From the Director

Outlook for Healthcare IT

2019 Promises big things to come

Lee Angelo | Sr. Director CIS & PACIS

2019 is promising to be another exciting year for the advancement of healthcare technology as new innovations in IT, medical devices, data analytics, the “internet of things” and much more, make their mark on our industry. The PACIS team appreciates the dedication of our IPA providers utilizing the NextGen system. We remain committed to your success and offer our consistent support and service in this ever changing industry. Here are a few developments I see on the horizon. First off, the future of electronic health records:

Integration and Interoperability

Another year comes and goes and the discussion continues about EMR technology and the inability of systems to talk to each other. The industry developers have long promised that this would be a priority but quite honestly it has not been the case so far. The government may be taking a hard look at integration and interoperability of systems as healthcare organizations go forward with upgrades and further developments into 2019 and beyond - and we will stay connected to these advancements to ensure we are on the forefront of interoperability for you, our physician partners!

Mobile Devices

The future of EMR will include mobile devices for ease of accessing any system remotely. Both accurate documentation and timely communication are critical to ensuring quality care. Doctors will work together through a secure texting platform, while potentially avoiding errors and avoiding documentation mistakes. In many cases it will give the physician their time back so they can spend more of it seeing patients. Physician burnout is a real problem today and a mobile strategy will help you and your staff work smarter and empower your practice to thrive. (continued on page 2)
User Friendliness

It is no secret that many providers complain that EMR systems are too hard and confusing to use. (Too many clicks sound familiar? How about Alert fatigue?) It seems that although other industries and even personal technology, continues to advance nicely in terms of ease of use, intuitive features etc. - yet IT in the healthcare space continues to still fall behind. Look for EMR vendors committing to reduce the number of clicks and templates and design easy to use interfaces.

Other Health IT areas of interest:

Artificial Intelligence

Developments in AI (Artificial Intelligence) are helping everyday healthcare processes become increasingly sophisticated. And as devices like Alexa gain traction in the consumer world, similar ideas will find their way into the exam room.

Some of the main drivers behind AI investment are: being able to automate tasks such as routine paperwork, scheduling, time-sheet entry, and accounting. Virtual assistants are also being explored to help physicians ease those day to day burdens. Medical science fiction will become fact very soon.

Analytics and Big Data

Technology in HIT has led to big ideas of how health data can be gathered about individuals. This technology will become even more sophisticated with time, resulting in a very clear and unique view of patient populations, healthcare delivery services, health plan operations, and applied research. This new arena also looks for consumer behavior, quality metrics, outcomes, cost, risk and utilization plus operational performance.

The idea of course is to take these insights and turn them into actionable outcomes.

The introduction of Amazon, Google and Apple into Healthcare

As you may have read in 2018, Amazon, Google and Apple, all traditionally known for popular tech products, have begun quiet ventures into healthcare. With nearly 165,000 health related apps that run on Apple’s iOS and Google’s Android, plus 12 million activity trackers and 9 million smartwatches that entered the market last year, it is no surprise that these companies are investing their money and expertise to make an impact on the healthcare space. In fact Amazon not only partnered with Berkshire Hathaway and Chase to form a new HIT venture, they paid 1 billion dollars to buy drug fulfillment company, Pill Pack.
Tips and Tricks - How To’s

Practice Management

From the Appointment Book
During Chart Prep or Check
In Process:

Open the patient appointment, click on the Norton button next to the patients name and click View Chart.

Click on the Financial Tab at the top of the patient chart.
At the bottom of the financial tab in the “Self” box - this will now have all the patient balances calculated in total.
Physician burnout is at an all-time high due to ever-increasing regulatory requirements, paperwork, EHR inefficiencies, and lack of interoperability.

Fortunately, mobile workflows can help alleviate this burden.

The bottom line? Adding mobile capabilities can be a game-changer for your practice by helping you:

- Reduce physician fatigue through virtually assisted documentation.
- View the clinical schedule and EMR patient data from your mobile device and dictate patient encounters anytime, anywhere that populate inside your electronic health record system.

Achieve operational excellence through increased speed of documentation while not sacrificing accuracy and reliability

Increase patient satisfaction due to more physician face-to-face time.

**NextGen Mobile Solutions** (formerly Entrada) uses mobile technology that enables you to more simply and conveniently meet documentation requirements. These efficiencies give the physician time back so you can spend more of it seeing patients. Going mobile helps your staff work smarter and reduce burnout, empowering your practice to thrive.

Benefits at a glance:
- Chart Faster
- Save Time and Do More
- Quick and easy data capture, documentation and sharing
- View the clinical schedule
- View and share clinical content
- Text securely with colleagues

Contact your PACIS Account Manager for more information.
The PACIS team knows our business - and yours

As we have noted recently, the PACIS team has been providing service and support of the NextGen system for our IPA providers for over 12 years. Our Account Managers have a combined 95 years of health care industry experience!

