Add-On Solutions Enhance Efficiency and Function

Looking for easy ways to save time and make your practice more efficient? Through alliances with several third-party software developers, HealthSystems offers a number of integrated solutions to enhance your GE Centricity system. In this issue, we are featuring five add-on products (but there are more to come). These products – Claim Edit Manager, Fee Schedule Manager, Word Helper and Self Check-In Kiosk by Virtual OfficeWare, and eTicket by HealthCo – help you make the most of your Centricity investment.

CATCH CLAIMS ERRORS QUICKLY

Why wait for a rejection report? Use **Claim Edit Manager** to create your own claim edit rejections prior to submission. Claim Edit Manager edits claims against payer-specific rules and prevents rejections that increase claim processing costs. For example, Claim Edit Manager can alert you to discrepancies in diagnosis and procedure code combinations or catch invalid characters. With Claim Edit Manager, you can improve your claim turnaround with accurate and precise claim submission. And as you know, error-free claims are paid more promptly.

UPDATE FEE SCHEDULES INSTANTLY

How many hours per year do you spend updating your allowed amounts from insurance carriers? With the flexible **Fee Schedule Manager** utility, you can download fee schedules into Centricity from an Excel spreadsheet, the internet or CDs – all with the touch of a button. This automated update will save you a huge amount of time.

MAIL MERGE WITH MICROSOFT® WORD

Make patient communication easy and efficient with the **Word Helper** program. Word Helper allows you to create Microsoft Word mail merge documents that interface with patient demographics stored in Centricity. You can easily create and customize an unlimited number of documents, from letters and forms to labels and envelopes. Simply point and click to insert fields into the document.

SELF CHECK-IN FOR PATIENTS

Lose the clipboard! With **Self Check-In Kiosk** software, your patients can check in when they arrive using a touch-screen or card swiper interface in the waiting room. Their input triggers a change of the appointment status in Centricity. The interface also verifies the patient's current address and insurance carrier, and replaces the clipboard to provide a fully HIPAA-compliant check-in solution.

CREATE ELECTRONIC SUPERBILL FEE TICKETS

End the paper chase by creating your own practice-specific electronic fee tickets. Use a hand-held wireless tablet PC or a standard PC instead of paper. Using **eTicket**, your office can record patient encounters in real-time – without touching a piece of paper. Physicians can access past patient visits, record rendered services, look up diagnoses and procedures, order lab tests and request a recall for a follow-up appointment in just seconds. eTicket streamlines workflow and speeds up payment processing by eliminating the manual entry of fee ticket data while preserving administrative control. ICD9s and CPT codes come right into the Centricity billing window for checkout.

All of these Centricity-integrated products are available via HealthSystems for a very reasonable fee. If you would like to find out more, contact Janine Job at HealthSystems, **800-834-8359, 770-936-9738 x 147** or **jjob@healthsystems.net**. Also refer to our calendar on page 4 or our website for additional HealthSystems Add-On Products Lunch & Learn dates and locations.

DataExpress Automates Statements

Secure. State-of-the-art. Inexpensive. PSC Info Group's DataExpress is an easy-to-use outsourcing process that automates your statement processing, printing and mailing.

Using DataExpress is easy. Your practice electronically transmits patient billing files to the DataExpress processing center via the internet, FTP/VPN, email, modem or other medium. All required data fields from Centricity's billing files are captured, converted and laser-imaged onto a professionally designed, full-color statement format. Each statement is then folded and inserted with a return envelope into a mailing envelope, sorted, bar coded and mailed first class – all within 24 hours – for 58 cents per piece or less, depending on volume. That even includes postage!

Many HealthSystems clients are using DataExpress with great results. Gadsden Orthopaedics Administrator Caryn Stark is sold on it. "Our entire billing process is much more efficient and streamlined," she said. "Plus, we believe our collections have increased."

To learn more about DataExpress, contact Jan Jennings at **800-834-8359, 770-936-9738** x **111** or **jjennings@healthsystems.net**.

