

1ST To Know

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1st care consulting

www.1cc.us

866.983.7068

Latest practice management news and product information for healthcare professionals

Coming in January '06

medisoft™ *Version 11*
Working hard for you and your money

MediSoft Version 11 will be available in January 2006. Upgrading software is a crucial aspect of any business's viability. This is especially true with software containing delicate electronic health information. Regularly annual software upgrades will ensure HIPAA readiness, compatibility with the newest Windows® systems, and access to the newest features available in today's market.

Version 11 Benefits:

- * **Integrated electronic eligibility verification:** Automatically verify patient's insurance eligibility prior to scheduled appointments or on the spot for a single walk-in patient.
- * **Enter transactions faster:** Enter transactions by superbill number during transaction entry.
- * **Account alert setting:** Set account alerts on patient remainder balances, delinquent payments, or balances sent to collections.
- * **Rules-based work administrator:** Improve office efficiency by automatically displaying tasks on user's work list. Assign individual users to groups to ensure timely follow-up of assigned tasks.
- * **MediSoft Conversion Wizard:** Convert statements to an easy to use statement management format.
- * **Quick Ledger Enhancements:** View guarantor totals and patient totals on a single screen.

- * **Remainder statements:** Include patient aging and insurance aging.
- * **Robust collection reports:** View rejection codes in the report designer.
- * **Enhanced audit generator filtering**

MediSoft Network Professional:

- * **Comprehensive Patient Records:** Store X-rays, insurance cards, photos sound and video using the multimedia feature in patient's case.
- * **Management Reporting:** Track activities by insurance carrier, physician, service, and facility.
- * **Instant Communication:** Quick convenient network messaging that keeps user in contact.
- * **Patient Archiving:** Securely store old data. Save disk space and maintain electronic copies of patient information.

FREE Classroom Training with your MediSoft upgrade

**1/2 down will hold your version 11.*

- Yes I would like to upgrade to Version 11
- Send me more information on Version 11
- I would like a free quotation for my upgrade
- I am currently using MediSoft Version _____
- Basic
- Advanced
- Network Pro ____ (#) of users.

Name: _____
Practice Name: _____
Phone: _____ Fax: _____
Email: _____

Fax this coupon to **609-354-0314**, call **866-983-7068**, or email a representative at **sales@1cc.us** for your Version 11 upgrade and **FREE** classroom training.

PLATINUM
Certified Reseller

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Meet the 1st Care Staff Click on www.1cc.us



Sri Rajan, Manager of Technical Services.

This section of the 1st To Know newsletter will be dedicated to the introduction of new staff members and the recognition of senior staff. Most clients are familiar with the first care crew but for those that are not, we sincerely hope that this section serves as a tool to put a face to the voice on the telephone as well as to improve client-staff communication and relationships.

First up is manager of technical services, Sri Rajan. "Health care information technology is an ever changing industry. Therefore, research and preparation are the building blocks of great technical service," says Sri when asked about his role in the health care information technology industry. Sri has been with 1st Care Consulting for three years and brings to the company 6 years of industry experience with a Bachelor's of Science in computer sciences degree. In addition to managing technical services (i.e. on-site/telephone support staff, installations, and troubleshooting), Sri is also 1st Care's resident Lab Connect expert. He is skilled at the development, installation, configuration and support for numerous Lab Interface solutions (please visit www.1cc.us/ndclab.html for lab solutions now available). In addition to being a skilled technician Sri is also a talented local musician playing guitar his band called Halfling. As a multifaceted individual Sri has proven to be a valuable asset to the 1st Care family. Be sure to keep your eye out for the 1st To Know newsletter to meet more of the 1st Care staff.

3...2...1... HAPPY NEW YEAR!

1st Care Consulting would like to wish all of our clients and business associates a healthy and prosperous 2006. As we reflect back on this past year we recall many positive changes in the industry and within the company.

2005 was the year of the EHR. Only a couple clients grasped onto the concept in 2004. However, 2005 was booming with requests for education and demonstrations on how this new generation of software can drastically improve the health care delivery system. We expect that in 2006 EHR software will be one step closer to being the mainstay of charting.

