
VITALS

Volume 6

A Glenwood Systems LLC Publication © 2011

Issue 1

GlanceEMR v4.5 Achieves Meaningful Use Certification

See page 3

Message from the Chief

Ron Flormann
CCO, Glenwood Systems LLC

EMR / Billing Implementation - Training and Attention to Detail is Key

It should be no surprise that the electronic age and the world around us continue to evolve; incorporating more software, improved and more powerful IT hardware and the Internet into our lives. Consider that buggy manufacturers, the leader in personal transportation at the turn of the twentieth century, should have evolved to auto manufacturing. They had the market, financial advantage and access to the customers but most didn't make it. Many think the fate of the pen and paper medical office will be the same.

New EMR and billing system implementations are among the greatest challenges a provider and medical staff may face today; you have spent years doing the same thing, the same way and now you do it pretty well. Change always presents

continued on page 2

Biller's Tips

Professionally Run Billing Companies Provide the Security that In-House Billing Cannot Offer

Nat Loganathan
Founder, Glenwood Systems LLC

Billing and collections are vital to the survival of a medical practice. It is precisely the reason why there is general apprehension when outsourcing billing functions. Physicians feel a "loss of control" over a vital process. In reality, professionally run billing companies provide the security that in-house billing cannot offer – reliability, stability, and above all *accountability*. Today, with sophisticated technology, integrated billing & software, outsource billing companies can bring an unparalleled level of reliability in the billing process.

While trust is being developed, physicians tend to be apprehensive about a new billing process – especially when a minor glitch occurs during the early stages of the new billing relationship. I thought it would reassure our valued clients and potential clients if we explain how Glenwood is structured to provide a smooth and efficient billing process.

Rather than place all of the billing responsibility in the hands of a single biller or group of billers, Glenwood divides the billing functions into distinct departments specializing in core billing functions. These specialized groups work together to collect the greatest percentage of revenue available to our clients. We identify efficiencies and streamline the work flow.

Glenwood structures the billing procedure in a line model based on the order of claims flow. We start with front end code checking and move on to service posting, quality checking, claims submission, EoB posting, denial handling, A/R handling, reporting, patient calls handling,

continued on page 3

INSIDE THIS ISSUE

- 1 Message from the Chief
- 1 Biller's Tips
- 2 Technical Tips
- 3 What's New at Glenwood
- 4 Study: Most Americans favor electronic medical records

challenges simply because we need to learn something new. Do you remember learning to ride your bike, driving a car for the first time or passing your exams so that you may perform the job you do so well today? This process incorporated stress, practice and demonstrated proficiency, but the resulting satisfaction has improved your life.

I've been sitting at this desk for over two years watching Glenwood's business, 15 years young, grow. During this time we have implemented countless new clients with our EHR and Billing system and services and upgraded even more current clients. Most of these implementations have gone smoothly and but others have been rough. The medical practices that have embraced a) the process change and focused on learning the system and b) looked to Glenwood as a partner have had the best results.

I am always surprised when I see a client put so little emphasis on the foundation of their business – IT infrastructure, electronic clinical documentation and revenue management. Let's face it, nobody learns a new system by osmosis and you can't run today's programs with Windows 2000.

The key to successful implementation of new systems and the resulting workflow efficiencies and profitability is to ensure a proper product selection for the practice, detailed implementation and information transfer preparation, comprehensive rigorous product and process training, demonstrated proficiency and the proper IT hardware selection and networking.

During the past six months Glenwood has refined our training courses; I am confident they are among the best in the industry. They are robust and comprehensive. We believe that all our client users should be certified proficient to maximize the documentation and revenue benefits of the Glace products and services.

Happy Spring!!



Here's a chuckle....

The man looked a little worried when the doctor came in to administer his annual physical, so the first thing the doctor did was to ask whether anything was troubling him.

"Well, to tell the truth Doc, yes," answered the patient. "You see, I seem to be getting forgetful. I'm never sure I can remember where I put the car, or whether I answered a letter, or where I'm going, or what it is I'm going to do once I get there – if I get there. So, I really need your help. What can I do?"

The doctor mused for a moment, then answered in his kindest tone, "Pay me in advance."

Technical Tips

Sam Raj

Glenwood Technical Director

I've selected my EMR software – now how do I choose the appropriate computer?