Centricity Reporting Made Easy Via Reports Training Class

Thom Cook,
Vice President of
Technical Services

"The class includes an in-depth review of Centricity's financial reports, information about extracting data from the system and details about how to create custom reports for an individual practice."

The Centricity reporting module comes with approximately 120 reports built in. Do you know how to use them?

"Many of our clients aren't familiar or comfortable with the detailed level of reporting and functionality their system offers," said HealthSystems VP of Technical Services Thom Cook. "Our Reports Training Class can help people make the most of their reporting. The class includes an in-depth review of Centricity's financial reports, information about extracting data from the system and details about how to create custom reports for an individual practice."

The class also reviews report security and maintenance, such as saving reports criteria. It also covers the use of Centricity's Embedded Crystal Designer software, which can be used to customize reports. Two other areas of particular interest are financial report balancing and how to use the reporting capabilities of Microsoft® Excel and other tools to extract data out of the system.

"We know each practice is different, so we encourage attendees to bring their own reports so we can discuss them," Cook said. "We strive to keep the class structure open so people have plenty of opportunity to ask questions."

Invaluable Reports Book & Custom Reports CD Included

One of the most popular takeaways from the course is a book created by HealthSystems that includes descriptions and detailed instructions for every report Centricity offers – a great resource for every practice to have on hand. Plus, attendees at past classes have received a CD containing a range of reports HealthSystems has customized as another value-added service.

Feedback from attendees has been very positive. "The class gave me an excellent, in-depth look at the way reports are built," said Genia Jarrett of Southside Kidney Clinics. "We discussed where the data comes from and how to get the most out of the reports we use. We also learned how to customize our own reports so we can see the information the way we want to. I can't wait to use everything I learned."

The next Reports Training Class is scheduled for May 4 at the International Trade Club in Mobile. If you are interested in attending the May 4 class – or a future Reports Training Class – contact Karen Byrne at **800-834-8359**, **770-936-9738 x 121** or **kbyrne@healthsystems.net**.

News & NOTES

A quick look at news of interest to HealthSystems clients

NEW EMR IMPLEMENTATION EXPERT

HealthSystems welcomes Randy Wellborn to our EMR implementation and support team. With 20+ years in IT, Randy has worked on both the vendor and end-user side. For the past 14 years, he has worked exclusively in healthcare IT, most recently with Promina. Randy has extensive experience with Centricity EMR, and is especially knowledgeable about custom form development.

HEALTHSYSTEMS SPONSORS MEETINGS

Did you see us at the Alabama MGMA meeting in March? We co-hosted a booth in conjunction with GE Healthcare.

Congratulations to the winner of our drawing for a personal DVD player – Penny Newton, Ladiga Medical, Jacksonville, AL. Also, look for us at upcoming meetings *(see calendar, page 4)*.

STILL GROWING STRONG

We've recently added 13 new practices to our client roster. In Georgia, we've added practices in Atlanta, Decatur, Douglasville, Fort Valley, Stockbridge and Winder. In Alabama, we've added practices in Birmingham and Mobile. In 2004, we celebrated the signing of our 100th practice. We appreciate all of the great referrals we continue to receive. Thank you for your continued loyalty – we value your support.

Ask the Experts...

The HealthSystems support staff knows many tricks and tips to help you use your Centricity Practice Management system more efficiently. Here are answers to questions frequently asked of our support team members.

Sandra Girten

has more than 20 years of clinical and administrative experience in the healthcare field. Prior to joining HealthSystems, Sandra was beta manager for a practice management software company, and office manager for a dentist. She has traveled the country handling software training and implementation.

Toolbar Shortcuts BY SANDRA GIRTEN

Q: Is there a way to get a simple, one-click toolbar button for frequently used menu items like printing Superbills, patient profiles, patient statements, HCFAs and other documents?

A: Yes. All menu items can be dragged onto a toolbar for easy use. Plus, these toolbar shortcuts can be unique for different users of your system.

