



Updates!

e-Newsletter from Iatric Systems, Inc.

August, 2008

In this issue:

(click title to jump directly to article)

[Message from Senior Management](#)

[Almost Paperless? Let's Bring it Home!](#)

[Most Wired Hospitals](#)

[Security and Reliability for Your ASP Applications](#)

[Revenue Cycle Improvement Tips](#)

[NPR Report Writing Tips](#)

[Newsletter Sign-up/Contact Us](#)

1. Message from Senior Management

The Other Side of the Fence

Frank Fortner, Sr. Vice President
Applications



What do landscaping and hospital software have in common? As it turns out, everything! My wife and I recently undertook a backyard landscaping project; the most difficult phase was first choosing which company to work with. Choosing the right company turned out to be easier than anticipated because we were able to look past the glossy marketing brochures, past the single element of cost and focus on what was truly important to us.

At the top of our list was the desire to find an experienced landscaper with a long list of satisfied clients. This meant someone who would be there in the future when we needed repairs or modifications. We reasoned that an established company with fifteen, twenty, or more years in business was most likely to stay in business.

Next, we looked for a company that would deliver a complete solution; this included design work, surveying, permitting, grading, planting, and installing retaining walls and fencing. This would provide the convenience of having one partner to work with. Who has the time to manage the various components and get multiple companies to coordinate with each other?

Finally, we sought a company that would treat our property as if it was their own. They needed to have a reputation for excellent customer care along with a willingness to take responsibility for any unexpected challenges during the project. In this area, we found references to be invaluable tools.

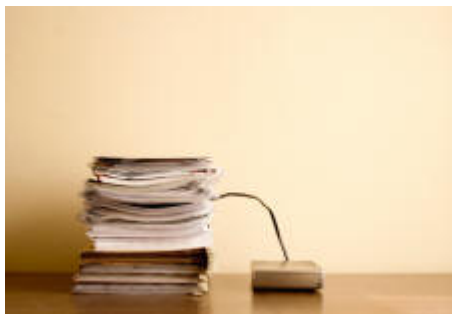
Somewhere in the process I realized that our experience was similar to that of a hospital choosing a software vendor - only now I was sitting on the other side of the fence. In your vendor selection process, you also look for experienced, stable and responsible companies who value their clients and jealously guard their reputation to always do the right thing. You recognize the value of a complete solution backed by excellent customer service. Ironically, the knowledge, products and services we were looking for in a company were in fact what Iatric Systems strives to provide for its clients.

After finishing our homework, one company distanced itself from the competition and in the end, what began as a difficult selection process turned into a no-brainer. Our passion at Iatric Systems is to bring you a similar experience on your next purchase of an interface, software application or

NPR service contract. Given the opportunity, we hope to make your selection process a no-brainer as well.

[Back to Top](#)

2. Almost Paperless? Let's Bring it Home!



Critical Care users are often the final holdouts in the mission to become paperless. The critical nature of their patient population combined with the need for frequent hemodynamic monitor results means the likelihood of transcribing that information into queries accurately and in real time is a fairy tale. How many times have you heard “Why do I have to type it in when it’s right in the bedside computer? Why can’t it just go into MEDITECH?” Common sense is hard to argue with.

While the technology to bring bedside monitor results into the MEDITECH documentation screens has been available for some time, it has lacked a user interface that is palatable for nurses. Iatric Systems has listened to this feedback and we’re excited to unveil [Monitor Results Verification Online \(MRVOL\)](#). With the help of our registered nurses on staff and in collaboration with our customers, we’ve created an innovative solution that is easy to use and will save nurses time. MRVOL allows users to send more than just monitor results. Nurses can verify the monitor results and include the corresponding details including patient’s position, comments and a manual respirations count. The result - saving precious nursing time. We just can’t wait to show you!

We’ve scheduled some webcasts to showcase our latest clinical solution. Please join us via webcast, from the comfort of your own office, as Michelle Schneider presents Monitor Results Verification Online. To register simply select a webcast date below.

