



HealthSystems Best Practices

Summer 2005

AN UPDATE FOR CENTRICITY USERS IN THE SOUTHEAST

New Centricity PM and EMR Products Available Soon

Centricity Physician Office Practice Management and Electronic Medical Records users have good things to look forward to from GE Healthcare in the next few months. GE will soon release the Centricity EMR-05 upgrade, full of enhanced functionality users have asked for. And in the fourth quarter, GE will release Centricity Physician Office Mobile, a software package that will allow PM users to capture charges on a handheld device both in and out of the office.

“Our goal is to make it easier for our Centricity Physician Office users to do their work, so we’re continually trying to improve our existing products and offer new ones that will advance the efficiency of our users’ practices,” said Derek Schoonover, Outpatient Marketing Director for GE Healthcare Information Technologies. “We believe both the EMR-05 upgrade and the Mobile offering will make a positive difference for our users.”

EMR-05 – You Asked For It

The EMR-05 upgrade includes a variety of enhancements users will appreciate day-to-day, and answers many user requests for specific changes. Among the enhancements in EMR-05:

IMAGING, ILLUSTRATIONS & ANNOTATION

With EMR-05, users can quickly access images, add illustration templates, attach digital photography, draw their own images and add text to images. Everything is easy to manipulate, recall and attach, and it’s all saved as part of the patient’s file.

MEDICATIONS To facilitate drug dosage recommendations in real time, a dosing calculator is included in this release. New allergies and adverse reactions data and monthly medications updates are also included.

GROWTH CHARTS A plus for pediatricians, EMR-05 includes built-in, easy-to-print growth charts – including length for age, weight for age, weight for length, head circumference for age and BMI vs. age – and gives users the ability to dynamically manipulate aspects of them to reflect various conditions such as Down’s syndrome.

PROBLEMS EMR-05 enhancements allow better organization and easier viewing of problem data, as well as easier input of new information.

DESKTOP DOCUMENT MANAGEMENT

Tracking all of a patient’s documents is easier with improved document management capabilities, including multi-document routing.

CLINICAL ACCURACY EMR-05 accommodates updated JCAHO-compliant abbreviations and ensures more accurate record keeping and patient safety.

CPO Mobile – Charges on the Go

Centricity PM users will appreciate increased efficiency on the go with the charge capture capabilities of CPO Mobile. This new product works with both Palm and Microsoft Windows CE operating systems and allows clinicians to capture charges while using a mobile device in or outside the office. A huge benefit to physicians making hospital rounds, CPO Mobile will accurately capture charges and efficiently upload them into their office-based PM system for billing. This capability will allow users to get paid faster, increase revenues, eliminate manual entry and avoid losing charges.

More information on these GE products will be forthcoming as release dates approach. In the meantime, if you have any questions or would like to schedule your EMR-05 upgrade, contact HealthSystems at **770-936-9738**, **800-834-8359** or **kbyrne@healthsystems.net**.

Free High-Speed Interface Saves Hours

Still using a modem to transmit claims and remittance files to McKesson? Sign up for the new McKesson high-speed FTP interface and reduce your transmission time from hours to minutes each week.

As noted in our broadcast faxes and email, the new high-speed interface replaces your modem and instead uses your existing high-speed office internet connection to transmit files. Plus, it’s free. No charge from GE, no charge from HealthSystems and no charge from McKesson. And the time savings is significant. According to HealthSystems client Brian Clark, practice administrator for Braude, Mermin, Spivey, Malamis, and Perry, MD, PC in Atlanta, “What used to take us an hour is now taking us one to two minutes. We’re very happy with it.”

To sign up, simply have your hardware vendor fill out the technical survey we sent. (If you don’t have one yet, let us know.) Once you complete the survey, you’ll be ready to reap the benefits of this time-saving enhancement. And remember, if you are planning to use real-time eligibility when it is released, you will need a high-speed connection.

For more information, contact Louise Davis at 770-936-9738, 800-834-8359 or ldavis@healthsystems.com.

A Note for Our Alabama Customers:

HealthSystems has written a direct Eligibility Validation product for BCBS Alabama and Medicare. Contact us for details!

