

# Practice Management Today



888.333.4288

Latest news and product information for today's healthcare professionals



## Got Paper?

Health information technology is taking a leap forward in an effort to exclude the liability and expense of paper charting. The Electronic Medical Record (EMR) phenomenon is extending from one provider general practices across America to the United States government. Paper charting is now being referred to as 19<sup>th</sup> century technology.

**“Handheld computers are seen everywhere from the carrier who delivers packages to stock-checkers in stores, but doctors still scribble out prescriptions and notes in notoriously illegible script.”**

Last April, the government announced a plan to ensure that most Americans have electronic health records within 10 years. President Bush proposed a \$50 million increase in his 2005 budget to assist that effort. In August 2004, *Opthamology Management* magazine reported that the US Department of Health and Human Services has signed a 5-year, \$32 million contract to

begin implementing EMR systems. It is estimated that EMRs will reduce the errors that kill up to 98,000 patients per year, speed up the health care delivery system, and reduce overall costs.

Though EMRs promise great things, Liz Kowalczyk reports in *The Boston Globe, US Pushes Digital Medical Records* (July 2004) that, “handheld computers are seen everywhere from the carrier who delivers packages to stock-checkers in stores, but doctors still scribble out notes in notoriously illegible script.” Why is this? Perhaps it is that the method that has been running their practice for years brings comfort in its familiarity? Perhaps it is the financial investment? Let's challenge this. *Continued on page 2.*

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**Mark Kozac, MediNotes Charting Plus representative, demonstrates the power of Electronic Medical Records**



## Thank you

1<sup>st</sup> Care Consulting would like to thank all of the physicians and billing professionals that attended the Practice Management Technology Conference on June 16<sup>th</sup> in Cherry Hill, NJ. The event highlighted NDCMediSoft Version 9, Electronic Medical Records technology, and the ins and outs of submitting your claims electronically.

The goal was to provide informational content in a setting that encouraged interaction and the exchange of ideas and insight in all areas of practice management.

Among the 40 plus participants was Charlotte, office manager for Dr. Sunanda Krishna. “The conference was extremely beneficial, and informative. I was able to interact with other colleagues and meet the 1<sup>st</sup> Care staff,” said Charlotte. “I am especially appreciative that I work for a doctor that encourages her staff to attend events like these.”

We look forward to seeing you at other 1<sup>st</sup> Care events:

### Sneak Peek\*:

NDCLytec 2005 Charting Plus EMR

### Classroom Training\*:

NDCMediSoft 101  
NDCMediSoft 202  
Advanced Reporting  
Companion Products

### Pri-Med Mid-Atlantic Conference & Exhibition:

Washington, DC  
Convention Center  
Nov. 18-20, 2004.

**\*Please call 888.333.4288 for dates and times.**

**“I am especially appreciative that I work for a doctor that encourages her staff to attend events like these.”**

## Classroom Training Registration Fax back to 1<sup>st</sup> Care at 609-354-0314

Name: \_\_\_\_\_

Practice Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

How many people will be attending? \_\_\_\_\_

Please list the names of attendees:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I am currently using NDCMediSoft Version: \_\_\_\_\_

I have been using NDCMediSoft for \_\_\_\_\_ years.

**Introductory fee of \$199/attendee** (regularly \$299) or purchase a Three Pack and attend any three classes for \$450

**Reserve my seat for the following:**

MediSoft 101

Circle date: Sept 8<sup>th</sup>; Oct. 13<sup>th</sup>; Nov. 10<sup>th</sup>; Dec. 8<sup>th</sup>; Jan. 12<sup>th</sup>

MediSoft 202 Advanced

Circle date: Sept 29<sup>th</sup>; Dec. 15<sup>th</sup>

Advanced Reporting

\* Call 1<sup>st</sup> Care for dates

NDC Companion Products

\*Call 1<sup>st</sup> Care for dates

Printed Manual (\$20.00)

Qty: \_\_\_\_\_

**Method of Payment**

Check - Check # \_\_\_\_\_ enclosed

Visa     MasterCard     AMEX

CC# \_\_\_\_\_ Exp. date \_\_\_\_\_

Signature \_\_\_\_\_

Please Print \_\_\_\_\_

## Back to School

The dog days of summer are coming to an end and children aren't the only ones heading back to the classroom. 1<sup>st</sup> Care Consulting is inviting MediSoft users back to the classroom for training in all areas of MediSoft.

### Benefits of a classroom setting:

- Training in a classroom setting provides a medium for interactive conversation and open discussion with the instructor and your colleagues to enhance the learning process.

- Being in the classroom allows the student to focus 100% on learning the task at hand, leaving out the every day distractions of the workplace.

- The Classroom environment provokes all learning styles: visual, auditory, read/write, and kinesthetic.

1<sup>st</sup> Care trainers are NDCHealth certified in order to give you the know-how needed to improve your healthcare delivery from the moment the patient walks through the door. Classes will cover areas from basic skills to advanced practice analysis reporting and NDC companion products.

## Software Upgrades

Most software manufactures regularly release updated versions of their product. Updates are most commonly released yearly. This is necessary for the following reasons:

- To fix "bugs" or holes that may exist in the current version.
- To keep up with the times - Upgrades allow for the newest features and technology to be made available to the public.
- Updates also address compatibility issues with the newest versions of Microsoft® operating systems
- To be HIPAA ready - As new standards are set by HIPAA regulation, software manufacturers are striving to be HIPAA ready. \*In today's HIPAA regulatory healthcare system, budgeting for upgrades becomes a necessity.

NDCMediSoft and NDCLytec have met the first three HIPAA software requirements: Privacy, Transaction & Code Sets, and National Employer Identifier.

