



Updates!

e-Newsletter from Iatric Systems, Inc.

April, 2008

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1. Message from Senior Management

You Do Interfaces?

Joel Berman, President



About a year ago, I was talking to a CIO who is one of our best customers. They have purchased lots of NPR report writing services, training and several of our software applications. I asked the CIO why they didn't purchase our PACS interface as it is significantly less expensive. The CIO replied, "You have one?" I went on to find out that the CIO didn't know we did interfaces at all. This amazed me because writing interfaces is our largest business division. It seems to me that a number of you may do business with one part of Iatric Systems, but may not know about our other divisions. Let me clear up the confusion here and now.

Iatric Systems has three divisions: Software Applications, Interfaces and NPR Services.

The Software Application group is headed by Senior VP, Frank Fortner. Frank's team is responsible for all sorts of applications, from DPM Online (our first application) to Visual FlowSheet and Medical Necessity Ordermate (our most successful applications).

The Interface division is run by Ken Hoffman. I believe Ken has more experience in MEDITECH interface work than anyone in our business. Anyone. His division installs over 1,000 interfaces a year at MEDITECH hospitals. Any interface you need, Ken's group has probably already done it before. If you're in doubt, call him and try to stump him.

The NPR report writing team is run by Joe Cocuzzo. You can find him most days on the MEDITECH-L answering NPR questions. His group specializes in writing NPR reports and teaching NPR classes. While some of you think of me as the NPR expert, I secretly defer most questions to Joe these days.

We have a very strong, experienced management team that you should feel free to contact. If the CIO I mentioned above is reading this – thanks! Now just don't ask me if we do Windows.

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2. Introducing CareContinuity – a Downtime Solution



Downtimes happen.

Whether scheduled or not, all hospitals experience periods of downtime. During those times, how do your clinicians locate the information they need to continue to provide patients with quality care?

Iatric Systems is pleased to introduce **CareContinuity**, a solution designed to provide your staff with access to critical patient information during planned and unplanned MEDITECH downtimes.

CareContinuity provides clinicians with online access to the most recent data available at the time your MEDITECH system becomes unavailable. A wide variety of information is presented to the user:

- H&Ps
- Lab results
- Radiology reports
- Orders (current and future)
- Medications (active profile and administration history)
- Printable MARs
- Visit history
- Vital signs
- I&Os
- Nursing assessments and nursing notes
- Plus much more!

CareContinuity also provides clinicians with customizable views. In fact, your care providers may enjoy their CareContinuity customized view so much, they may want to use it even when MEDITECH is available!

We will be unveiling CareContinuity at International MUSE 2008 in May. Please stop by our booth #600 to see it in action. If you won't be attending International MUSE, or if you need more information immediately, please contact us at info@iatric.com.

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3. Revenue Cycle Improvement Tips

Time of Service Collections

Kay Jackson

Financial Marketing Manager



Believe it or not, the single largest growing payer that hospitals are currently facing is Self Pay. Patients are facing more financial burden for larger out-of-pocket expenses and deductibles.

News reports indicate we are entering a recession. Recently, a 402-bed hospital in IL closed. One of the startling statistics reported in connection with their shutdown was that their Self Pay percentage had increased from 6% to 17%. I know of 3 additional hospitals that closed this month due to financial reasons. What does a significant increase in a patient's portion of financial responsibility mean to a hospital's bottom line? Clearly, it means that Time of Service (TOS) collections is no longer a "wish list" process to implement, but a **MUST DO!!**

Join us in May via webcast as we delve into the subject of Time of Service Collections. Webcast dates and times are as follows:

Webcast Date	Day	Time
May 7th	Wednesday	2:00pm Eastern
May 14th	Wednesday	2:00pm Eastern

To register to attend, simply select a webcast date, and please be sure to include your **name, phone number and hospital name**. We'll promptly send you registration confirmation and instructions on how to participate. Webcasts are open to staff at any hospital operating the MEDITECH HCIS.

TOS is more than just collecting co-pays at the time of service. TOS can include offering financial counselors to assist patients 24/7, perhaps housing a Medicaid worker in your hospital, as well as offering TOS or prompt pay discounts. It costs a hospital twice as much in resources to collect Self Pay as compared to commercial payers and Medicare. To succeed, we must begin working proactively with patients at the point when services are rendered.

If you're interested in learning more but cannot attend the webcasts listed above, please contact us at info@iatric.com. Otherwise, I'll look forward to seeing you online on May 7th or 14th.