In the past year 1st Care has settled into the new facility in Lumberton, NJ. This move has allowed for hands-on classroom training, as well as health information technology conferences, seminars, and demonstrations. In the coming year 1st Care plans to also utilize the facility by bring our clients User Group sessions. 1st Care is always looking for new and exciting ways to bring our clients, staff, vendors, and educators together because it is our belief that knowledge and education allow users to get the most out of their software.

2005 has also given way for a new division of 1st Care Consulting: **Collect**, billing and collections service. 1st Care has put its 15 years of practice management and billing expertise to work for its clients by offering highly personalized billing and collection services to meet specific needs of each practitioner.

For more information on EHR, Collect, what's new at 1st Care and upcoming events just click on www.1cc.us.



Announcing the complete redesign of 1st Care's web-site. The site has been designed to better reflect 1st Care's renewed direction toward comprehensive customer service. It is 1st Care's resolve that informed clients are more inclined to benefit from health care information technology innovations. Therefore the goal of the web-site is to bring all clients the most up-to-date product information, software updates, events, news and service options.

Features:

- * Easy navigation
- * Up-to-date product information - Practice Management Systems, Electronic Health Records, Lab Interface Technology and more
- * Support options and pricing - Printable order form
- * Training packages - Printable order form
- * Upcoming events
- * Industry news and events
- * Software updates
- * Custom needs analysis
- * Request for quotation submissions
- * Request for demonstration submissions
- * Testimonials
- * And more!

Special Edition - Electronic Health Records

Electronic Health Records (EHR) is quickly moving into the mainstream medical community. The goal of this special edition *1st To Know* newsletter is to bring you up to date facts, benefits, and testimonials relating to EHR.

Completely Paperless = Complete Success

Local Testimonial - Dr. Glenn Merkel of Merkel Chiropractic in Colmar, PA has achieved a completely paperless office with the help of Charting Plus EHR by MediNotes (see related article) and 1st Care Consulting Services, Inc. Doctor Merkel purchased Charting Plus EHR in September of 2004. Less than one year later his office has "gone completely paperless." "It cuts out three unnecessary steps, saving us time and money," Doctor Merkel states when asked how EHR has changed his practice.

"Look at us now! We feel so high tech and are patients are very impressed!" -
Dr. Glenn Merkel,
Colmar, PA.

Dr. Merkel and his staff were interviewed about the EHR experience:

Q: Approximately how long did it take for you and staff to become comfortable with the system?

A: After our initial training session we began to implement the program immediately. After about two weeks we had it down pat.

Q: What type of commitment was made on your part to make the program work for you?

A: We just didn't let ourselves go back to our old ways. We kept at it. Even practiced at home [with the tablet PC].

Q: Was the commitment worthwhile?

A: Of course! Look at us now! We feel so high tech and are patients are very impressed.

Q: What is your overall opinion of Electronic Health Records and what it can bring to the practice management of today's physicians?

A: At first sight it seemed overwhelming. Mainly because there is so much that it can do. However, it actually creates a less stressful work environment. It provides confidence in your billing and allows you to see more patients in a timely manor.

Q: Can you name some advantages of an EHR system over paper charting?

A: What we bill shows directly in the note. (E&M coder capability of Charting Plus). There are pictures (the annotator) to avoid confusion. There is no confusion about incorrect notations on the patient notes. Resulting in no questions from the insurance companies.

Q: How much estimated time is saved by using Electronic Health Records?

A: Now that we have cut out posting, filing, pulling charts, searching for charts,

and manual note taking it saves about 3 hours a day.

Q: How much space is saved by decreased paper chart storage?

A: We are now able to fit two employees at our front desk. So that's a lot.

Q: Do you feel more comfortable in your documentation?

A: You bet! Because the program does most of the coding for you, you can't go wrong.

Q: How has it changed the way you practice?

A: We have gone completely paperless. It cuts out three unnecessary steps which saves us time and money.

Q: How do you rate the program (Charting Plus EHR) on a scale of 1 to 5?

