

best

practices

## Kiosk and Tablet Check-In Now Integrated with Centricity

In many practices, patient check-in is one of the least efficient, most frustrating processes in the office. A lot happens at the front desk, from verifying insurance to collecting payments. While self-service is now the norm in many industries (think: airports, grocery stores), physician practices have been hesitant to adopt kiosk or tablet check-in because of a lack of integration with their practice management software.

Problem solved. HealthSystems has addressed this issue by developing a tight integration with Centricity for the Clearwave patient check-in kiosk and the Phreesia point-of-service platform.

Using the Clearwave kiosk, arriving patients can sit or stand at a computer-style screen to check in. Using Phreesia's wireless pad, arriving patients check in using an electronic tablet from the comfort of their seat in the waiting room. Both devices provide a self-service platform to complete demographic and clinical information, collect payments and sign consent forms. Both also verify eligibility and benefits in real time.

The benefits of self-check-in are significant. "When you look at physician offices, it's clear that they're under tremendous stress to provide an outstanding patient experience while meeting all of their regulatory obligations," said Clearwave COO Eric Anderson. "Self check-in removes an enormous administrative burden from the office staff and lets them focus on patient care."

Phreesia National Sales Consultant Rachel Nelson agrees. "Providers save so much time at the front desk, plus the practice increases cash flow, reduces back-office costs and doesn't have to hire additional staff to grow. And patients love the self-service concept — they're accustomed to it and feel empowered by it."

### More Accurate

Another advantage: Patient-entered information is more accurate than data that's been hand-written and then keyed into the system by office personnel. Plus insurance information is verified in real-time, which smoothes the eligibility process and reduces claims rejection.

### Less Work

Because these devices seamlessly integrate with Centricity, there's no additional work required from office staff. For example, when a patient updates his or her address, the information is updated in Centricity. The staff can accept or modify the changes, but all the information supplied by the patient is already in the PM system.

### Electronic Signatures

Clearwave and Phreesia are both capable of capturing electronic signatures, so there's no need to print out forms and get patients to sign them. This paperless approach is an enormous time-saver.

### Better Collections

Both solutions collect payments — and not just today's copayment, but also past-due balances — which typically results in significant increases in collections. Why? Neither the kiosk nor the tablet is afraid or embarrassed to ask for payment!

### Kiosk or Tablet?

Whether you choose to adopt a kiosk or a tablet depends on the nature of your practice and its goals. Both solutions are designed to improve efficiency and profitability, and both seamlessly integrate with Centricity.

If you are interested in learning more about your check-in options, contact Janine Job at 404-207-1292 or [jjob@healthsystems.net](mailto:jjob@healthsystems.net)



Partner  
Healthcare



### Come to SEUC and Find Out More

Representatives from Clearwave and Phreesia will be at our Southeast Centricity User Conference in March at Chateau Elan (see Page 2). We encourage you to come to the conference to meet these HealthSystems partners and find out more about how a self-service check-in solution could work in your practice.

In the meantime, you can learn more about Clearwave, Phreesia and their platforms by visiting their websites:

Clearwave

[www.clearwaveinc.com](http://www.clearwaveinc.com)

Phreesia

[www.phreesia.com](http://www.phreesia.com)

Both solutions are used by physician offices in a variety of specialties, and HealthSystems clients have enjoyed great success with both products.

## SEUC 2015 Join Us at SEUC March 25-27

Best Practices – Winter 2015 [www.healthsystems.net/SEUC](http://www.healthsystems.net/SEUC)



It's almost time! The Southeast Centricity User Conference (SEUC), sponsored by HealthSystems, will take place at beautiful Chateau Elan in Braselton, Georgia, March 25-27. As in past years, the conference is designed to appeal to both novice and experienced administrators and clinicians. The schedule includes one day focused on practice management and one day focused on EMR, with many new sessions added this year. We're also offering three separate half-day optional pre-conference classes.

Many key GE representatives will be attending and presenting at this

year's event. Our keynote speaker this year will be VP and General Manager of Ambulatory Practice and Integrated Care Solutions at GE Healthcare, Peter Kinhan. Many GE vendor partners will also be exhibiting throughout the event, and attendees are encouraged to take time to visit with these exhibitors and learn more about how the products and services they offer can enhance each practice.

In addition, our popular support/upgrade lab, staffed by HealthSystems technical and support personnel, will showcase new CPS functionality, allow participants to get hands-on assistance, discover time-saving tips and get their most

pressing questions answered by those in the know.

Of course, we'll also have some fun. The conference will kick off with a welcome reception on Wednesday evening, and Thursday evening HealthSystems and GE will host a reception in Chateau Elan's Winery Cask Room, followed by dinner and entertainment in the Winery Pavilion.

More information and a conference registration packet can be found on our website, [www.healthsystems.net/seuc](http://www.healthsystems.net/seuc). If you have questions about the conference, please contact Karen Byrne at [kbyrne@healthsystems.net](mailto:kbyrne@healthsystems.net) or 404-207-1295.



## Electronic Prescriptions for Controlled Substances: Finally!

Over the years, paper prescriptions for controlled substances have been subject to enormous fraud and abuse. With that in mind, the Drug Enforcement Administration (DEA) approved electronic prescriptions for controlled substances back in 2010. Unfortunately, it's taken five years for state regulations and technology to catch up with the DEA's mandated criteria for electronic prescriptions for controlled substances (EPCS).

The good news is, EPCS is almost here. CPS Version 12.2 will be certified for EPCS and will include changes to meet the regulation.

