



## Updates!

e-Newsletter from Iatric Systems, Inc.

## October 2008

### In this issue:

(select the title to view the article)

[Message from Senior Management](#)

["Red Flags Rule" Deadline is Nov. 1st](#)

[CAP Gives Baseline for Specimen Errors](#)

[Upcoming Events](#)

[Revenue Cycle Improvement Tips](#)

[NPR Report Writing Tips](#)

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

### 1. Message from Senior Management

#### You Speak, We Listen

Joel Berman, President



"We'll never grow to more than 25-30 people tops," I said once many years ago. Eighteen years and 180 plus employees later my quote continues to come back to me – along with the on-going question "what is your growth strategy?" My response remains constant; our strategy is not growth, it's meeting your needs, giving you the products and services you value and building your trust. This philosophy is shared by each of our employees and is more than just an aspiration – it's our business model. We put ourselves in your shoes and we listen more than we talk. Some of our best products were developed in direct response to users comments or requests. Remember the commercial, "When E.F. Hutton talks, people listen" - well, we listen when you talk.

In August 2008 Inc Magazine named Iatric Systems one of the top 5000 fastest growing private companies in the USA. In addition, we were named one of the top 100 fastest growing private business in the Boston - Quincy - NH market. We're really proud of our accomplishment. It means that we're succeeding in our goal to provide products and services that meet your needs. In order for us to continue to grow in the future, we need to be listening even harder. I want to thank you, our clients, for your feedback and your confidence in purchasing our products. We dedicate this award to you.

[Back to Top](#)

## 2. "Red Flags Rule" Deadline is Nov. 1st



By **November 1, 2008**, hospitals and health care systems will be required to have in place a board-approved, written identity theft prevention program.

This "Red Flags Rule", a Federal Trade Commission (FTC) mandated compliance regulation, impacts hospitals and healthcare systems. The requirement is separate and distinct from HIPAA regulations, and was [announced in the Federal Register](#) late last year.

If your organization doesn't already have a written identity theft prevention program in place, support is a just click away. There are a number of valuable resources that can help you meet the deadline.

Iatric Systems has partnered with [Compliance Coach](#) to provide a jumpstart for hospitals and healthcare systems. [Attend a free webinar this Thursday, October 16<sup>th</sup> to learn more!](#) Simply click on "Enroll" at the bottom of the page to register. The webinar will detail the new compliance regulation, how hospitals and other medical service providers will be affected and tactics for quick and easy compliance. Sai Huda, Chairman and CEO of Compliance Coach, will host the presentation, provide education and perform a brief demonstration of [CompliancePal](#).

Additionally, the American Hospital Association (AHA) recently published a [Red Flags Rule requirement summary](#). The article describes how hospitals will be affected and what a prevention program must accomplish in order to comply. The AHA has also created a [Red Flags Rule Resources](#) website page.

[Back to Top](#)

## 3. CAP Gives Baseline for Specimen Errors



[CAP \(the College of American Pathologists\)](#) conducts several studies each year to help laboratories improve quality of care, patient safety and outcomes. These studies, also known as "Q-Probes", provide comprehensive assessments of key processes in the laboratory.

The results of one Q-Probes study, titled "Specimen Labeling Errors," appeared in the [June 2008 issue of CAP Today](#). The study is groundbreaking, CAP Today reported, Laboratories now have a baseline measurement against which to compare their own organization's specimen labeling errors.

Five types of errors were studied: mislabeled, unlabeled and partially labeled specimens, as well as specimens with incomplete labels and illegible labels. The study listed median, low end and high end error rates after reviewing 3.4 million specimens collected at 147 institutions. A total of 3,043

labeling errors were identified. The median rate was reported at 1.31 errors per 1,000 labels, but the overall range varied widely. Laboratories in the 90<sup>th</sup> percentile reported as few as .22 errors per 1,000 labels, while laboratories ranked in the 10<sup>th</sup> percentile had 52.3 errors per 1,000 labels.

The article indicated barcode specimen collection systems are a "significant step" toward eliminating labeling errors. Unfortunately, the Q-Probes study reported only 9.8 percent of the laboratories participating in the study utilize barcoded patient wristbands for identification.