A: 4.5-5

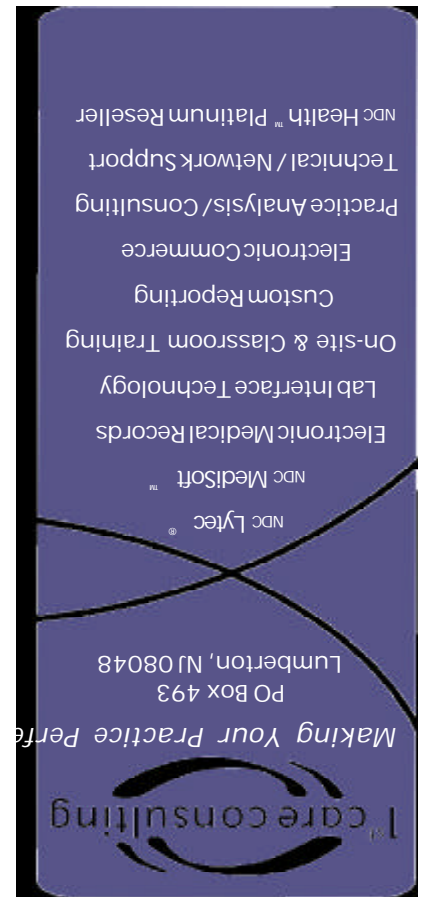
Tech Talk

MOTION LE1600 TABLET PC - The Recommended Accessory For Your EHR

1st Care Consulting Services, Inc. recommends the Motion Tablet LE1600. (Visit www.1cc.us for more information)

LE1600 Tablet PC Features:

- * Integrates the latest innovations in mobile technology with optimum balance between high-end performance and a lightweight flexible Tablet PC.
- * Motion Security Center - Customize specific levels of protection (i.e. fingerprint protection, Embedded Trusted Platform Module, TPM, allows hardware based encryption required by HIPAA Security Act)
- * Bluetooth for wireless connectivity to peripherals
- * View Anywhere technology offers optimum viewing in any lighting.
- * Supported by a wide range of Accessories, including docking, power and storage solutions.



EHR - Crucial in Times Like These

Natural disasters such as hurricane Katrina and hurricane Rita reinforce the need for need for an electronic based health records system in the United States. Thousands of displaced evacuees around the country are presenting to various health care facilities describing vague symptoms and prescription

medication. Many triage nurses will hear, "I take three pills for my spells. One was pink then there was a blue one and I think one was white." Some clients (such as those suffering from alzheimer's, dementia, or forms of aphasia) are not good historians at all. As a result, physicians are scrambling to treat such clients with out knowledge of past medical and surgical history.

"William Rogers, a podiatrist from Mobile, AL knows first hand just how important electronic health records can be. Dr. Rogers has utilized Charting Plus by MediNotes as his medical records system for over a year and the system proved its worth on August 29th when Hurricane Katrina ripped through the Gulf Coast."*

* Information extracted from: www.przoom.com/news, www.medinotes.com, www.katrinahealth.org on 12/20/05

"I decided to ride out the storm in Mobile. I backed my medical records up onto tapes and held them with me throughout the storm. I knew that as long as I was safe, so were my medical records. There is no way I would have been able to do the same things with thousands of charts and billing files," states Dr. Rogers.*

"With paper records scattered throughout the Gulf Coast, physicians are now dependent on what patients recall"

Don Schoen, President and CEO of MediNotes Corporation seconds Dr. Rogers' statement. "I believe the aftermath of Katrina has forced physicians to take a good look at their medical records. With paper records scattered throughout the Gulf Coast, physicians are now dependant on what patients may recall about their medical situation and must begin piecing back together their history." *

There is help in the wake of disaster

In the aftermath of this year's devastating hurricanes www.katrinahealth.org may help. KatrinaHealth.org is a secure, on-line service giving authorized health care providers access to medication and dosage information for evacuees from Hurricane Katrina.* Automatic backup is available off site for all electronic patient information. To keep your information safe call 1st Care at **866-983-7068** or at sales@1cc.us.