**The next HIPAA regulatory rule (Security) goes into effect April 20, 2005.**

1<sup>st</sup> Care strongly recommends that your contract with your Value-Added-Reseller include yearly upgrades. When you pre-order or purchase your upgrade at/or close to the initial release date you'll typically get the best possible pricing on your upgrade.

### Courses Available:

**MediSoft 101:** Entry level class for new users. Curriculum will cover data entry, claim and statement management, navigation etc.

**MediSoft 202:** For the MediSoft savvy. Previous experience with MediSoft required. Curriculum will cover accounts receivable reporting, collection reporting, MediSoft Report Designer, and custom patient and case data.

**Advanced Reporting:** Emphasis on using Focus Reports Professional to manage accounts receivable, analyze business practices, effectively market services and more.

**Office Hours Professional Scheduler & Companion**

**Product Class:** Demonstrates how to integrate MediSoft features with NDC companion products such as: Office Hours Professional, Encoder Pro & Final Draft. To improve your MediSoft skills fill out the registration form on the back page of this newsletter and fax it back to 1<sup>st</sup> Care to reserve your seat at the next class.



1<sup>st</sup> Care now offers classroom training

## Got Paper? *Continued from cover*

Paper charts are often lost, left exposed in a non-HIPAA compliant area, difficult to read, doesn't correspond to patient billing information, and the list goes on. The Return on Investment of an EMR has proven itself time and again. For example, Dr. Michael R. Hoffman featured in

*The Business Publication for Healthcare Professionals*, June 2004 states, "After I purchased EMR software, I was able to save \$75,000 per year." In addition, the time saved, remote accessing capabilities, drug interaction warnings, and the space saved are attributes that will surely make this advancement in healthcare technology as standard in the office as the stethoscope. *By Tammy Moffa, SN, Our Lady of Lourdes, Camden, NJ*



Are Motion Tablet PCs replacing charts?



Dorothy Brown sporting Phillies gear courtesy of the American Heart Association and Accu Staffing.

## Phillies for Charity

Participating in the American Heart Association's Heart Day Auction, 1<sup>st</sup> Care's contribution allowed the employees to enjoy an evening at Citizen's Bank Park for the Phillies vs. Expos on June 30<sup>th</sup>, courtesy of ACCU Staffing. Despite the Expos taking the win, the entire staff had a chance to take in the beautiful views of the new ball park and the Philadelphia skyline all in the name of charity.

## Meet Jenn and Marc

The newest members of the 1<sup>st</sup> Care staff are Jennifer Willett and Marc Wartenberg. Jennifer is the dedicated Lytec sales consultant while Marc leads in Lytec technical support and training. Jenn and Marc's outstanding skills and professionalism will provide Lytec clients with continual outstanding service and support. If you or your colleagues are using Lytec and may benefit from their services please contact them at 1<sup>st</sup> Care Consulting.

Dedicated to NDCLytec:  
Marc Wartenberg & Jennifer Willett



## New Technology - Are you Connected?

NDCHealth and 1<sup>st</sup> Care Consulting offer a seamless interface between your patient accounting software (i.e. NDCMediSoft, NDCLytec) and the lab company - Introducing NDC Lab Connect.

NDC Lab Connect allows the integration of patient data, including insurance information, patient demographics, and diagnosis from NDCMediSoft or NDCLytec into your lab computer. Simply enter the chart number and click "Bridge it." The process takes less than five seconds.

Sharon Donahoe, office manager for Dr. Andrew Poulshock, D.O. is very pleased with the positive impact that NDCLab Connect has made in her office. She says, "Our nurse now spends less time on the computer and more time with patients."

In addition to the time saved by NDC Lab Connect the amount of errors caused by manually entering patient data is significantly reduced, and the information pulled from your patient accounting system is always current. "The lab no longer calls looking for the correct patient information," says Sharon. Lori Lopari, lab technician for Dr. John Chafos, M.D. comments that she has increased her patient volume significantly.

It gets better, the lab company may absorb the cost to implement NDC Lab Connect in your office. To find out more about NDC Lab Connect contact 1<sup>st</sup> Care Consulting and/or your lab representative.

**"Our nurse now spends less time on the computer and more time with patients."**

## Tech Talk

**Microsoft Service Pack 2** - NDCMediSoft and NDCLytec users SHOULD NOT install Microsoft Service Pack 2 for Windows XP Home or Professional (XP Professional is recommended). It has not been fully tested with NDCMediSoft and NDCLytec. 1<sup>st</sup> Care will inform you when the service pack is secure for download.

**Microsoft Windows '98 and Microsoft ME** are no longer sold and are rarely supported by Microsoft due to HIPAA security regulations. If you are running Windows '95, '98 or ME with your NDC Practice management system, 1<sup>st</sup> Care recommends that your next upgrade budget include an updated operating system.

**Stratus Version 9.02** - Stratus software is used to power the connection to the ProxyMed electronic claims clearing house via your NDCMediSoft or NDCLytec practice management system. Effective June 14, 2004 for NDCMediSoft ONLY, Stratus has been updated to version 9.02. If you are currently not sending through Stratus V. 9.02 via NDCMediSoft V.9 you are sending your claims by way of a non HIPAA compliant "electronic highway." Additionally, without the newest versions of Stratus your ability to receive reports from the clearinghouse is hindered.

Stratus Version 9.02 is available as a free download from [www.medisoft.com](http://www.medisoft.com), or from 1<sup>st</sup> Care Consulting for a small shipping and handling fee.

If there are any questions in regards to Microsoft Service Pack 2 or the Stratus upgrade please contact 1<sup>st</sup> Care technicians at 888.333.4288