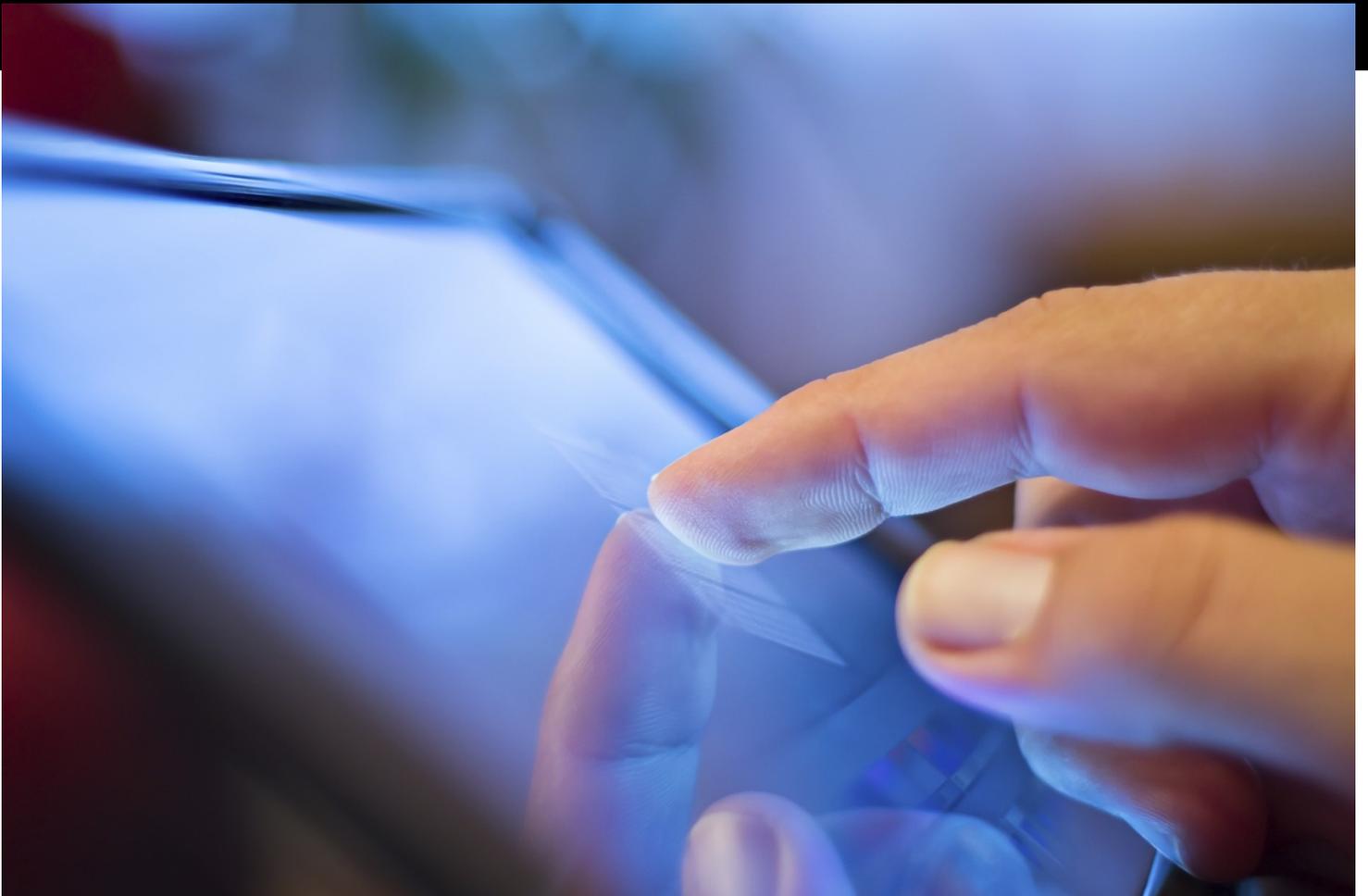


What Do

Electronic Health Records

Mean for Our Practice?



What Are Electronic Health Records?

Electronic Health Records (EHRs) are computer systems that health & medical practices (including mental health organizations) use instead of paper charts. All components of clinical practice are integrated into EHRs—from assessing a client’s reason for seeking therapy to developing a treatment plan. Everything that used to be handwritten by care providers and staff is now entered into a computer, directly into the EHRs.

