



HealthSystems Best Practices

Summer 2004

AN UPDATE FOR CENTRICITY USERS IN THE SOUTHEAST

GE Chooses HealthSystems As Exclusive VAR

As part of GE Medical Systems Information Technologies' sales reorganization last December, HealthSystems was honored to be named the exclusive regional value-added reseller (VAR) for Centricity Physician Office products in Georgia and Alabama. In its expanded role, HealthSystems will focus on serving new practices of five or fewer physicians in its exclusive territory. HealthSystems will continue to sell, implement and support Centricity products for all existing clients.

"Our new network of VARs represents those who are capable and committed to supporting an entire region for both Centricity products," said Catherine Pompei, business manager for GE's Centricity Ambulatory Division. "HealthSystems' history of superior client service and support made them a clear choice for us in Georgia and Alabama. We have great confidence that HealthSystems will continue to help practices grow and become more efficient with Centricity products."

HealthSystems Now Offering Centricity EMR

Electronic medical records (EMR) systems are a hot topic in medical practices today. Also known as electronic health records or computerized patient records, EMR systems help practices document patient encounters, streamline clinical workflows and securely exchange clinical data with other providers, patients and information systems.

As part of its new reseller arrangement with GE Medical Systems, HealthSystems is now offering the Centricity EMR product in addition to Centricity Practice Management. Formerly known as Logician, Centricity EMR is used by thousands of physicians to manage millions of patient records, making it the industry's leading EMR for ambulatory care for more than a decade.

"Centricity EMR was designed for clinicians by clinicians," said HealthSystems founder Maurice Rosenbaum. "It makes information accessible to the whole care team instantly, while maintaining security and HIPAA compliance. We're happy we can now offer this excellent product to our clients."

Support for All EMRs Continues

The addition of Centricity EMR to its product offering in no way affects HealthSystems' commitment to working with other electronic medical record systems our clients choose. "We will of course continue to support and integrate with all EMR products," said Rosenbaum. "That's absolutely key to our clients' success. But for those looking to implement an EMR system or change their current one, Centricity EMR is a wonderful addition to our offering."

Interested in learning more about Centricity EMR? Visit our website at www.healthsystems.net/products.htm, or contact Karen Byrne at 770-936-9738 to schedule an onsite presentation or get information about a 30-minute demo you can view from your office.

About Centricity EMR ...

Centricity EMR empowers health-care providers to deliver the highest quality of care at lower costs. Among its advantages:

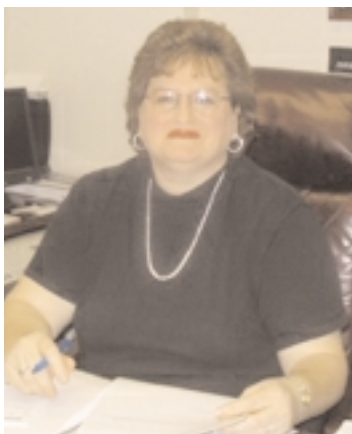
- **Increased efficiency**
All patient records are immediately accessible and can be added to or edited on the fly, reducing transcription costs and narrowing turnaround.
- **Improved accuracy**
Test and lab results can be entered quickly, easily and accurately into an EMR, which can dramatically reduce the probability of error.
- **Improved patient care**
EMRs can provide decision support at the point of care. They can also be used to track patient follow-up activity, patient compliance and patient progress. Preventive care is directly supported.
- **Better resource allocation**
Valuable space used to manage and store paper records can be reallocated for exam rooms or offices. Time previously spent on chart pulls can be spent on patient care. Transcription can be reduced or eliminated.
- **Security**
Unlike paper records, access to EMRs can be restricted, so staff have access to records based on job function. Audit trails track record access and usage.
- **Reduced malpractice costs**
Using an EMR may reduce malpractice insurance costs because of the improved documentation, audit trails and accuracy.
- **Regulatory compliance**
Aids in meeting HCFA as well as other regulations and guidelines.

To find out more, visit www.healthsystems.net

Case Study: Birmingham ENT Practice Thrives with HealthSystems

Three doctors. Two corporations. One database. This is the setup at Birmingham Ear, Nose & Throat Group P.C. and its sister company, Birmingham Hearing & Balance Center, P.C. – users of Centricity PM and AllMeds EMR, and a HealthSystems client.

The practice began using the Millbrook Practice Management (PM) software at the end of 2002, upgraded to the Centricity PM product in July of 2003, and added AllMeds EMR in September of 2003. “We spent a lot of time researching the products we chose,” said Office Manager



Marcia Lowry, “so we were confident that we’d made good selections. Unfortunately, support through the software companies was really lacking during 2003. It was a very tough time for us, and we were extremely disappointed. We felt completely lost in the wilderness of this software. Then we found HealthSystems.”

Problems Solved

HealthSystems conducted a site evaluation in January of 2004, a standard practice with any new client. “HealthSystems asked us for a list of unresolved support issues, and their technical team fixed 85 percent of them in one day,” said Lowry.

From the site evaluation, HealthSystems also made recommendations for simple system setting modifications that would help Birmingham ENT make the most of Centricity’s features and smooth integration issues with AllMeds

*Birmingham ENT
Office Manager
Marcia Lowry*

At A Glance...

Birmingham ENT Birmingham Hearing & Balance Center

- 13 employees, including 3 physicians
- 2 corporate entities sharing one database of clinical & administrative information
- Centricity PM & AllMeds EMR

EMR. “Because we know the system so well, we quickly made lots of little changes that substantially increased efficiency for the practice,” said Thom Cook, HealthSystems VP of Technical Services. “We also recommended specific training to help with a variety of usage issues, including the Reports module. We returned for two days a few weeks later to retrain the office staff.”