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4. Top 5 Tips for Conferences Attendees



Spring is in the air, which means we are also entering the conference season. Of course, our favorite conference is [International MUSE](#), which will take place May 27-30th at the Gaylord Texan in Dallas. If you are heading off to a conference this spring, here are our top five tips to help you make the most out of your trip:

1. **Have a strategy and specific goals.** Several weeks before the conference, develop your plans. You should know what your pre-conference, at conference and post-conference goals will be. Conventions are packed with good stuff, and a little strategy will help keep you focused.
2. **Based on your strategy and goals, plan the sessions you want to attend.** You should also plan back-up sessions in case there are changes. At MUSE conferences, you are allowed to pop in and out of sessions at your own free will. If you find the session you're attending isn't meeting your needs, you can quickly head to your back-up.
3. **Bring your business cards.** A big part of conferences is networking. If you don't bring your cards, it makes it much more difficult to follow up with your peers (or for them to follow up with you) post-conference.
4. **Plan to be social.** For some this can be difficult, but the benefits can be great. Before a session starts, for example, introduce yourself to the person next to you. You may have more in common than you think. After all, you chose the same session, didn't you?
5. **Know your organization's future buying plans.** The Vendor Hall is a unique opportunity for one-stop shopping. Remember that vendors have scheduled demonstrations, so be sure to include them in your schedule. Additionally, try to visit your current vendors to find out what they have planned for the future. It is an opportune time to learn about the good things in store, while putting a face to the voice you have been talking with all year.

A little planning could go a long way toward your success. While you're at a conference, always remember to document the important things you learn and accomplish. They could be your ticket to next year's conference.

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5. Iatric Workshops at International MUSE



As always, Iatric Systems will be hosting a long list of MUSE workshops (also known as “Tuesday Trainings”) at International MUSE 2008. We’ll be offering many of the courses we have in the past.

Each year, we attempt to add a few new courses to our repertoire, and this year is no different. We would like to highlight below **three brand new workshops** Iatric Systems will offer in May:

706 – A Primer on MAGIC Syntax for NPR Reporting Writing:

Joe Cocuzzo, VP of NPR Services at Iatric Systems, will present an overview of MAGIC syntax with an emphasis on writing code within computed fields and macros. Topics include local variables vs. slash variables, string manipulation, DO syntax and looping, MAGIC math, queuing and un-queuing.

714 – Revenue Cycle and All Things Access Management: Scheduling and Access have become critical entry points into every hospital’s road to revenue cycle success. During this session, we will review key issues and ideas to improve processes, and we will discuss the pieces of the puzzle that make up the roadmap to success. Topics include regulations that impact Access, time of service collections, how to find orders quickly and easily, eligibility, QA methods, etc. Kay Jackson will host this course, and individuals from MAGIC and C/S sites are invited to attend.

803 – LAB Report Writing for Dummies: Chuck Waterbury will present sample NPR reports and illustrate programming techniques for procedures within the laboratory and the fundamentals of extracting data from the LAB DPMs for both the MAGIC and C/S platforms. Sample reports will highlight how to print results in each module, turnaround time reports, request billing, BBK Crossmatch and transfusion reports, fragments for report headers and trailers.

Below is a complete listing of all of the workshops Iatric Systems will host this year at International MUSE. You can sign up for Tuesday Trainings by visiting the [Workshops](#) page of the MUSE website. All proceeds from workshops benefit the MUSE organization. See you in Dallas!

Morning Workshops:

- 701 - MAGIC - Tips and Tricks Hands-On NPR Report Writer (with Chuck Waterbury)
- 703 - NPR Fragments (with Joel Berman)
- 706 - A Primer on Magic Syntax for Reporting Writing (with Joe Cocuzzo)
- 708 - Building Customer Defined Screens - The Basics (with Michelle Schneider, RN)
- 709 - Advanced Rules (with Jason Medeiros)
- 715 - Networks Declassified: TCP/IP & Wireless Networking Survival Guide (with Steve Walker)

Afternoon Workshops:

- 801 - C/S - Hands-On Beginner NPR Report Writer (with Joe Cocuzzo)
- 803 - LAB NPR Report Writing for Dummies (with Chuck Waterbury)
- 808 - Customer Defined Screen (CDS) Attributes (with Jason Medeiros)
- 813 - NUR Dictionaries - Building a Solid Foundation (with Michelle Schneider, RN)
- 814 - Revenue Cycle and All Things Access Management (with Kay Jackson)

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6. NPR Report Writing Tips

Conditional FONT attributes for a field, or a field in an MV array (Magic or C/S)

A familiar challenge to NPR report writers is a request to bold a field under certain conditions, for example: bold all Glucose results over 140.