Webcast Date	Day	Time
September 10th	Wednesday	2:00pm Eastern
September 16th	Tuesday	2:00pm Eastern
September 25th	Thursday	2:00pm Eastern

Please be sure to include your **name, phone number and hospital name**. We’ll promptly send you registration confirmation and participation instructions. Webcasts are open to staff at any hospital operating the MEDITECH HCIS.

[Back to Top](#)

3. Most Wired Hospitals Named



We want to congratulate the hospitals named to the top 100 Most Wired Hospitals list for 2008 by the Hospitals and Health Network (H&HN) survey. This year, 556 hospitals and health systems completed the survey, representing 1,327 hospitals.

For the past ten years, H&HN has conducted the Most Wired Survey and Benchmarking Study to address five key areas: safety and quality, customer service, business processes, workforce and public health & safety.

The following MEDITECH hospitals have been highlighted among the 100 Most Wired Hospitals and Health Systems. Hospitals highlighted in **blue** are Iatric Systems customers as well. We would like to extend our congratulations to MEDITECH and to all hospitals

that were recognized for their achievements.

Most Wired

Ten-Time Winner

[Avera Health \(Sioux Falls, SD\)](#)

Nine-Time Winner

[Kootenai Medical Center \(Coeur d'Alene, ID\)](#)

Eight-Time Winners

[Berkshire Health Systems \(Pittsfield, MA\)](#)

[Greenwich Hospital \(Greenwich, CT\)](#)

Seven-Time Winners

[Sacred Heart Medical Center \(Spokane, WA\)](#)

[Valley Health System \(Ridgewood, NJ\)](#)

Six-Time Winners

[Memorial Healthcare \(Owosso, MI\)](#)

Five-Time Winners

[Genesis Health System \(Davenport, IA\)](#)

[Poudre Valley Health System \(Fort Collins, CO\)](#)

First-Time Winners

[Citizens Memorial Healthcare \(Bolivar, MO\)](#)

[Inland Northwest Health Services – California Region \(Spokane, WA\)](#)

[Inland Northwest Health Services – Washington and Idaho Regional \(Spokane, WA\)](#)

Most Wired Small and Rural

[Beaufort Memorial Hospital \(Beaufort, SC\)](#)

[Duncan Regional Hospital \(Duncan, OK\)](#)

[Exeter Hospital \(Exeter, NH\)](#)

[Mason General Hospital \(Shelton, WA\)](#)

[Otsego Memorial Hospital \(Gaylord, MI\)](#)

St. Peter's Hospital (Helena, MT)
[Watertown Memorial Hospital \(Watertown, WI\)](#)

Most Wireless

[Avera Health \(Sioux Falls, SD\)](#)
[Camden-Clark Memorial Hospital \(Parkersburg, WV\)](#)
[Kootenai Medical Center \(Coeur d'Alene, ID\)](#)
[Maine Medical Center \(Portland, ME\)](#)
[Poudre Valley Health System \(Fort Collins, CO\)](#)

Most Improved

[BroMenn Healthcare \(Normal, IL\)](#)
[Civista Medical Center \(La Planta, MD\)](#)
[Door County Memorial Hospital \(Sturgeon Bay, WI\)](#)
[Hancock Regional Hospital \(Greenfield, IN\)](#)
[Margaret Mary Community Hospital \(Batesville, IN\)](#)
[Mercy Medical Center \(Cedar Rapids, IA\)](#)
[Schneck Medical Center \(Seymour, IN\)](#)
[UMASS Memorial Healthcare \(Worcester, MA\)](#)

[Back to Top](#)

4. Security and Reliability for Your ASP Applications



Iatric Systems has several exciting new Application Service Provider (ASP) applications. Traditionally, our applications are installed on servers located at your facility. However, under the ASP model, we host and manage the application on our equipment at our data center.

