



Glenwood Systems

Since 1998

CEOs CORNER

A Word From Nat Loganathan

We are completing 20 years in business this summer! It's been a long journey with our Physician community. Practice has changed dramatically- where fewer physicians are entering private practice and diminished physician control is the major trend. We have always been ahead of the trend, with solutions required by physicians to stay successful in private practice. We have managed to keep our software productive with minimal disruption during regulation mandated changes. We are proud to have collected over 99% of contracted rates across the board. We have built lasting relationships and continue to cherish them!

We are excited to announce our new product offering - GlaceOffice. Over the years, we have seen practices disrupted due to lack of organized practice data. We have observed corrected inefficiencies can add significant numbers to the bottom line. GlaceOffice is intended to organize and successfully manage private practice, removing inefficiencies. It is an integrated collection of tools that help you in practice administration. We will be communicating more details during the coming months.

We are also excited to announce a major revamp to our website and LinkedIn profile. Please visit our site to see these updates and changes, which represent to us a continual commitment to staying relevant and on top of changing trends in the industry.

Our goal remains the same - to help you succeed in private practice!

INDUSTRY NEWS



We are proud to announce that Glenwood's GlaceEMR was one of five software programs which in April met the criteria of the Healthcare Information and Management Systems Society (HIMSS) Immunization Integration Program. The HIMSS Immunization Integration Program is an initiative to improve the accuracy of immunization data sharing between public and private healthcare organizations.

The initiative, supported by the Centers for Disease Control and Prevention and approved for health IT certification by the Office of the National Coordinator for Health IT, is designed to improve the quality and timeliness of immunization-related data public health departments exchange with private providers, according to an article published by Healthcare IT News.

This is a huge win for Glenwood Systems and represents our commitment to remaining on the cutting edge of the industry, leading the way for effective health systems.

PRACTICE MANAGEMENT PRINCIPLES



Medical Economics recently released an article titled, "Five Tips to Manage High-Deductible Health Plans." These tips offer solid advice and are well represented in the way that Glenwood serves and engages our clients.

Interestingly enough, the article quotes a physician regarding the difficulty of collecting patient payments: "Once the patient leaves the office, the probability of collecting any outstanding balance decreases dramatically." This physician in the article goes on to say, "Collecting patient payments up-front also reduces write-offs, saves time, and reduces operational costs related to invoicing and follow-up...It can also eliminate or significantly reduce the practice's reliance on costly collection agencies."

This issue is at the core of the Glenwood solution and how we help our clients collect over 99% collection rate of their eligible revenue.

The five tips shared by this article are as follows:

1. **Create a financial policy.**
2. **Notify patients of your financial policy.**
3. **Provide financial training to front-desk staff.**
4. **Hire front-desk staff who have a billing background.**
5. **Send timely statements.**

We encourage you to read the entire article [here](#). Glenwood Systems empowers their clients to proactively approach the billing process in this way, providing the tools, processes, and systems needed to run a successful and profitable practice while maintaining a positive patient-physician relationship.

IMPORTANT DATES

Our team is currently conducting software testing for the next version of Meaningful Use (MU 2015), which will be launched in January 2019 by providers participating in the annual MU incentive program through either Medicare or Medicaid.

As you may be aware, providers are required to use a certified EMR such as GlaceEMR to perform a checklist of tasks within a specified time period, then attest to the data and submit to Medicare and Medicaid. In early years, providers would receive a bonus payment for completion. Through this incentive program, you now can participate to avoid receiving a penalty from Medicare and Medicaid. To find out more, please visit the Centers for Medicare & Medicaid Services.

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