### Two-Factor Authentication

One of the DEA requirements for EPCS is so-called "two-factor identification," a credentialing

process that confirms the identity of individual prescribing practitioners. GE will be integrating two-factor authentication into its CPS ePrescribing solution via biometrics using an external fingerprint scanner that, combined with either a password or a hard token/key, meets the strict two-factor identification standards.

Note that New York State will be mandating that all prescriptions for controlled substances be prescribed electronically. While no states in the Southeast have yet followed that path, the safety and security benefits of EPCS will no doubt steer more states in that direction eventually.

To schedule your upgrade to CPS Version 12.2, contact Lisa Bonner or Catrina Jones at 404-207-1294 or

[upgrades@healthsystems.net](mailto:upgrades@healthsystems.net). For more information about EPCS, come to the Southeast Centricity User Conference March 25-27.



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



## Adding Pharmacies to Centricity

By Sharon McKnight

**Q:** *What is the correct way to add a new pharmacy to Centricity if I am using the ePrescribing module (ESM)?*

**A:** This is an easy thing to do and takes just a few steps.

- Verify that the pharmacy is not listed in your Centricity system. You can search by zip code and/or the name of the pharmacy.
- Log into the ESM console and click on Pharmacies. Then click on the Pharmacy List tab, which will show you the list of pharmacies listed at SureScripts.
- Search for the pharmacy in question using zip code, state and/or partial pharmacy name or street address. You can also search by phone or fax number.

- Once you find the pharmacy, place a check in the box to the left of its name.

- Click on the Export to EMR button.

Once you complete this process, the new pharmacy will automatically appear in Centricity and will be enabled for ePrescribing.

Sharon McKnight joined HealthSystems in 2011 and is now the supervisor of our support team. A native of Great Britain but raised in Florida, Sharon has 20+ years of healthcare experience, primarily in the support area. Sharon is a huge NFL football fan and loves exercising — especially playing racquetball.



## Backup and Recovery

By Enrique Delgado

**Q:** *I'm getting a backup error message when I log in to Centricity. What does this mean and what can I do about it?*

**A:** This message indicates that your backup process has not completed successfully. Though you can click on "OK" and go about your normal

tasks, please do not ignore this message. Contact our support team immediately.

Centricity has a two-part backup process. The first part employs Microsoft SQL Server to create a backup file or copy of your Centricity database. If for some reason this file is not created, Centricity will notify you at startup with an error message. In most cases, the failure is attributed to one of three issues: a piece of software called SQL Agent didn't run as scheduled, your server was shut down at the scheduled backup time, or you have a shortage of disk space. Our support team will review your system, identify the problem and help you fix it.

The second part of the process copies the backup file to external storage media, generally tape or an off-site, web-based backup solution. Centricity will not alert you to an error in this process, so be sure that you or your hardware vendor regularly verifies that your backup files are indeed being copied. Every practice should have a disaster recovery plan in place to ensure that data can be recovered from backup media. It's important to "rehearse" this recovery periodically so that you know the process will work in case of catastrophe.

Enrique Delgado brings 10+ years of healthcare support experience to the HealthSystems team, which he joined in 2011. He was born and raised in El Paso and is a proud graduate of the University of Texas at El Paso (Go Miners!). Enrique enjoys spicy food, comedy shows and electronica music.

## How to contact us...

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Billing	404-207-1299	404-506-9196	billing@healthsystems.net
Support	404-207-1311	770-936-1921	support@healthsystems.net

Online support is available at [www.healthsystems.net/support](http://www.healthsystems.net/support)

## Mark Your Calendar

Please make note of these upcoming events.

### March

**4 -6** Alabama MGMA, Birmingham (Hyatt Regency Birmingham)  
**25-27** Southeast Centricity User Conference, Braselton, GA (Chateau Elan)

### April

**26-28** Georgia MGMA Conference, Asheville (Grove Park Inn)  
**29- May 2** Centricity Live/CHUG, Orlando (Walt Disney World Dolphin Resort)

### May

**13-15** North Carolina MGMA, Myrtle Beach (Marriott Resort Grande Dunes)

We are continuously adding new events to our schedule. For up-to-date information, visit [www.healthsystems.net/events](http://www.healthsystems.net/events).

## NEWS & NOTES

### CHUG at Centricity Live

Of course Chateau Elan is the place to be for our own Southeast User Conference, March 25-27. But the place to be at the end of April is Orlando, when the Centricity Healthcare User Group (CHUG) meets at GE's Centricity Live event at Walt Disney World's Dolphin Resort. HealthSystems is proud to be a contributor to CHUG and we encourage you to check out our Patient Flow Tracker link on the CHUG website at [www.centricityuser.com/contributors](http://www.centricityuser.com/contributors), where you'll also find more information about CHUG at Centricity Live.

Also note that the fall CHUG will be held in New York City, October 1-3, 2015.

### HealthSystems Employees Say Thanks

Several HealthSystems employees volunteered for "The 2014 Big Thank You" sponsored by The Bert Show morning radio program. Over the past several years, The Bert Show has helped to send more than a million hand-written letters of thanks to American servicemen and servicewomen deployed outside the United States. As volunteers, the HealthSystems team helped to sort and mail hundreds of letters.

If you would like to join HealthSystems in one of our volunteer efforts, we'd love to have you. Contact Karen Byrne at [kbyrne@healthsystems.net](mailto:kbyrne@healthsystems.net) or 404-207-1295.



**THE BIG THANK YOU**  
 YOUR CHANCE TO SAY THANK YOU TO OUR TROOPS

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