1. In the gray area at the top of the schedule, right click. You will see the box shown below. Click on **Customize…**
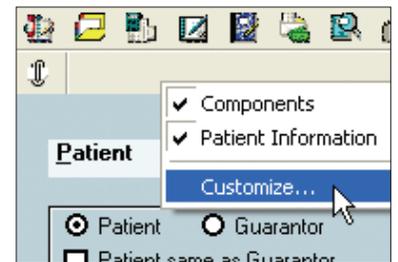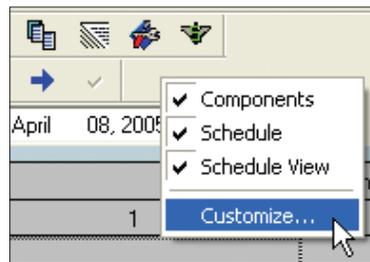
2. The following window opens. Click on the **plus sign** next to **Schedule** or **Patient Information** to get to the section menu you want to customize.
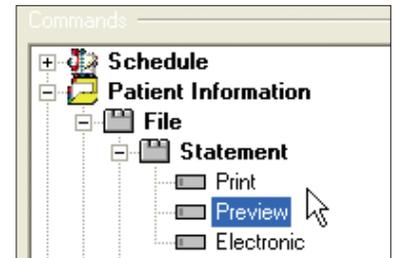
3. For example, click and drag the word **Print** from under **Profile**. Drop it into one of the existing toolbars – not in the gray area. You will want to put these items on the toolbar that works with the type of window you have open. For Schedule, go next to the Check-in button. For Patient Information, perhaps, go next to the paperclip for scanned images, etc.
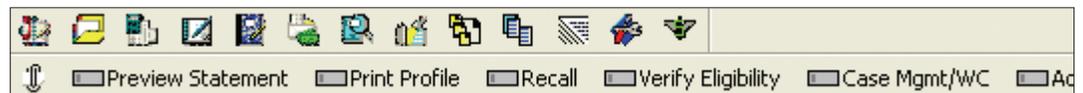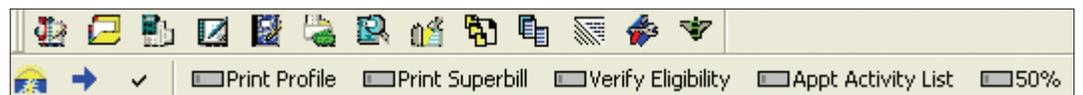
4. In each of area – Schedule, Patient Information, Billing Window, Visit Window, and so on – menu items can be moved to the toolbar for one-click operation.

If you would like to go back to the factory default settings, use the Options menu and select Settings. Click on the button "Restore default toolbar positions" which also restores default toolbars as well.

Mark Your Calendar

Please make note of these upcoming events.

April 28-May 1 – Georgia Medical Group Management Association Meeting, Savannah (Hyatt Regency)

May 4 – Reports Class and Add-On Products Lunch & Learn, Mobile (International Trade Club)

May 4 – Centricity EMR Evening Seminar, Mobile (International Trade Club)

May 16 – Centricity EMR Evening Seminar, Birmingham (The Club)

May 25 – Lunch & Learn, Atlanta (The Ashford Club)

June 30-July 2 – Medical Association of the State of Alabama, Destin (Sandestin Golf and Beach Resort)

Note that HealthSystems will host several sales seminars throughout Georgia and Alabama this spring. If you know of any practices interested in changing their Practice Management or EMR systems, please tell them about our upcoming seminars or have them call Karen Byrne at 800-834-8359 or 770-936-9738.

When Contacting HealthSystems

We are always happy to help you by answering your general questions or providing system support. Here are a few suggestions about how to contact us so that we can serve you better:

- Feel free to contact us by email – support@healthsystems.net; phone – 800-834-8359 or 770-936-9738 or fax – 770-936-1921.

- Let us know your full name, practice name, phone number and email address on your email, phone or fax.

- Include a fax cover sheet on all faxes. Address faxes to HealthSystems Support, and be sure to include your first and last name, practice name and contact information so that we can get back in touch with you promptly.

- For assistance, always contact our support group instead of an individual. That way, if an individual is out of the office or on vacation, your question will still be addressed in a timely manner.

We appreciate your business and look forward to serving you.

HealthSystems

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