If the glucose result is presented in an individual field, you can create two sets of fields, one for printing the glucoses that are 140 and under, and one to print the glucoses (gluci?) that are over 140, and stack the lines and use a line check to print the line with the bold glucose or the non-bold glucose based on the value of the lab result:

```
NPR (A/TEST.5.61.MIS/274) - Iatrics,Joe
Enter/Edit Report: Demo Conditional Bolding Page 3
Editing Picture - <ESC> for Fields or Regions <Insert Mode>
REG A 0-----1-----2-----3-----4-----5-----
D L . patient's.name_____result_____
D L . xx.patient.name_____xx.result_ ← FONT=b
      Edit Line Attributes
      + LC=@result<141
```

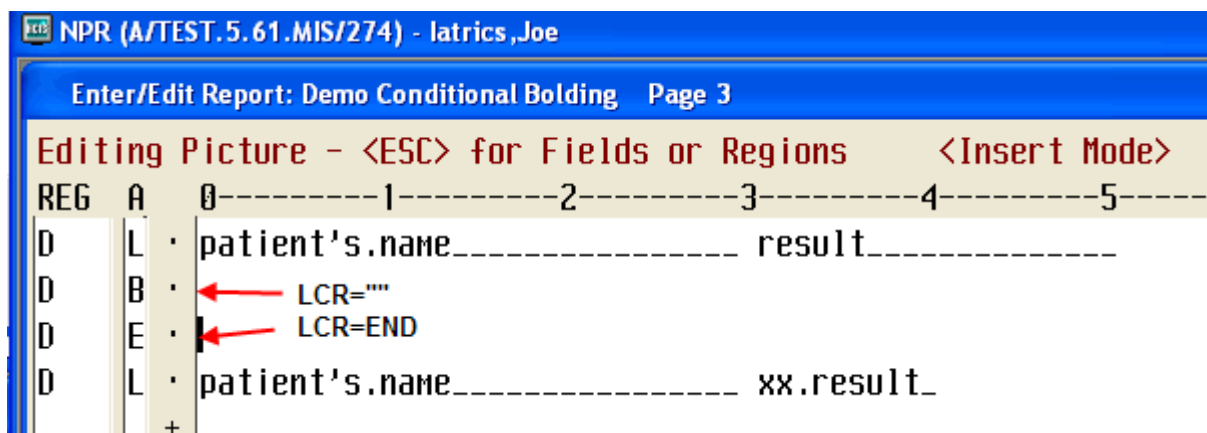
If you have a lot of fields on the detail line or lines, duplicating them all is a chore, so you might want to re-use all but the glucose result field like so:

```
NPR (A/TEST.5.61.MIS/274) - Iatrics,Joe
Enter/Edit Report: Demo Conditional Bolding Page 3
Editing Picture - <ESC> for Fields or Regions <Insert Mode> [0-
REG A 0-----1-----2-----3-----4-----5-----6-----7-----
D L . patient's.name_____result_____
D L . patient's.name_____xx.result_
```

But this produces the one RW translation error message that is consistently accurate:

Page index on region D. Title: COLLECTION DATE Code: slsD Index: 1st per page
 Evaluating computed field: xx.result in region D
 ERROR: There is a problem with this report and it will crash when you run it.
 ERROR: This is probably due to trying to print a multiple or reference a field
 ERROR: from a child segment whose subscripts are already set by the use of an
 ERROR: index file. Either drop the multiples or the index file.

The fix is to put two useless (LC="") lines between the two "real" lines:



With this change, the translator will not try to treat non-multiple fields as multiples, and you won't get the error message (or the crash).

How to bold certain entries in an MV array?

While the method described above is reasonably convenient for a single field, it cannot be used to bold or apply other conditional attributes for data in an MV array.