You have come to know our team as experts in either Practice Management or the Electronic Health Record, but what you should also know is that all members of our team have unique backgrounds in the medical field prior to joining PACIS.

Estela Mata-Carcamo has over 27 years of experience working in a healthcare setting both multispecialty and family practice. She started as a medical assistant and worked her way up to management roles. Estela’s passion to learn and implement innovative ways to improve the day to day management, and ways to get on board with digital healthcare infrastructure led her to begin working with PACIS as a PM Implementation and Training Specialist.

Kimberly Rowe comes from a 24 year background in Provider Education and training - claims and compliance with Transamerica Medicare. In addition, Kimberly has 3 years of Marketing Outreach of Electronic Media Claims and Services with United Healthcare. She has been using these skills to work as a Practice Management Trainer and Implementation Specialist for the last 9 1/2 years.

Myrin Jayme was a regional sales, practice executive and implementation/training specialist for a large EMR and Revenue Cycle Management company in the early days of the industry. She has worked as a Practice Administrator with multi specialty practices around the country for 30 years. Myrin has seen many changes in how EMR systems should work and what it takes to survive in this ever changing industry. Myrin has been a PM Specialist for over 9 Years with PACIS.

Patricia Huang (Pchee) was an office manager in the Ortho field. Patricia became familiar with the inner workings of running an office, the technology developments on the horizon, the business needs of those offices and the dynamics of personnel issues. In fact, Patricia was in the Human Resources industry for 10 years prior to moving to HealthCare. Patricia has been an Electronic Health Record Account Manager for over 10 years with PACIS.

Tina Navarro-Babadjanian has worked for the PACIS team for over 10 years as both an analyst and an Account Manager in the Electronic Health Record side of PACIS. Tina brings a unique insight to working with our providers as she not only worked in the day to day operations of a medical practice, she was a customer service rep for the former Physician’s Associates IPA in the San Gabriel Valley since 2005.

Please keep in mind the next time any of our team members visits your practice that their valuable expertise, experience and dedication are aimed at helping you make using the NextGen system both seamless and effective. We know that the EMR industry is in a constant state of change, yet the PACIS team remains ready to shepherd your practice through the turmoil.
Your Office Checklist for Patients

2019 Patient To Do List

This is the Perfect Time ...

to ensure your patients a healthy 2019 and also an ideal way for your office to communicate to those patients that your team is ready to help. Encourage your patients to keep their own health checklist as they go into the new year.

A Wellness Visit

Actively try to convince your patient populations to get those checkups at the time of a regular visit. Whatever your office does to stay in communication with your patients, make sure they know it is time to not only stay healthy but remain healthy down the road. It’s flu season so make sure they understand the importance of a vaccination especially the senior patients.

Other Shots

We just mentioned the flu shot but what about other vaccinations that might be right for your patients? This could be an ideal time to keep the vaccine record front and center when patient visit so not only do they take care of themselves - but also keep family and friends healthy too.

Do I Look Fat in this Dress?

Well, maybe. Check their body mass index (BMI). Age and muscle mass can affect BMI so just make sure they are on track for their height and weight. This is a good time to discuss proper eating habits too. You don’t have to mention Kale.

Screenings

This one is a tough sell to patients of all ages of course—for both our PCP offices and our Specialty offices. Fear is both a driver in getting patients to the doctor’s office but more of a factor keeping patients away from seeing the doctor. The staff and the physicians in our IPA world must try hard to convince their patent population to screen for breast cancer, cervical cancer, colorectal cancer and high blood pressure. Detecting these diseases before there is an issue will help save their lives. Emphasize that the relief your patients will feel after going through these unpleasant tests will be worth any temporary embarrassment from the actual test itself (yes including the colonoscopy cocktail!)

Ongoing Treatment

If your long term patients are living with a chronic disease such as diabetes, asthma or high blood pressure – make sure you are discussing their current treatment plan. Many of our senior patients don’t take their meds because they either forget or simply can’t afford them. Yet they won’t tell you and your team out of embarrassment. Seniors also tend to say they are feeling ok but have multiple comorbidities and don’t want to bother the doctor about all of them. Young or old, try to draw them out.
Windows 7 Support Ends January 2020... Do You Have a Plan?

Microsoft is discontinuing Windows 7 support on January 14, 2020. After that date, Microsoft will no longer release updates and patches for vulnerabilities – including for Zero-Day exploits - making these systems less secure, more susceptible to viruses, and a greater risk to your network.

What should you do?
2020 is not that far off when you consider typical budget cycles! Make a plan! MTS can help!

If Windows 7 is your current operating system, please contact us to design a plan to replace all Windows 7 in your organization.

GET STARTED

For more information on Windows 7 replacement click below
https://www.medtechsolutions.com/platform/mts-cloud/windows7support/

Recently, PACIS has promoted Dragon Voice Recognition system to our IPA network. Dragon Medical Edition 4 with Power Mic for Window is now available. Dragon helps physicians dictate medical treatment plans directly into the NextGen System.

Call your account manager for further information.