Case Study: Macon Pediatrician Adds EMR to Centricity Physician Office Suite

Dr. Angela Barroso is sold on Centricity. A popular pediatrician in Macon, Georgia for eight years, Dr. Barroso worked with HealthSystems to install Centricity Practice Management software when she launched her own practice in 2003. Just a few months ago, HealthSystems installed Centricity EMR at Dr. Barroso's busy office and she and her staff are delighted with the results.

"We had been interested in EMR for a while and had considered several EMR products, including one that is pediatric-specific," said Barroso. "Many of them seemed too complicated, and others lacked good support, so we put off our decision. But our need for an EMR product became obvious

when it recently came time to re-do our chart room. Were we going to spend money increasing our space, paying for off-site storage and hiring a person to file fulltime? Or should we invest in an EMR system? The choice was clear."

National Product, Local Presence

Dr. Barroso and her staff had confidence in the stability of the Centricity product line and in HealthSystems as a local sales and support provider. Selecting Centricity EMR became a relatively simple decision. "I can't say enough about the product and the HealthSystems support we've had."

HealthSystems organized the installation and training to be as seamless and undistruptive to the practice as possible. "The HealthSystems training was awesome," said Barroso. "We rotated staff members into training for a couple of hours a day, and we used every moment efficiently. Plus, I was absolutely committed to learning the system myself. That took some time, but it has made a huge difference in how I use the system."

Centricity EMR Honored in Pediatric Setting

Did you know? Centricity EMR was recognized as an outstanding healthcare information system solution in the Pediatric Challenge held by the Medical Records Institute at the 2005 TEPR Conference.

At A Glance...

Angela Barroso, MD Pediatrician

- Sole practitioner – up to 50 patients a day
- 6 employees
- Centricity PM and Centricity EMR

Increased Efficiency

Dr. Barroso's advice to others considering EMR? It's worth it. "EMR is not out of reach for a sole practitioner," Barroso said. "Sure, it's an investment. But it's made our office much more efficient. No more sticky notes. No more filing time. Our staff is happier because we're able to spend more of our time actually treating patients instead of doing administrative work.

"People consider EMR a necessity at a big practice," she said, "but I would say EMR is a necessity at a small practice, too."

News & NOTES

A quick look at news
of interest to
HealthSystems clients

NEW FACES HealthSystems welcomes several new employees. EDI expert **Aida Anderson** has joined our customer support group from GE Healthcare in Dallas. We also have two new clinical trainers. **Renée Edwards**, our new Centricity PM trainer, joined us from a major practice management and EMR vendor. **Shannon Rogers, RN**, our new EMR trainer, is a registered nurse and previously trained nursing assistants. Plus, **Sheri Orapello**, formerly in our support group, has taken on a new role on our EMR implementation and support team.

NPI # NOT ACCEPTED YET Most payers are not yet accepting National Provider Identifier (NPI) numbers and will reject claims that include the NPI. If you have already received your NPI, do not send it on any claims until you are advised to do so. You will receive future NPI updates as they become available from your clearinghouse.

COMMUNITY SUPPORT HealthSystems recently held a training exercise at Camp Twin Lakes, the only camping facility in Georgia for children with chronic illnesses and disabilities. Not only did we benefit from the experience, Camp Twin Lakes benefited from our support. Visit www.camptwinlakes.org for more information.

Also of note, HealthSystems recently participated in a fundraiser for the Atlanta Wellness Community, an organization dedicated to helping people affected by cancer.

Ask the Experts...



Karen Byrne

has provided sales and marketing assistance to the HealthSystems team for 2.5 years. Prior to joining HealthSystems, Karen worked for 13 years as a sales consultant in the practice management field, with Medical Manager, NDC Health and MedUnite. Karen was also a hospital information systems consultant for two "Big Six" accounting firms.



Jan Jennings

has been with HealthSystems for more than three years, working in support, EDI enrollment, implementation/project management, and training. In 1988, she began her healthcare career working for Baxter Healthcare Systems in the systems division. Before joining HealthSystems, Jan worked as a trainer and support specialist with CompuData/Medic Computer Systems.