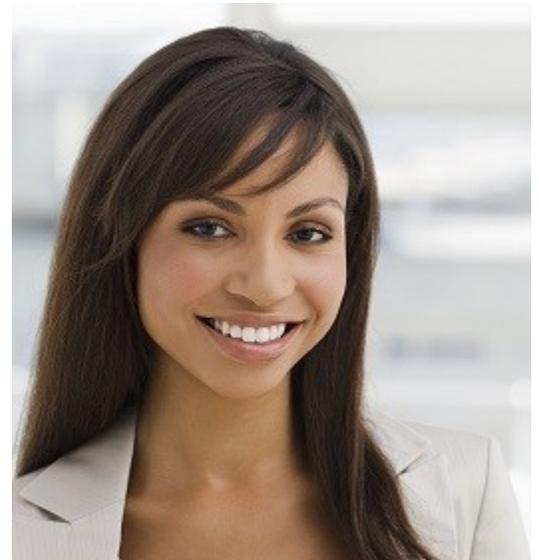
EHRs are not only used to provide care, but can also manage all areas of a practice’s daily operations. These electronic systems include scheduling features, multi-faceted calendars and appointment reminder systems, as well as functions for billing and submitting claims. Many organizations already use electronic scheduling and billing systems, but EHRs can combine all of these functions - plus information from the treatment encounter - into one system that is useful for the entire practice staff.

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What are the challenges of paper based systems?

- > Paper systems can be inefficient.
- > It is easy to misplace or misfile information in paper charts.
 - Missing and inaccurate information can be dangerous, especially when medications are prescribed for mental health needs.
- > Health care providers are expected to remember many complex guidelines, often without any help.
 - A 2003 study in the New England Journal of Medicine reported that patients receive only 55% of recommended preventative care services.
- > It is difficult and time-consuming to identify clients with individual characteristics (e.g., people with major depressive disorder or clients on Lexapro) with paper charts.
 - If a prescription drug is recalled, practices have no efficient way of notifying all their patients who take the drug.
 - Organizations have similar difficulties with chronic condition management—to review the progress of clients who have a chronic condition, health care providers must perform extensive chart reviews. For example, before the onset of fall & winter, practices do not have an easy way to identify those clients who have Seasonal Affective Disorder and may need additional treatments during the winter months.



How will adopting Electronic Health Records benefit our practice?

EHRs can increase the efficiency of your practice and improve quality of care. They can also help maximize reimbursement, and assist in educating and motivating clients. Here's how:

I. EHRs can help your practice become **more efficient** with:

Practice Management

- > Integrated scheduling systems (especially useful for organizations with multiple providers or locations) link appointments directly to progress notes.
- > The provider's documentation of the client's visit automatically generates a list of codes for billing purposes. EHRs then submit and manage claims electronically.

Chart Management

- > No more time spent looking for charts or missing information.
- > Multiple staff members with appropriate access privileges can view & modify a single client's chart simultaneously. No one has to wait for a chart to become available.
- > Centralizing all information in the client's chart can reduce redundant testing.

Communication

- > Client's health information can be accessed from outside the office, which is especially useful in emergencies.
- > Practices can send messages electronically and assign client-related tasks to other staff members.
- > Staff can receive, track and submit information from referrals and other practices.

Adopting EHRs can help practices provide efficient and more thorough care.

Time Consuming Processes Made Easy and Fast

- > Automated formulary checks by insurance coverage can save you time and save your clients money.
- > Health care providers can order and receive lab tests and results electronically. Some EHRs (like PIMSY) link the lab results directly to the client's records.
- > Required forms (such as client intake) can be filled out quickly and easily using templates.
- > Electronic links can be established with public health systems to help streamline mandated reporting.

II. EHRs can help your practice **improve care** by:

Reducing Medical Errors

- > Electronic prescribing applications alert providers if the proposed prescription could trigger an allergic reaction or an adverse drug event.
- > All progress notes are typed or dictated directly into EHRs—illegible handwriting is no longer an issue.

Encouraging Best Practices for Preventative Care and Chronic Condition Management

- > Targeted reminders can be sent for recommended services and follow-up visits.



- > Electronic prompts remind providers if an assessment is due or paperwork needs renewal while the client is in the office.
- > Electronic tools (e.g., flow sheets and care summaries) make it easy for providers and staff to see if clients are up-to-date for recommended preventative services.

Facilitating Population-Level Health Management

- > Critical parts of the client's record (i.e., primary diagnosis, medication history and drug usage) can be collected in a structured way.
- > Condition-specific queries can be run to ensure that all clients receive recommended services and follow-up care.
- > Electronic registries for condition management help practices stay up-to-date with specific guidelines when treating clients with chronic conditions.

