



Updates!

e-Newsletter from Iatric Systems, Inc.

November, 2005

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1. Message from Senior Management

Find a Human at Iatric Systems

Joel Berman, President



Isn't navigating phone systems fun? We've all had the experience of calling a company and trying to reach a customer service agent. Instead of reaching a live person, you have the fun experience of listening to menu after menu of phone options listing all the things you don't want. It's so maddening! The other day, my wife read me an article about several "Find a Human" web sites that tell you which options to pick in various companies' phone systems in order to talk to a live person. I did a search on Google and found this one <http://www.paulenglish.com/ivr/>. Amazing what you find on the Internet.

At Iatric Systems, we have a series of internal retreats each year where staff members share ideas about how we can improve our customer service. This year, the number one suggestion for improvement concerned our phone system. We did a little research and found that sometimes person A had their calls going to person B if person A was on the phone, but person B was also sending their calls to person A, preventing the caller from easily being able to reach a live person. This is unacceptable. Over the next few weeks, we intend to update our phone system so that:

1. You will ALWAYS be able to reach a live person.
2. The number of menus you need to hear before reaching a live person will be one or two at most.
3. Our phone menus will be shorter and to the point.

We hope this will reduce frustration for everyone. We hope to have the new system in place by Jan 1, 2006. Call us and let us know what you think. Now to reach me, dial our number then press...

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2. Relax and Learn with Post-MUSE Webcasts



If you weren't able to attend any of the Regional MUSE Conferences this fall, or if you missed a session while you were at one of the conferences, relax – we have good news for you! Iatric Systems is hosting, via Webcast, "Post-MUSE" repeat performances of all of our Educational Sessions and Product Demonstrations. Our Webcasts are online, real-time interactive sessions you can attend from the comfort of your own office, and they are provided **at no charge**.

Sessions this year fall into two categories – **patient safety** and **new technology** – and for your convenience, we've included the appropriate category in the Post-MUSE Webcast schedule below:

****NOTE: All Webcasts will be held at 2:00pm Eastern****

Category	Session Name	Type	Webcast Date(s)
Pt Safety	Intro to Medication Reconciliation	Ed Session	Dec 6th
Pt Safety	PDI/PDRx (to address med reconciliation)	Demo	Dec 8th
Pt Safety	MobiLab (decrease specimen handling errors)	Demo	Nov 29th & Dec 14th
Pt Safety	VFS Suite (med verification & on-line eMAR)	Demo	Nov 30th & Dec 15th
New Tech	Wireless World (update on mobile options)	Ed Session	Dec 7th
New Tech	ISc for Lab (view ref lab reports in MTech)	Demo	Dec 13th
New Tech	POI (Physician Office Integration)	Demo	Dec 1st

To register, simply click the Webcast date you'd like to attend, and please be sure to include your **name, phone number and hospital name** in your request. We'll promptly send you registration confirmation and instructions on how to participate. If you have any difficulty registering, please e-mail stacym@iatric.com, tell us which session you'd like to attend, and we'll ensure you are registered. We'll look forward to "seeing" you at one or more of the Webcasts!

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3. Medical Necessity Ordermate Training Sessions



Medicare no longer provides a 90-day grace period for using discontinued HCPCS codes for services provided on or after January 1, 2005. HCPCS codes must be valid at the time the service is rendered. How can you ensure HCPCS and MNO keyword dictionaries are up to date? Attend one of the educational Webcasts that Iatric Systems will be hosting for current Medical Necessity Ordermate (MNO) clients, where we'll review MNO maintenance procedures and dictionaries.

The one hour educational sessions will be offered on Tuesday, December 6th and Wednesday, December 7th at 11:00 am Eastern (10:00 Central, 9:00 Mountain, 8:00 Pacific).

An email invitation will be sent to each customer's primary contact. For more information or to register, please contact Barbara Roberts (978-805-4113; barbarar@iatric.com) or Valerie Barnhart (978-805-4152; valerieb@iatric.com).

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4. MEDHOST Webcast



In [July's newsletter](#), we featured the [MEDHOST EDMS](#) in one of our Vendor Spotlight articles. MEDHOST offers an easy-to-use, integrated Emergency Department Information System that has a proven track record within the Meditech community. Integration between MEDHOST and MEDITECH is powered by Iatric Systems.

On **Monday, December 12th**, MEDHOST will demonstrate their system via Webcast sponsored by Iatric Systems. Iatric Systems will have Ken Hoffman, VP, Interfaces & Integration to answer any integration questions. See how your ED can improve processes, patient safety, patient satisfaction and clinician acceptance with MEDHOST's Touch Screen solution. The demonstration will be presented on-line at 11:00 am Eastern (10:00 Central, 9:00 Mountain, 8:00 Pacific).

