INTELLIGENT MEDICAL SOFTWARE (IMS) FOR OTOLARYNGOLOGISTS

An EHR Solution That Maximizes Productivity and Improves Patient Care While Reducing Costs

Meditab's Intelligent Medical Software (IMS) provides automated clinical management solutions that maximize productivity and improve patient care while reducing costs. Always configured per specialty, IMS has evolved to include ENT-specific functionality.

Otolaryngology CareProtocol®

From head and neck oncology, to neuro-otology, to allergy/ENT shot and vial management and other services, **Otolaryngology CareProtocol®** is a multi-award-winning, certified solution that combines Practice Management, EHR, and Document Imaging in one integrated system. With its otolaryngology-specific ICD/CPT codes, its all-inclusive functionality for elements such as Skin Endpoint Titration (SET), and an allergy module that automatically calculates end points and vial concentrations, the software allows you to manage and chart completely from patient arrival to sign-out. Otolaryngology CareProtocol provides multiple data entry modalities that include point and click, handwriting and voice recognition, transcription, macros and/or typed text.

Dr. Herman Ricardo Matallana, who practices otolaryngology in Lakeland, Florida, states: "When we first set up the software and started using it, I was highly involved. Nowadays, my office staff uses the software far more than I do. When I have a patient in an exam room, one of my staff comes into the room with me to bring up the patient chart and enter the data during the office visit."

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> **- Dr. Herman Ricardo Matallana, Family Care ENT, Lakeland, FL**
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> **- Carmen Stevens, practice administrator, Family Care ENT**

Carmen Stevens, the practice administrator at Dr. Matallana's Family Care ENT practice, explains: "The notes are taken by the medical assistant in the exam room when the doctor speaks to the patient and entered into the chart immediately. Later I can review everything for completeness, order prescribed tests and manage other tasks. We have been using IMS since 2008, and have found it to be very complete software that is easy to navigate and use. We make use of all the features that are pertinent to ENT, but the system is quite extensive, and there are features available that we do not employ in our particular practice. Meditab customized our allergy test module to fit our specific needs."

Health Maintenance Manager

Customizable by each practice, Health Reminders can be set using a combination of factors including procedures performed, patient's diagnosis, previous encounters within a certain timeframe, patient medications, lab tests, diagnostic tests, patient gender and age.

The customization features of the software are very popular with users. Dr. Matallana reports, "When we need to create new templates, my office staff now takes care of that, although I created the original templates. We have not had any major issues, concerns or complaints from my staff about IMS."

The IMS Health Maintenance module presents clinicians with Health Reminders at the time of a patient encounter, or as a task in the staff's reminder list as they call patients requiring visits. Otolaryngology triggers and injection administration with schedules, pre-injection consult, vial/patient validation and vial production are all included.

E-Prescribe Module

You can create an electronic prescription as quickly as a hand-written prescription. Prescription hotlists unique to otolaryngology increase efficiency, patient safety, and patient satisfaction through electronic checking of drug interaction and the routing of prescription orders to more than 85% of pharmacies nationwide. Electronic prescriptions are stored in the EHR and can be sent directly to the patient's preferred pharmacy or printed and handed to the patient. The module tracks all medication and refill histories.

Lab/Diagnostic Ordering

Meditab's Lab Orders & Tracking Module manages everything needed to organize labs. Through lab/diagnostic ordering, you can reduce repetitive testing, length of stay, and wasted costs, while helping pharmacies and radiology centers increase turnaround patient satisfaction.

You can order labs directly through the Visit Note while in the exam room with the patient. There is no longer any need to complete paper order forms. Simply select the lab to be performed and send it directly to the lab center of your choice. The request can be electronically faxed or sent via HL-7 interface. If needed, the form can be printed out for the patient. Your staff can view the specific labs tests ordered and when they were sent. The hub also tracks the progress of the orders by indicating the number of days since the labs were sent.

Care Portal

The Care Portal allows patients to get involved with their healthcare by providing them access to their own provider and clinical data, including diagnosis, allergies, prescription, education material, care-plan, schedules, billing information and more. This helps your office to compile critical documentation, reduce incoming phone calls and improve patient satisfaction, providing a true return on investment (ROI) by reducing tasks associated with clerical and administrative duties.

Insurance Verification, Billing & Collections

Real-time access to patient insurance details for procedural eligibility status prior to arrival saves you both time and money while increasing patient satisfaction. IMS's integrated billing module has everything you need and emphasizes workflow. It offers automated data entry from EMR-generated Super Bills, strong validations, prechecking of EMC, CMS-1500 or UB04 claims, automatic reconciliation (ERA), enhanced collections and extensive reports that keep finances on track.

Julie Ziehm, billing manager at Mid Michigan Cardiology Associates, reports, "My bad-debt write-offs have been reduced over 90%. Pre-IMS, we had an average of $80,000 per month outstanding in charges waiting for referral. Since implementation of IMS we now regularly maintain no more than $400 per month. The Authorization tracking screen

helps us in timely follow-up with the insurance companies. The billing module is great, in a way we now know what ensures timely payments. The aging reports help our billers set priority of follow-ups, making sure we work in the right areas."

Letter Writing

The IMS Letter Writer eliminates the need for repetitive data entry. You can create various letter templates and add patient data to the body or text of any letter, including demographics, insurance information, claim information and medical information. This complete letter manager stores letters directly within the patient's chart. It also enables the letters to be faxed, printed, and e-mailed directly through the patient chart screen.

Affordable and Scalable

Meditab IMS is affordable and scalable, offers 24/6 live support, continuous product updates, and built-in functionality for otolaryngology and many other specialties. No one beats Meditab IMS on price. The Internet-based or "cloud-based" model is the least expensive initially, while owning the database server or "client-server" requires a greater expense at first, yet offers more significant savings later.

Focused Customer Service

With its intuitive and innovative solutions, Meditab also provides focused customer service such as training, setup implementation and technical support. Carmen Stevens reports, "We were trained onsite by Meditab and we have found them to be very responsive to our questions. There are times when I have called them when I don't remember how to do something, and they walk you through it over the phone. There is always a real live person who answers the customer service line."

For more information about Meditab for your medical practice, please call (510) 632-8021 or (866) 99-GO-EMR; or visit our website at www.meditab.com