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.

Adding Doctors & Mid-Level Providers

BY KAREN BYRNE & JAN JENNINGS

Q: How can I add a new provider?

A: Follow these steps:

- 1. Software Licenses** – Contact Karen Byrne at HealthSystems for a quote. Once the quote is signed by your practice, we will submit the order to GE, and your license key will be updated in 1-2 days. HealthSystems will run server setup and contact you so you can begin building the new provider's schedule template.
- 2. Payer Agreements** – Once the provider's credentialing is in place, contact the enrollment department at HealthSystems to obtain payer agreements and forms. In addition to specific payer agreements, a GE EDI Enrollment Form is required. Use **blue ink** so your forms do not appear as copies. Initial each page of the EDI Enrollment Form, and sign and date the last page. Return *originals* of all enrollment forms to HealthSystems. We will audit for accuracy, and make a copy for our files prior to forwarding to GE Healthcare.
The payer approval process can take anywhere from 6-8 weeks to process. (Please make note of this critical timetable when planning to start the process!) GE Healthcare will forward agreements to individual carriers, and they will notify us of each payer approval.
- 3. Setting Up Providers** – To set up providers, remember to visit the identification rows, fee schedule rows and schedule templates. If you have any questions about these steps, please contact HealthSystems support.



Thom Cook

serves as HealthSystems VP of Technical Services. Prior to joining the company in 2002, he worked as director of research and development for a point-of-sale technology company, and for five years served as an EDI specialist, legacy programmer and technical support provider at InfoCure. Thom's early career was in the military.

Dates to Remember

BY THOM COOK

Q: How should I use the various date options for reports?

A: Here's an overview for you:

Date of Service – the date a service or procedure occurred. This date originates from the Appointment date, which becomes the Visit and Entered date on a particular visit. These dates can be changed if required.

Date of Entry – the date on which visit information was posted into the system. Charges, payments, adjustments and transfers get entered into a batch. Each batch has a Date of Entry, which defaults to the current date – you can enter another date if you choose to. Once the

batch has been saved, the date cannot be changed. Each Centricity report that has a Date of Entry Date, From/To Date, or Entry Date filter refers to the batch Date of Entry.

Deposit Date – the date that is associated with a transaction in the payment entry window. Typically, this date correlates to when the monies were deposited into the bank. This is an optional field so be careful when you run reports by this date unless it is used consistently by each of your users.

To maintain data integrity and ensure that financial reports balance to one another, when applicable, we recommend running each of the financial reports by Date of Entry.

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

How Can We Help You?

At HealthSystems, we are happy to help you by answering your questions in a timely, efficient manner. When you email, fax or leave a voicemail, please include your contact information as well the preferred way and time for us to reach you back.

To Contact Support

Email: support@healthsystems.net

Phone: 770-936-9738

Fax: 770-936-1921

Online: www.healthsystems.net/support.htm

- 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.
- Visit our support website (www.healthsystems.net/support.htm) to get online help, get remote training or access back issues of our newsletter.

For General Information

Email: training@healthsystems.net

billing@healthsystems.net

sales@healthsystems.net

Phone: 770-936-9738

800-834-8359

General Fax: 770-936-1921

Training Fax: 800-834-5016

Billing Fax: 404-506-9196

Sales Fax: 800-834-5016

Mark Your Calendar

Please make note of these upcoming events.

August 10 – EDI Training Lunch & Learn, Atlanta
(The Ashford Club)

August 16 – Managing Fee Schedules (web-based training)

August 16 – Advanced EDI, Alabama BCBS
(web-based training)

September 13 – Centricity 101, Atlanta (HealthSystems Office)

September 14 – Centricity 102, Atlanta (HealthSystems Office)

September 15 – Collections (web-based training)

September 20 – Case Management (web-based training)

September 28 – Navigating the McKesson Website
(web-based training)

November 14-19 – GE Healthcare User Summit, Dallas

January 2006 – HealthSystems Southeast User Group Conference, Atlanta

To get class descriptions, class times and registration information, visit www.healthsystems.net/events.htm.

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