III. EHRs can help your organization experience **financial gains** by:

- > Indicating the services you have provided quickly and efficiently with electronic billing functionality.
- > Increasing charge capture through better and more complete documentation of care provided.
- > Using Evaluation and Management (E & M) coders to determine the appropriate level of service for coding.
- > Enabling tracking of pay-for-performance measures (such as PQRS).
- > Reducing storage for paper charts, saving space and money.
- > Eliminating transcription costs.

IV. EHRs help **involve your clients in their own care** by:

- > Allowing you to print relevant client education materials and self-management tools during the client encounter.
- > Automatically creating charts and graphs using the progress notes and questionnaire answers that are entered into EHRs. This allows clients to see how they are doing in managing their mental health (e.g., depression graphs).
- > Giving you the option of providing a printable, easy-to-read summary of the therapy encounter for the client to take home.

How do we prepare to switch from paper to electronic health records?

Data Migration

- > Develop a strategy for accessing your clients' historical paper records once you have made the transition to EHRs.
 - Some practices scan portions of their clients' records.
 - Some practices maintain old records as "read only". These charts are used for reference - all new information goes into the EHR.
- > Vital client information should be entered into EHRs before using the system in daily practice—this allows providers an opportunity to learn the system.

Training

- > Ensure all staff members have basic computer skills. (Every new hire will need training on EHRs.)

Note: PIMSY EHR provides assistance with data migration and comprehensive training & support for all clients. Contact us for details: 877.334.8512, ext. 1;

hello@pimsyemr.com

Financial Considerations

- > Plan to see fewer clients per session while learning to use EHRs, which may cause decreased revenue during initial implementation.
- > Unlike many other EHRs, ongoing system maintenance and support fees are included in PIMSY's cost. PIMSY releases an update about once per quarter with enhanced functionality and new features.

Security

- > To protect clients' information, customize the security features of your EHR, including deciding who has access to which parts of the record and setting rules for password complexity. (With PIMSY's user roles and security settings, management can control exactly what each staff member can see and do in the system).
- > To ensure the safety of your clients' data, advise all office staff on password safety and other security practices and procedures, installing virus protection software and safeguard all hardware with client data. (PIMSY is completely HIPAA-compliant and on the Cloud. It offers numerous resources for enhanced security and compliance).



Back-Up Plans and Redundancy

- > Prepare a contingency plan in case your EHR becomes unavailable for a period of time due to network stalls or power outages. In many cases, this just means going back to pen and paper until the EHRs become available again. (PIMSY has only been unavailable once in the past 6 years, for about half an hour.)
- > Consider having an extra Internet connection (network redundancy). EHRs can switch to this extra connection if the primary one stops working. Speak with your IT consultant to see if your practice needs this option.

How will Electronic Health Records help me in my daily activities?

Many staff members have multiple functions, so choose a few or read them all.

1. Health Care Provider (Counselor, Psychologist, Psychiatrist)
2. Practice Administrator
3. Front Office Staff
4. Back Office and Billing Staff

1. Health Care Provider (Counselor, Psychologist, Psychiatrist)

EHRs computerize all of your documentation. You type, dictate or write (using handwriting recognition software on a tablet computer) information into EHRs instead of writing in paper charts. EHRs can reduce the time you spend on non-client duties (such as forms) so you can spend more time on client care. Focus on your clients, not your paperwork!

Client Care

- > Use tools such as templates and best practice treatment plans, which permit faster documentation of standard visits.
- > Use auto-filled electronic forms to quickly and efficiently complete your clients' school, camp, or work-related forms.
- > Perform automated formulary checks and insurance eligibility screens to get accurate information on your clients' coverage.
- > Query the EMR's database in order to get information on your client panel, which can quickly identify individuals in need of intervention.

1. Health Care Provider (Counselor, Psychologist, Psychiatrist) - continued

> Search online medical resources. *Many practices say electronically researching difficult questions with their clients is a bonding opportunity.*

Prescribing Medications and Ordering Lab Tests

- > Submit prescriptions electronically, and the system will alert you if the prescription could trigger an allergic reaction or an adverse drug event.
- > Your client cannot lose their prescription—it is sent directly to the pharmacy.
- > Quickly and efficiently refill multiple medications.
- > Order diagnostic tests and additional evaluations directly from the computer.