In order to comply with HIPAA guidelines, Iatric Systems takes great measures to ensure that your ASP application is completely secure. We impose the following levels of physical security: proximity card access, biometric scan, video surveillance cameras and motion detectors.

We also provide these measures in order to minimize downtime: an uninterruptible power supply that works in conjunction with a 2-megawatt generator and multiple Tier One Internet carriers.

Beginning this year, we have expanded our network infrastructure to include a "hot" backup site for disaster recovery. We have systems in place at the backup site to provide insurance against downtime for our ASP applications. We perform quarterly disaster recovery tests in order to ensure that our disaster recovery plan is sound.

While this is a brief overview of our network infrastructure, you can rest assured that our systems are both secure and provide a high level of up time. If you have any questions about Iatric Systems ASP applications, we encourage you to contact your Account Manager or email us at info@iatric.com.

[Back to Top](#)

5. Revenue Cycle Improvement Tips

Efficient Use of EOBs to Help You Get Ahead

Kay Jackson, Financial Marketing Manager



Explanation of Benefits (EOBs) are the primary reference tools used by Billing Office staff in order to resolve issues and disputes related to patient accounts. As patients are seeing higher co-pays, billing offices are faced with increased phone calls disputing final balances. In many instances office staff must leave their desks to retrieve paper copies of EOBs and must then return phone calls to assist the patient. This can be a time-consuming and drawn out process. In addition, Denial Management continues to grow as an important process for hospitals. Payers continue to add policies, rules and regulations that require aggressive appeals. The EOB can often provide critical details on an amount not paid by the carrier and provide significant reference data to assist with denial management.

An effective EOB management tool can place critical information at the fingertips of your staff. Searching for copies and fumbling through reams of paper to find an individual account can be a thing of the past. Billing office staff must be as efficient as possible in order to meet the needs of your customers and to aggressively pursue reimbursements that are rightfully yours.

An effective EOB management solution should allow for scanning paper and importing of electronic EOBs. It is also important to integrate EOB data with your B/AR Batches and individual patient accounts so that information can be easily retrieved by your staff and assimilated with other account activity. With the right solution, you have the ability to empower your staff to reduce A/R days and decrease your cost of collection.

Please join me on September 16th (MAGIC) or September 17th (CS) for an educational session regarding the Efficient Use of EOBs. We will cover all the reasons easy access to EOBs is now a revenue requirement not just a convenience. At the conclusion of the education session, a short demo of our IatriScan EOBs management solution will be presented. To register, simply select a session date below.

Webcast Date	Day	Time	Platform
September 16th	Tuesday	2:00pm Eastern	MAGIC
September 17th	Wednesday	2:00pm Eastern	Client/Server

Please be sure to include your **name, phone number and hospital name**. We'll promptly send you registration confirmation and participation instructions. Webcasts are open to staff at any hospital operating the MEDITECH HCIS.

[Back to Top](#)

6. NPR Report Writing Tips

Flexible selection on an NPR Report (C/S and MAGIC)

Users often want the same report with a variety of selection methods. For example, you might want a ADM report to select current inpatients by attending doctor, or location, or to run for an discharge date range, or to run for all currently admitted patients.

Most NPR report writers would create four copies of a report to accomplish this, but that means 4 reports to put on menus and 4 reports to maintain. There is also a special multiple report sensing device built into the MEDITECH HCIS that causes users to request complex changes to a report immediately after it has been copied to multiple versions.

The addition of the EDIT PICTURE and EDIT ELEMENTS routine to the MAGIC and C/S (finally) Report Writer allows you to build a screen with optional selection fields, and you can combine this with some code in a "start" macro to have a report that selects 4 different ways.

You can add text to the report select screen with the EDIT PICTURE routine to provide additional guidance to the user, and you will use the EDIT ELEMENTS (for MAGIC) routine to make all the prompts optional by changing the REQ=1 to REQ="" or REQ=N.