Computer selection is typically determined by the number of workstation areas, employees using the system, system requirements, budget, provider personal preference and the office network – hardwired or wireless. For example, the front desk typically has a fixed computer and the provider often selects a mobile computer carried from exam room to exam room. If the practice employs nurses or medical assistants fixed computers can be placed in the exam rooms or they may use a mobile computer.

There are 4 types of computers available in the market today. These are Traditional Desktops, All-in-one Touch Computers, Laptops and Tablet PCs. Regardless of your type selection, the computer must meet the EMR software system requirements related to operating system, memory and hard drive capacity. Before you run out to purchase a computer take the time to evaluate your EMR's functionality, practical usage in office and if there will ever be a need for a computer to leave the office e.g. home or travel.

It is important that you involve your IT hardware and networking resource as you are deciding what to buy. These professionals have vast experience and know you and your practice. They can make the decisions simple and offer suggestions when matching the hardware, network and broadband to your new EMR system requirements.

I have assembled a quick overview of each types along with the "pros and cons" in this column.

- **Traditional Desktop**

1. Cost effective (\$) (+)
2. Larger screen for a lower cost (+)
3. Expandable/Upgradable (+)
4. Very powerful (Speed & Memory) (+)
5. Takes more space (-)
6. Not mobile, fixed on a desktop (-)
7. Good for EMRs requiring lots of typing, large screens, lots of local processing power & memory.

- **Laptop PC**

1. Cost effective (\$\$) (+)
2. Larger screens available (+)
3. Larger screens adds weight (-)
4. Not Expandable/Upgradable (-)
5. Very powerful (Speed & Memory) (+)
6. Powerful machines & large screens tend to drain the battery early (-)
7. Battery life is not very good, needs frequent charge / spare battery (-)
8. Heavy to carry in office (-)

continued on page 4

What's New at Glenwood

Glenwood Systems' GlaceEMR v4.5 was successfully certified by ONC on December 15, 2010. Our unique Certification ID is **CC-1112-347100-1**.

Glenwood's CMS Identification ID is **30000001SXNPEAS**. Clients will need to use this ID number in order to register for the EHR Incentive Program
<https://ehrincentives.cms.gov/hitech/login.action>.

Complete EHR Quality Measures Certified: NQF 0421, NQF 0013, NQF 0028, NQF 0041, NQF 0024, NQF 0038, NQF 0059, NQF 0061 and NQF 0064 Self Attested

Additional Software Used in Testing:

EHR Component Name	Product Name	Product Version	Supplier
170.304(b)	SureScripts		
170.302(a) , 170.302(b) , 170.302(d) , 170.302(e) , 170.302(m)	Multum Lexi-Data	Lexi-Comp, Inc	
170.302(s)	Java SE 6.0 Security-SHA-512		
170.302(u) , 170.302(v)	Java SE 6.0 Security-AES		
170.302(f)(3)	Adobe SVG Viewer OR Compatible SVG Viewer Browser Plug-in		

Criteria Successfully Demonstrated in Addition to Security and Privacy: **All Criteria for this Domain (EP)**

"This GlaceEMRSM Version 4.5 by Glenwood Systems LLC is 2011/2012 compliant and has been certified by the Certification Commission for Health Information Technology (CCHIT®)*, an ONC-ATCB, in accordance with the applicable certification criteria for Eligible Providers adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services or guarantee the receipt of incentive payments."

* "The Certification Commission for Health Information Technology (CCHIT®) is an independent, 501(c)3 nonprofit organization with the public mission of accelerating the adoption of robust, interoperable health information technology. The Commission has been certifying electronic health record technology since 2006 and is recognized by the Office of the National Coordinator for Health Information Technology (ONC), U.S. Department of Health and Human Services (HHS) as an Authorized Testing and Certification Body (ONC-ATCB). More information about CCHIT, CCHIT Certified® products and ONC-ATCB certified electronic health record technology is available at <http://cchit.org>."

"The ONC-ATCB 2011/2012 EHR certification program, provided by the Certification Commission for Health Information Technology (CCHIT®) as an Office of the National Coordinator - Authorized Temporary Certification Body (ONC-ATCB), inspects EHR technology against criteria and standards adopted by the Secretary of Health and Human Services (HHS). This certification qualifies EHRs as capable of supporting achievement of meaningful use for Stage 1 of the Medicare and Medicaid EHR Incentive Programs authorized by the American Recovery and Reinvestment Act of 2009 (ARRA)."

payer call and follow up, daily auditing and complete the cycle with monthly auditing.