If your organization would like to take a significant step toward eliminating labeling errors, Iatric Systems' [MobiLab](#) handheld phlebotomy solution can help. Over 65 hospitals and health systems across the US and Canada utilize MobiLab, and it was ranked #1 by KLAS in the "Specimen Collection Barcoding" segment as published in the December 2007 *Top 20 Best in KLAS Awards* report ([www.KLASresearch.com](http://www.KLASresearch.com) © 2007, KLAS Enterprises, LLC. All rights reserved.). For more information on MobiLab, please contact us at [info@iatric.com](mailto:info@iatric.com).

Additional resources:

- [Cap Today article](#)
- [Link to purchase "Specimen Labeling Errors" Q-Probes report](#)

[Back to Top](#)

#### 4. Upcoming Events

We are pleased to announce our upcoming events. We look forward to seeing you there.

Conference	Date	Location
FOCUS Corporate Event	October 15, 2008	Linthicum, MD
Eastern Canada Regional MUSE	October 15 - 16, 2008	Toronto, Canada
Western US Regional MUSE	October 21 - 23, 2008	Portland, OR
Eastern US Regional MUSE	November 3 - 5, 2008	Vienna, VA
Central US Regional MUSE	November 12 - 14, 2008	Louisville, KY
HIMSS Virtual Conference	November 19 - 20, 2008	On-Line

If you would like more information, please email us at [info@iatric.com](mailto:info@iatric.com).

[Back to Top](#)

#### 5. Revenue Cycle Improvement Tips

##### Happy Patient Account Management Week

Kay Jackson  
Financial Marketing Manager



Happy Patient Account Management Week (October 13-18)

Iatric Systems salutes the Patient Account Managers and Patient Financial Systems (PFS) teams for a job well done! Your team is the lifeblood of the hospital; you have the job of billing, collecting and

keeping that CASH coming in so that the hospital can continue serving patients. Never has it been more important that the Revenue Cycle workflow creates success. Iatric Systems is committed to providing ideas for improving the Revenue Cycle through educational webcasts, presentations at MUSE, and this monthly newsletter. If your Patient Account Management team members want to sign up for our newsletter, please refer them to [www.iatric.com](http://www.iatric.com) for easy, no cost enrollment.

Please contact your account manager with any questions regarding the Revenue Cycle solutions Iatric Systems provides, including point of service and EOB scanning, Medical Necessity checking, MPI error checking software, RAC audit tracking, and Revenue Cycle Improvement with Visual SmartBoard (VSB).

We invite all to attend our free webcast regarding Recovery Audit Contracts to see the impact on your hospital's financial welfare. To register, select a webcast date below.

Webcast Date	Day	Time	Platform
<a href="#">10/15/2008</a>	Wednesday	2:00pm ET	Client/Server
<a href="#">10/30/2008</a>	Thursday	2:00pm ET	MAGIC & Client/Server

Please 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

### Download Reports - automatic delimited column headers (Magic and C/S)

For download reports with large number of fields, or fixed length records, we recommend using a macro for record output (for details see our 2004 MUSE International Presentation <http://www.iatric.com/information/muse2004.asp>).

For most other downloads, the easiest method is to create a report with a Report Header and a Detail region. Set the Lines Per Page equal to the Page Size, then add the following footnotes:

Edit Footnotes	
SFF NO	
EFF NO	C/S Only
PFF NO	←
FD 9	← ASCII code of delimiter

The PFF NO is used for Client Server only.

Your Page One/General Tab looks like this

Chars/Line	<input type="text" value="200"/>	Lines/Page	<input type="text" value="66"/>	Page Size	<input type="text" value="66"/>	Left Margin	<input type="text" value="0"/>
Chars/Inch	<input type="text" value="12"/>	Lines/Inch	<input type="text" value="6"/>	Change Lines/Page from 60 to 66 to match default			
Page Banner	<input type="text" value="NONE"/>	Report Header	<input type="text" value="Y"/>	Detail	<input type="text" value="Y"/>	Compiled File	<input type="text"/>
Page Header	<input type="text" value="N"/>	Report Trailer	<input type="text" value="N"/>	Add Report Header			
Page Trailer	<input type="text" value="N"/>	Change REG to NONE					

The next step is to build a computed field for each column header, and place those fields in the HR region. This provides nicely delimited column headers in record 1 of your download:

Enter/Edit Report: Download Report with Automatic Delimited Header Page 3									
Editing Picture - <ESC> for Fields or Regions				<Insert Mode>					
REG	A	0	1	2	3	4	5	6	7
HR	.	xx.acct.hdr	xx.name.hdr			xx.att.hdr	xx.admtdt	xx.rmd	
D	.	acct.number	name			attend.doc	admit.da	room	

Create computed field to hold column headers for each field in record.  
VAL= column header string you want

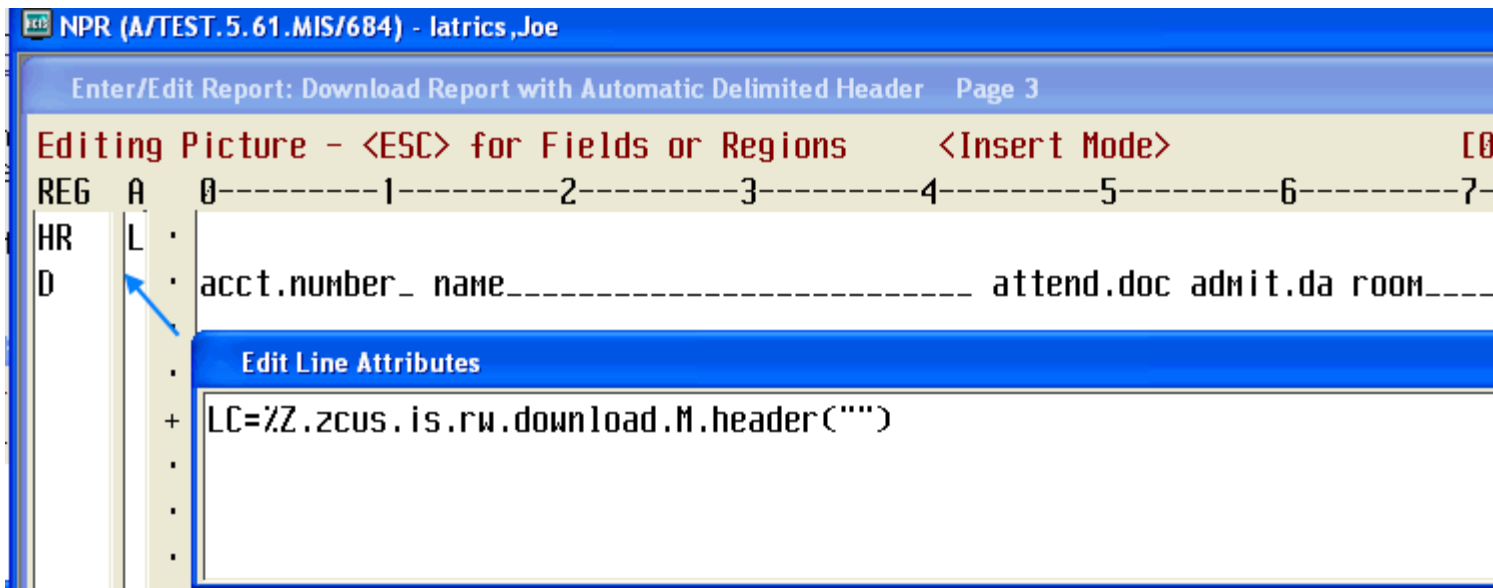
This technique works fine, but creates quite a bit of additional work.

It recently occurred to us that your report definition could be used to produce a delimited fields in a column header, using the NPR field names or a custom phony "HEADER" field attribute in cases where you would like to use a column header that is different from the NPR field name or computed field name of the data field.

For several years, we have been using a utility `%Z.zcus.is.rw.util.M.field("")` to create an array of the field numbers of computed fields in order to create "unbreakable MV arrays". (See our 2006 C/S or Magic NPR Tips and Tricks Session info <http://www.iatric.com/information/muse2006.asp> for details).

For this tip, we have used a similar technique to create a utility "Z" report that is smart enough to create a delimited header record by checking the footnotes and fields of your report.

Rather than create a computed field per column (quite a chore if you have a record with a lot of fields), simply call the utility macro from a LC or ECB on the HR line and `%Z.zcus.is.rw.download.M.header` will do all the work for you.

