned to assure it will be filed in the correct location and under the correct heading in athenaNet®. 

Additionally, you can also denote a Provider of record^D and a number of different notes and classifications^E depending on the type of document being submitted.

Continue to Documents?

Any unsaved changes will be lost. Do you want to continue to the Documents section?



[About](#)
[Contact](#)
[Help](#)
[Use Legacy](#)

Patient Name: Ima Georgia Sampler
Patient ID: 3851

[-] EcoScan i4d

Auto-scan ()
 Two-sided ()
 Fax-mode ()

[Patient](#)
[Primary Insurance](#)
[Secondary Insurance](#)
[Tertiary Insurance](#)
[Guarantor](#)
[Documents](#)

Documents

Provider
None

Priority
Normal

Auto Close Document

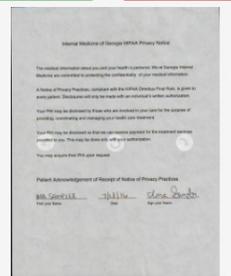
Document Date
mm/dd/yyyy

Internal Note

Document Class
Admin

Document Subclass
Admin

Document Type



 Encounter documents^C must have the patient checked-in to an appointment and the appointment selected^E to be able to successfully submit the document.

Fax-mode

If a particular document or class of documents have a high probability of later being faxed, Fax-mode () is recommended to ensure clarity of the document after being subjected to typical fax quality issues.

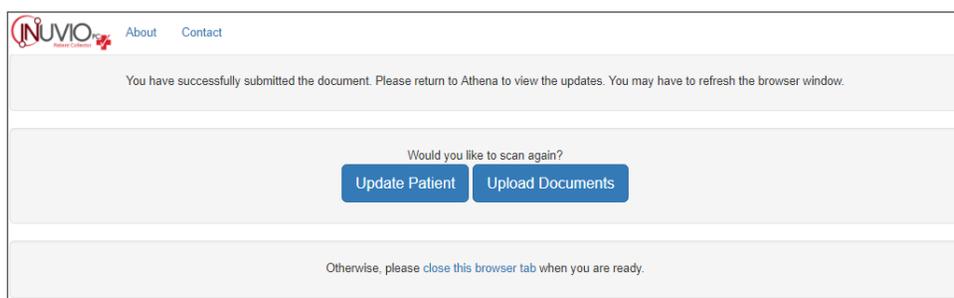
Cropping, Rotating and Reordering Pages

When a document is scanned into PatientCollector, sometimes that document needs additional care before submission. There are multiple tools available to you to modify the document.

If the image of the document is not properly cropped from the scanner, click  to resubmit the document to PatientCollector for an additional crop. The   buttons will change the page order for multi-page documents. The    buttons allow the user to rotate the document and, finally,  will remove any page not needed.

Confirmation Display & Final Submission

Click when the document is ready to be added to the patient's record. After the document has been added to the patient's chart, you will see a successful submission prompt and can close the PatientCollector browser tab.



After a successful submission, either refresh the Chart or move into the Chart from the Quickview (refreshing athenaNet) and the chart will be updated with the document, with the exact location in the Chart being determined by the document type designated.



Frequently Asked Questions

Why, when I wake my computer up, does my scanner delay or not power on?

When a computer goes to sleep, most of the processes it runs are suspended for energy efficiency. Sometimes scanners have issues reconnecting with the computer when they wakes up. Typically unplugging the USB cable from the back of the unit, and then re-plugging it back in will successfully reconnect the scanner.

Why can I not see any scanners in the scanner selection panel?

Verify that the scanner is physically connected to the computer with it's provided USB cable. Dynamic Web TWAIN and the scanner's TWAIN drivers must be installed for PatientCollector to recognize a scanner. For a list of Inuvio's recommended scanner driver's, go to <http://inuvio.com/service/downloads/> or visit the scanner manufacturers website.

Why can't I get Dynamic Web TWAIN to install?

For security purposes, most practices IT only allow those user's with administrative privileges to do additional software installations. Please contact your network administrator to install.

Why does it take so long to update a patient record via PatientCollector?

PatientCollector is dependent on the internet connection speed of a practice. If you feel your internet is slow, please contact you IT administrator or your Internet Service Provider to verify if you have sufficient bandwidth. For large document scanning, compressing and cropping takes time, some may take up to a minute and a half

to fully upload. Additionally, when high DPI images are in use, naturally upload times will increase.

Why are there missing characters or incomplete fields after data extraction?

It is recommended to clean and calibrate card scanners at least once a month to produce quality images for data extraction. If cleaning and calibrating does not produce better results, please contact Inuvio support (support@inuvio.com) to review the issue with that particular card.

Why are face images not being updated from identification cards?

If the image quality of a card is not good, cleaning and calibrating your scanner may allow PatientCollector to better match the ID and thus pull the face image from the card. If it is a new card, it will be updated in the system in a couple of business days.

What browser does PatientCollector work best with?

PatientCollector is engineered, tested and optimized to work with the latest iterations of Internet Explorer, Mozilla Firefox, and Google Chrome. If you are seeing issues with PatientCollector not functioning correctly, please check and make sure you are using the latest iteration of your browser of choice. Google Chrome is recommended by athenaHealth® and Inuvio alike.

Inuvio Support (800-291-1471 x3)

Why is the insurance package I need not showing up in PatientCollector?

If an insurance package is not available in PatientCollector, the user will need to update their insurance package list in athenaCollector® before that package can be accessed in PatientCollector.

Why doesn't PatientCollector collect driver's license numbers, state the card was issued in and the expiration date?

PatientCollector collects most all information from a driver's license but is only able to serve up particular data types to athenaCollector®. We hope to include these demographic fields after future updates.

I'm having trouble accessing the service through my firewall. What can I do?

To access PatientCollector through a firewall, your administrator will need to unblock access to inuvio.com and the subdomains of Inuvio. URLs to add to Trusted Sites list in Internet Explorer:

<https://api-v2.scancloud.inuvio.com>

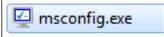
Then the user's integration-specific URL:

<https://athena.scancloud.inuvio.com>

Why isn't my scanner working with Windows 10?

When a computer is upgraded to Windows 10, you may need to unplug your scanner and install the latest driver version to work with Windows 10. Check to see if your scanner drivers are available at <http://inuvio.com/service/downloads/> or visit the scanner manufacturer's website.

Why am I having trouble scanning? (Scanner Competition)

Because PatientCollector has an auto-scan functionality, there can be no conflicting open software (ScanSharp) on the computer polling the scanner. To prevent future conflicts, programs may need to be unchecked from restarting on reboot. To do this, first click the Window's home , then type "msconfig" in the windows search panel . Click .

System Configurations will open. Make sure Selective startup  is designated, then click the Startup  tab.

De-select the program(s) that have auto-scan enabled.



Click apply and the conflicting software has been deselected from running on startup.

Additionally, make sure only one PatientCollector browser window is open at a time.

Does PatientCollector work with Macs?

Yes, PatientCollector does work in conjunction with Macs that are able to access a USB scanner. Currently the Panasonic KV-S1026c is the only scanner (we've tested) that will work, via Dynamic Web TWAIN, with a Mac.

If you have any questions not covered in this FAQ, please contact Inuvio Support at (800-291-1471 x3)