A few advantages of MEDHOST include:

- Graphical user interface with "at-a-glance" department status
- One touch, wireless, bedside Order Entry
- Rapid input Documentation modules which tells the patient "story"
- Revenue enhancement with automated charge capture
- Seamless integration with NUR, B/AR, OE Departmental, ADM, Order Entry, PCS, ITS, PCI, and EMR

Join us to see MEDHOST in action and learn more about our partnership. The Webcast session is open to users at any hospital operating the Meditech HCIS, and there is **no charge** for the session. If you would like to attend, simply [send us an e-mail](#) including your contact information and hospital name, and we'll promptly send you logon instructions.

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5. Increase Productivity with Online Conferencing



Do you find yourself wasting time traveling, near or far, to attend trainings, meetings, or provide support? If so, online conferencing could help you and your staff become more productive.

What is online conferencing? To borrow a simple definition from Wikipedia, online conferencing is “used to hold group meetings or live presentations over the Internet”. It enables users in various locations (across the street, across the nation, around the world) to simultaneously view and/or control shared screens via their own individual computers.

Listed below are just a few online conferencing providers:

- GoToMeeting
- Live Meeting from Microsoft
- Raindance Communications
- WebEx

Iatric Systems has been utilizing online conferencing services for well over 5 years – for training, support, demonstrations and educational sessions. Recently, MUSE has begun utilizing online conferencing to present its educational MUSE Webcasts as well.

Many online conferencing services have designed software that is now secure and easy to use. Users can share presentations, applications, even entire desktops. Video and Voice Over IP (VOIP) are now available, as well. Sessions can be recorded, which is particularly useful for training purposes. Having a tough time training physicians during the workday? Let them view a recorded session whenever they wish, in the comfort of their own home or office. If they have questions, offer to follow-up with a real-time, interactive training session that they can also “attend” from their favorite chair.

Because services have become so much more robust, online conferencing isn’t just for scheduled meetings and trainings anymore – it can be used for “ad-hoc meetings” and troubleshooting, too. Say you’re an IT person who gets a call from a user at a satellite clinic, but the user is having a difficult time explaining the steps s/he’s taking when running into a problem. Instead of guessing what the user might be doing or wasting time driving to the clinic, you can begin an online conference, pass control over to the user, and literally watch what the user is doing right on your own screen. Take control back, and quickly show the user what s/he should be doing instead.

A number of hospitals have recently indicated to us that they are utilizing online conferencing within their organizations. However, a recent search of the Meditech-L Archives rendered 0 results for “online conferencing”. Is your hospital already using it – could you benefit from its use?

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6. NPR Report Writing Tips

NPR RW Tips – Lesser Known Attributes and Attribute techniques

There are always multiple ways to solve NPR RW problems. Sometimes an obscure attribute or attribute technique can save lots of coding.

Formatting a Number with Commas

The Hard Way..

Write a computed field or macro to process the number character by character, right to left, and insert a comma every three digits, allowing special handling of “.00” and any leading negative sign.

The Easy Way..

Add a COMMA=Y attribute to the standard or computed field.

Printing labels or data on a report in a smaller font, when the picture won't allow you to place the field at its required length (other fields are “in the way”).

The Hard Way..

Move the printer cursor with PCL-5 commands to the correct spot, call Z.rw.size to print the data in a smaller font at the correct coordinates.

The Easy Way

Shrink the font with SIZE=n (e.g. .5)

Set the LEN=whatever needs to fit on picture

Use TRUNC=N to eliminate the truncation that the report writer would do otherwise.

You have written a download report using the picture and the FD attribute in the footnotes. Now the user or other vendor asks you to either eliminate the text qualifiers (quotes around text fields), or add quotes to every field (not just the non-numeric fields).

The Hard Ways..

Rewrite the output section in a macro. (or)

Download to Excel and reformat before sending. (or)

Change every field to a computed field with DAT=FREE (to add quotes) or DAT=INT (to remove quotes).

The Easy Way.

To eliminate quotes, add a DAT=INT to every non numeric field. (You *can* change the data type of a standard field in a report.)

To add quotes, add a DAT=FREE to every numeric field.

Create centered title style header line(s) on your report

The Hard Ways..

Count the number of characters in your header, divide by two and start typing at that point in the picture. (or)

Type header, push over with spaces, print, check output, adjust, print again (replace toner cartridge and load paper tray as needed).

The Easy Way

Create a computed field with a LEN=width of your report
Add JFY=C
Make the VAL="Your Title Text"

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/Contacting 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 an e-mail 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.

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