Note that if you use the IG operator in Client Server, the prompt is optional, and the screen is built with REQ=N for the field. In MAGIC, the IG operator creates a REQ=1 attribute and you must edit with EDIT ELEMENTS to make it optional.

Flexible Selection

Current Inpatients ← Add headings with EDIT PICTURE

For Attending Doctor ←

For Location ← Make optional with EDIT ELEMENTS

Leave Doctor and Location Blank to run for all inpatients ←

Or ←

From Discharge Date ←

Thru Discharge Date ←

#	Field Element
1	MIS.DOC.DICT.c.mnemonic
2	MIS.LOCH.DICT.c.mnemonic
3	c.xx.from
4	c.xx.to

A)tributes D)escription? ←esc> - to exit editor

ID.ARG=BR

IFE=1 ← Change 1 to N (no quotes) or ""

REQ="" ←

Our report will use the room and bed index if the user leaves all prompts unanswered (the "all current patients mode") or if the user selects a location and/or a doctor (to select patients for a location or for a particular attending doctor).

If the user enters a discharge date range, the report will use the discharge date index.

Because we might use the room bed index or the discharge index to select records, we build the report with "no index":

Enter/Edit Page 1

Report DPM Report Name

Report Title

Active Last Edit By Date Time

Detail DPM Detail Segment

Index DPM Index File

← Look Ma - no index! ←

Our "start" macro is going to use the index or indexes, and load a list in a temporary structure like this:

```
1 ^/MYLIST[@urn]
```

The select screen will do an LI (list) type selection against the list you build in the temp structure /MYLIST:

	Select Field/Prompt or Value	Oper/Default or Keyword
3	xx.from From Discharge Date	IG
4	xx.to Thru Discharge Date	IG
5	urn /MYLIST	LI
6		

Even though the report has no index on page 1, using indexes in the start macro to build a list of urn's in /MYLIST makes the report very efficient (provided your logic to process the indexes is properly written).

```

;load facility subscript
;with facility picked at signon to ADM
@.facility->facility,
IF{c.xx.from&c.xx.to @DISCHARGE.RANGE; ← If user provided dates
@CURRENT.PATIENTS}

DISCHARGE.RANGE
c.xx.from-1->discharge.date, ← Backup 1 so @Next starts with first date
DO{@Next(discharge.date,@discharge.index)'>c.xx.to 1, ← Loop on discharge date index for
DO{@Next(discharge.time,@discharge.index) 1, ← date range
DO{@Next(urn,@discharge.index) 1->/MYLIST[urn]}}} ← Load list with urn's

CURRENT.PATIENTS
IF{'MIS.DOC.DICT.c.mnemonic&'MIS.LOCN.DICT.c.mnemonic 1->ALL}, ← Doc & Loc selects
DO{@Next(room,@room.bed.index) 1, ← blank - take all
DO{@Next(bed,@room.bed.index) 1,
@room.bed.index->urn,
IF{ALL 1->/MYLIST[urn]; ← Load ALL or matches on
@attend.doctor=MIS.DOC.DICT.c.mnemonic 1->/MYLIST[urn]; ← doctor or location
@location=MIS.LOCN.DICT.c.mnemonic 1->/MYLIST[urn]}}}

```

Client Server and MAGIC versions of an example report: **ADM.PAT.zcus.is.eupdate.flex.select** has been placed in our report library.

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

[Back to Top](#)

7. Newsletter Sign-Up/Contact Us

[Sign up for our Updates! newsletter](#), or do so by visiting the lower right section of our website's [homepage](#).

You may also request to discontinue receiving our newsletter by sending us a request at info@iatric.com.

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.

Joel Berman, President, 978-805-4101, JoelB@iatric.com

John Danahey, Vice President, Sales & Marketing, 978-805-4153, JohnD@iatric.com

[Back to Top](#)

27 Great Pond Drive, Boxford, MA 01921

Copyright 1996-2008, Iatric Systems, Inc. – All rights reserved –