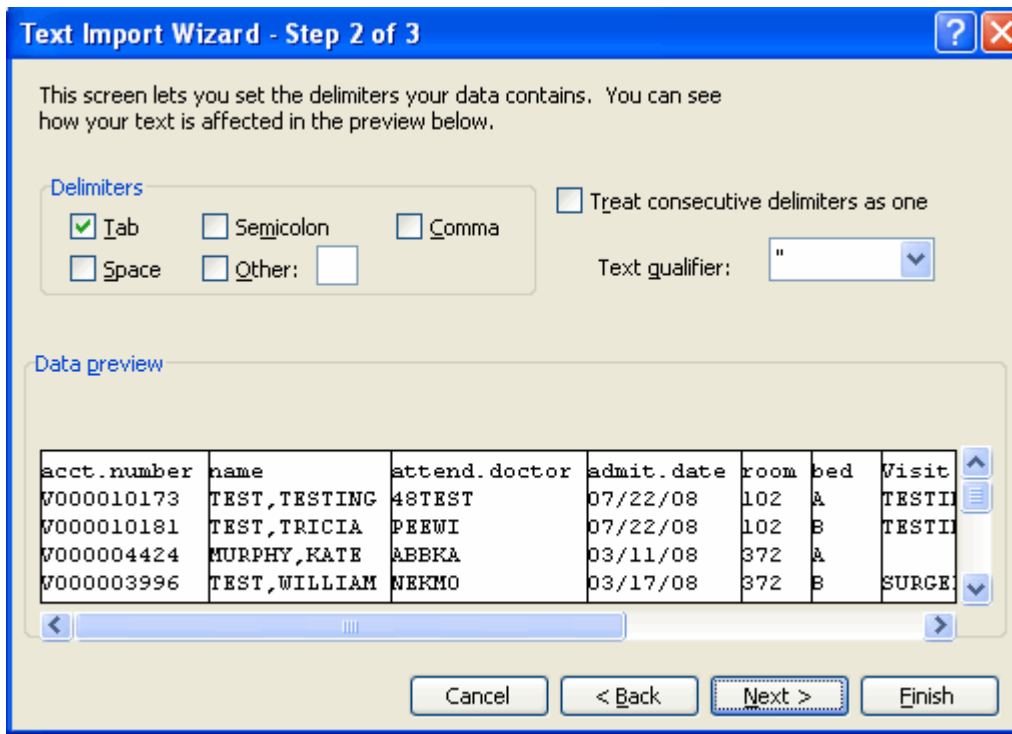


In certain circumstances you might want to specify column header text that is different from the field name, perhaps when it is something non-descriptive like "xx.a". To do this, simply add a `HEADER=` attribute to the field. You can do this on a standard or a computed field. The attribute filer will give you a warning, but the attribute will file regardless.



Because I know that we will forget whether this feature requires quotation marks around the alternative header value, the utility program will check to see if you have used HEADER="Visit Reason" rather than HEADER=Visit Reason and it will strip the quotes if necessary.

Running the example report to download, we see that we get nice tab delimited headers without building any fields in HR.



IMPORTANT: Make sure to upload the Z.zcus.is.rw.download utility report to use this technique. A sample report ADM.PAT.zcus.is.eupdate.auto.header and the utility report Z.zcus.is.rw.download have been uploaded to our report library in C/S and Magic versions.

Client Server Note:

Tab delimited headers are supported by the Z.zcus.is.rw.download.M.header macro. If you can use FD 9 in a footnote in your Client Server reports, the macro will send D(27)\_"Y"\_D(9)\_D(27)\_"Z" to the print manager so the tab will make it into the file.

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](#) here, or visit the link in the middle of the right side of our website's [homepage](#).

You may request to discontinue receiving our newsletter by sending us a request at [info@iatric.com](mailto:info@iatric.com).

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

Joel Berman, President, [JoelB@iatric.com](mailto:JoelB@iatric.com), 978-805-4101

John Danahey, VP, Sales & Marketing, [JohnD@iatric.com](mailto:JohnD@iatric.com), 978-805-4153

[\*\*Back to Top\*\*](#)

**27 Great Pond Drive, Boxford, MA 01921**

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