Consistent Support

According to Lowry, before connecting with HealthSystems, consistency of support and training was a major issue for the practice. “Before HealthSystems, we would hear conflicting answers, and

everyone did things differently, which just confused us further,” she said. “With HealthSystems, we know we’ll get one answer. Plus, HealthSystems accepts support questions by email, which is convenient for questions that aren’t pressing. Our problems are always taken care of.”

Birmingham ENT is now feeling much more comfortable with the system and enjoying the increased efficiency it provides. “I regret we didn’t know about HealthSystems from the very beginning,” Lowry said. “In three days, they took care of a year’s worth of problems. And since then, they’ve really kept us on track. It’s made a huge difference for our practice.”

News & NOTES

*A quick look at news
of interest to
HealthSystems clients*

TRAINING & EVENTS Are you up to speed on the reporting capabilities of your Centricity system? We are currently scheduling a **Centricity Reports Class** to teach clients more about standard Centricity reports and how to generate them. We will also be sharing custom reports we have implemented for other clients. Look for the next class in September.

Have you added or replaced staff since your initial training? Our **Centricity Basic Training 101 & 102** classes are held every other month in Atlanta (see calendar on page 4) and are open to everyone in your practice. They’re great for new employees — and represent a 70% savings off on-site training.

Following the September GE Users Summit, we’ll be sharing training highlights at our annual **HealthSystems User Group** meetings in October. There are two dates in Atlanta, October 19 or 27. The Montgomery date is November 9. We’d love to see you there.

NEW FACES IN ALABAMA Given HealthSystems’ growing customer base in Alabama, we have expanded our physical presence in the state with three employees who now reside there. Vice President of Technical Services **Thom Cook**, a HealthSystems employee for two years, has moved from Atlanta to Montgomery. He is joined by new

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Ask the Experts...

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



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.

EOB for Secondary Payors

BY SANDRA GIRTEN

Q: How can I facilitate sending out secondary claims without spending hours deleting information and photocopying?

A: Centricity PM has a great time-saving report that will print the Explanation of Benefits (EOB) payment information from the primary carrier that can be printed and attached to the secondary HCFA. This resolves the issue of having to make copies of EOBs and blacking out unrelated payment information on bulk payment EOBs.

1. From the Billing Criteria window, select a status of "In Progress" with the current carrier set to the Secondary radio button.
2. Select the ALL visits radio button for the date range.
3. Approve the visits and print the HCFA.
4. Select all visits and go to File.
5. Select Reports.
6. Place a check mark in the EOB for Secondary.
7. Click Print.

Attach the HCFA and the EOB report and mail to carrier.



Louise Davis

is the newest HealthSystems support team member, having joined the company in January 2004. Louise has 18 years of healthcare experience, primarily in billing management.

Before joining HealthSystems, Louise was support department supervisor for a medical software company.

Aligning Claims Forms

BY LOUISE DAVIS

Q: How can I get my HCFA form to align correctly?

A: There are a variety of reasons why the HCFA gets out of alignment, from computer servicing to new printer installation. Here's how to get the HCFA to realign properly.

1. Go to the Centricity Main Menu screen.
2. Click on Administration.
3. Locate the +Administration Settings in the white box and expand that box by clicking on the "+" sign.
4. Click on Reports. A second white box will appear with "Claims" highlighted in blue.
5. Click on the Modify button. Another box will appear.
6. To determine which form you need to align, highlight one of the rows within the box and click Modify.
7. To verify which claim form you are aligning, look inside the box labeled "Filing Method." This should either be blank or read "UB92,HCFA."
8. Once you have chosen the correct form to align, click on Report Setup.
9. You will now be inside another box with alignment boxes "Indent Left" and "Indent Top." Start entering numeric values in this field. (Remember, these fields are measured in inches, so start with a small number.)

Each time you change the settings, print a test claim form to make sure it is aligned correctly. Keep adjusting until it aligns.

*Do you have a question for our technical experts?
Send it to BestPractices@HealthSystems.net and we'll be happy to answer it.*

NEWS & NOTES

(continued from page 2)

employees **Mike Sweeney**, who will be handling sales in Alabama and **Lenore Yarbrough**, who will be handling training throughout the state.

NEW FACES IN GEORGIA

We've also added to our staff in Georgia. **Larry Stoumen** has joined HealthSystems as Vice President of Client Services and Operations, a new position for the company. In addition, **Louise Davis** has joined our support staff and **Bob Lile** has joined our training staff.

Mark Your Calendar

Please make note of these upcoming events.

August 2-4 – Alabama Medical Group Management Association (MGMA) Meeting, Perdido Beach

August 18 & 19 – Centricity Basic Training 101 & 102, Atlanta (HealthSystems office)

September 23-26 – GE User Summit, Dallas

October 2-6 – National MGMA Meeting, San Francisco

October 19 & 27 – HealthSystems Annual User Group Meetings, Atlanta (The Ashford Club). Two identical sessions for your scheduling convenience, featuring highlights from the GE User Summit.

October 20 & 21 – Centricity Basic Training 101 & 102, Atlanta (HealthSystems office)

November 9 – HealthSystems Annual User Group Meeting, Montgomery, featuring highlights from the GE User Summit.

December 15 & 16 – Centricity Basic Training 101 & 102, Atlanta (HealthSystems office)

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



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