Remote Access

- > Access client records securely from outside the office, including for home visits and other out-of-office sessions. In case of an emergency, or if a client contacts you with a question, you can access the record from home and respond to the situation equipped with all of the information you need.
- > Finish working at home without transporting a stack of charts from the office (this also reduces the risk of HIPAA violations and other possible security breaches).

Legal and Audit Protection

- > Use EHRs to document all aspects of care. This provides a permanent record of all services rendered, preventative measures encouraged and telephone encounters.
- > Document all recommended services, regardless of client compliance.

2. Practice Administrator

EHRs can help keep your practice running smoothly. In addition to computerizing your existing processes, EHRs will give you access to the information you need to manage your organization.

Management

- > Improve communication within your office—assign tasks electronically and monitor the time it takes for them to be completed.
- > Track client waiting times automatically and identify bottlenecks in your organization.
- > Review staff productivity by examining provider and staff output.

Privacy and Security

- > Electronically capture privacy notices and consent forms and attach them to the client record. This reduces storage and ensures that these important forms are easy to review.
- > Automatically store audit trails which only authorized personnel can access. These trails record every time a client file is viewed or altered and the person who performed the action.
- > Update and maintain the user security roles for each staff member. EHRs like PIMSY allow customizable role-based access, which allows you to select the parts of the record that each of your staff can use (e.g., clerical staff can see registration and billing data but not case notes).

Billing

- > Increase charge capture through better and more complete documentation of the care provided.

2. Practice Administrator - Billing Functions - continued

- > Quickly run a report on Accounts Receivables.
- > Provide monthly reports on earnings and reimbursement, and structure these reports to meet your needs (e.g., net earnings per provider or net earnings per billable service).
- > Instantly check which claims have been rejected and why; and electronically resubmit them after correcting the problem.
- > Keep track of client co-pays and other payments.
- > Maintain a record of your clients' insurance coverage history, which can be useful when seeking reimbursement.

3. Front Office Staff

All information entered in appointment books or your Practice Management System can now be entered directly into EHRs.

Scheduling

- > Schedule all appointments electronically using the system's calendar by entering all details into the computer, such as the reason for the visit, date, time, length of the visit, and which provider the client is coming to see.
- > Perform a schedule search to get the next available time that meets the client's needs. This helps with complicated cases (e.g., the client can only come on Wednesdays after 3:00 PM).
- > View the schedules for multiple providers and practice locations on the same screen.
- > You can schedule an appointment, take a payment, and create case notes all from PIMSY's comprehensive calendar!

3. Front Office Staff - continued

Daily Administrative Duties

- > Log calls and messages into your EHR and send electronic alerts directly to the provider.
- > Print forms or labels for many clients at one time, such as financial statements.

Client Check In

- > Easily manage co-pays and client payments.
- > If necessary, post a note that is linked to the client's record (e.g., if a client is typically late with payments, prefers a certain provider, or receives free services).
- > Store client consent forms in your EHR.
- > Reduce your workload by enabling EHRs to perform automated formulary checks and insurance eligibility screens.
- > Use scan-able forms to speed up the intake process.

4. Back Office and Billing Staff

EHRs can improve the accuracy of billing and reduce claims rejections.

- > Use the provider's diagnosis code and documentation of the client visit to generate a list of codes for billing (you no longer have to translate handwritten notes into billable services).
- > Link diagnostic codes with CPT codes to streamline billing processes.
- > Use E & M coders to advise you on the level of service for coding.
- > Submit, track and manage claims electronically.
- > Keep track of client co-pays and other payments, as well as search your entire client population to identify clients who are delinquent on payments.

3. Back Office and Billing Staff - continued

- > Maintain a record of your clients' insurance coverage history, which can be useful when seeking reimbursement.
- > Check which claims have been rejected and why, and resubmit them after correcting the problem.

Why PIMSY?!

- > PIMSY was created **by and for mental and behavioral health care providers**. It wasn't extrapolated from a larger medical system; it was painstakingly designed with the user in mind, to be a great system, period.
- > PIMSY continues to grow & evolve based on the feedback we get from our clients.
- > PIMSY offers 4 tiers so you can pick the functionality and price that work for you now and move up seamlessly as your organization needs change.
- > PIMSY grows *with* your practice.
- > PIMSY increases your practice's efficiency and productivity. It saves you time and money, freeing up your providers to **focus on their clients, not their paperwork**.
- > PIMSY is both a fully-featured EHR *and* a robust Practice Management System.

Contact us to see how PIMSY can enhance your organization: 877.334.8512, ext 1; hello@pimsyemr.com or visit pimsyemr.com for details.