While the duties of each department may be obvious we would like to highlight the daily auditing and monthly auditing groups. These two groups are vital to Glenwood client accountability and set us apart from most in-house processes and many of our competitors.

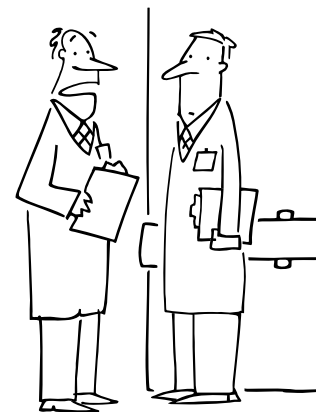
The Daily Audit Team monitors 27 key indicators for each client on a daily basis and directs action on items that need to be addressed.

The Monthly Audit Team reviews A/R and develop action plans to address global issues with our client's collections. Within the A/R handling team, a team leader (TL) is assigned to each client and understands all aspects of that client's practice collections. Glenwood has absolute confidence that no issue can go unnoticed with several sets of eyes watching each client's account.

Glenwood's process offers several advantages: (a) it is process dependent and not people dependent (b) no staff disruption can affect the billing process (c) collective knowledge is spread throughout the organization and benefits all clients (d) human errors tend to get noticed and addressed at several checkpoints by different people (e) efficient execution of tasks.

At Glenwood, we constantly work to reduce and eliminate human error by codifying the rules in the software and introducing automation for well defined tasks. This is a special advantage we offer as a software development company.

Today our process is 99%+ reliable and our error rate is below 0.4 %. Our goal is to totally eliminate any human error in the process and make it 100% reliable.



"Can you sue a malpractice insurance company for malpractice?"

Reprinted with permission from Medical Economics, Vol. 88, No. 4, Feb. 25, 2011, Medical Economics is a copyrighted publication of Advanstar Communications Inc. All rights reserved.

**Practice Consultancy ~ Electronic Medical Records ~ Practice Management Software ~ Billing Services
 Glenwood Systems LLC 888-452-2363 www.glenwoodsystems.com**

Study: Most Americans favor electronic medical records

Despite privacy concerns, more than three quarters of Americans favor the use of electronic medical records, according to a new study from the University of Chicago. While nearly half of participants had worries about privacy, 64 percent thought the benefits of being able to access their records online outweighed those concerns.

The results are notable because they show that many Americans back government efforts to ensure that all Americans have electronic medical records by 2014.

Electronic medical records are rated particularly useful by those who already have access to them. "Among people whose doctors use EMRs, there is a consensus that the physicians who use it share information with their patients. It facilitates the exchange of information." Additionally, 80 percent of those polled favored e-prescribing, in which prescriptions are transmitted electronically from doctors to pharmacies.

For more information please visit:

<http://budurl.com/mercommafe>

9. Mobile (+)
10. Good for EMRs requiring lots of typing, large screens.

- **All-in-one Touch Desktop**

1. Expensive (\$\$\$)(-)
2. Larger screen at a lower cost (+)
3. Not Expandable/Upgradable (-)
4. Very powerful (Speed & Memory) (+)
5. Requires more space on the desktop (-)
6. Not mobile (-)
7. Wall Mountable, mounted permanently (+)
8. Good for EMRs w/ typing and more point & click, large screens, lots of processing power memory.

- **Tablet PC**

1. Expensive (\$\$\$\$)(-)
2. Cannot get larger screens (> than 13.3") (-)
3. Larger screens adds weight
4. Large batteries adds weight
5. Not Expandable/Upgradable (-)
6. Moderate power (Speed & Memory) (-)
7. Battery life is not very good, needs frequent charge / spare battery (-)
8. Some produce more heat, this makes it difficult to hold for long periods (-)
9. Can be very light, easy to carry around within office (+)
10. Mobile (+)
11. Good for EMRs w/ point and click, moderate processing power memory and mobility.



81 W. Main Street, West Wing 3rd Floor
Waterbury, CT 06702

Software - Process - Service - Results