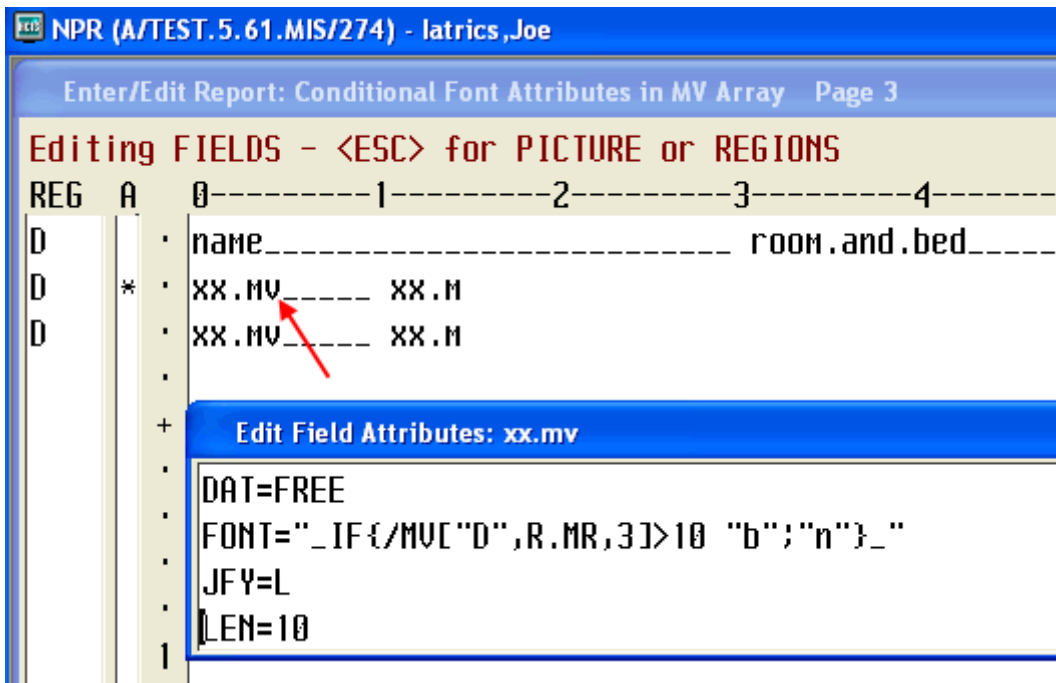
A typical solution, and one we have shown in past MUSE presentations, is to include the printer codes in the data in the MV array,

```
/R.F["b"]_your data_/R.F[""]^/MV["D",SORT,FLD]
```

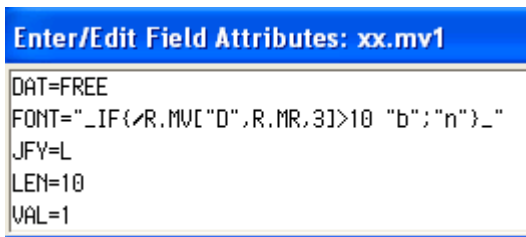
The problem with this approach is that the report output code will include the length of the formatting commands when using spaces to align the data on the page. If the MV column stands by itself, this is not an issue, but if there is another column or data to the right, the alignment will be off. Additionally, if the data itself fills the entire length of the field, the printer control characters will be truncated off, unless you use the TRUNC=NO attribute.

It turns out you can include an IF statement in the FONT= attribute in just the same way you can embed a program call in the title of a report, and this will give you conditional attributes without the truncation or column alignment issues described above.

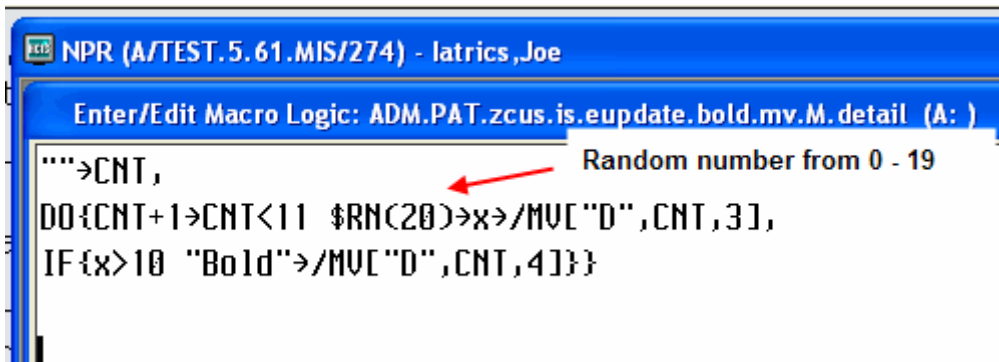
Here is a Magic example:



The Client server code is the same except /R.MV replaces /MV



As the RW loops thru an MV array for printing, the R.MR variable contains the sort value used to build the array, so our IF statement can check the data inside the MV array to set the FONT attribute to "b" or "n". Our example report is just loading random numbers into the MV array, using the \$RN function (Magic) or %Z.random.number (C/S).



Here is some sample output:

RUN TIME: 1014
RUN USER: IATRICS
MAN, MICHELIN
4
0
7
0
0
15 Bold
7
14 Bold
6
2

Conditional Font Attributes in MV Array
110-B

Sample reports have been placed in our C/S and Magic report libraries,
ADM.PAT.zcus.is.eupdate.bold.mv

You can find additional NPR Tips on our website at <http://www.iatric.com/information/npr-tips.asp>, as well as information about our [on-site NPR Report Writer Training](#) and [NPR Report Writing Services](#).

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7. Newsletter Sign-Up/Contact Us

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If you've received this newsletter via e-mail, you may give us feedback by simply replying to the e-mail. However, if you would like to reach someone directly, please feel free to contact one of the individuals listed below.

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