

Enterprise Patient Scheduling

Overview



In order to succeed, today's complex healthcare organizations must deliver quality care, navigate managed-care reimbursement issues, and make efficient use of every resource across the enterprise. Each of these functions is enhanced with an enterprise scheduling and access management solution.

AppointmentsES Benefits

- Consolidates Scheduling Functions
- Improves Clinical Scheduling Accuracy
- Reduces Time Required to Schedule
- Prevents Unbillable Visits
- Maximizes Resource Utilization
- Assists with HIPAA Compliance
- Improves Customer Satisfaction
- Promotes Referrals
- Streamlines Workflow
- Boosts Your Bottom Line

AppointmentsES™ by SpectraSoft was designed to meet the demanding scheduling and compliance requirements facing your organization. Flexibility, power, ease-of-use, and cost effectiveness make AppointmentsES superior to any enterprise scheduling solution on the market. SpectraSoft has specialized in designing scheduling solutions for the healthcare industry for ten years. With over 3000 clients across the country in both private practice and hospital environments, we have the experience to help you solve your most demanding scheduling needs.

The benefits of AppointmentsES can positively affect your entire continuum of care. It can improve staff utilization and patient satisfaction by making scheduling activities more efficient and accurate. It can improve delivery of care by consistently scheduling complex medical procedures that adhere to strict medical protocols. It can improve your ability to maximize managed-care reimbursement by automating medical necessity verification and other patient access management verifications.

Dual Scheduling Modes

A unique feature of AppointmentsES is that it supports both visual scheduling and procedure based scheduling. You can quickly schedule appointments on an intuitive, visual scheduling grid that looks and feels just like a scheduling book. Or our rules-based scheduling engine also makes it possible to define complex procedures and find available appointment slots and resources automatically. This powerful combination ensures that every scheduler has the power and flexibility necessary to make appointments in the most efficient manner.

Resource Management

A key element of implementing an enterprise patient scheduling solution is the ability to manage all of your resources such as rooms, equipment, and practitioners. AppointmentsES allows you to create an exact replica of your organizational

structure and then assign each resource appropriately. Templates can be created and applied to each resource to indicate the resource's availability to single or multiple departments and/or locations. You can even indicate which resources are available or certified to perform certain procedures. All of this ensures optimal utilization for each resource. And of course, each resource schedule can be viewed in real time or printed with a few simple clicks.

Reporting and Decision Support

One of the largest gains from implementing an enterprise patient scheduling system is the ability to look at consistent statistical and productivity information across the organization. AppointmentsES uses the industry standard Crystal Reports™ to generate a wealth of reports and statistical information. All the system data is open and accessible, which makes custom reporting quick and efficient.

Multi-tiered Security and Access Rights

AppointmentsES has a powerful administrative interface for establishing user security settings and access rights. Administrators can customize over 100 access points for each user granting view only, read-write, or no access rights on a department-by-department basis. Users can personalize their screen settings to meet their individual scheduling needs. In addition, every appointment transaction is tied to a user so that a complete audit trail is available for each appointment.

Screen Shots



Scheduling Appointments

- Procedure Based Scheduling
- Rules Based Scheduling
- Treatment Protocol Scheduling
- Schedule Appointments with Multiple Resources
- Find Appointment Feature Supports Staggered Appointments with Multiple Resources
- Book Recurring Appointments
- Book Multiple Appointments in One Time Slot
- Schedule Group Appointments
- Block Times for Non-patient Activities
- Manage Authorized Visits
- Cut, Copy, and Paste Appointments
- Mark Appointments as Cancelled or No-Show
- Hold Time Slots for Specific Appointment Types or Procedures
- Manage Unlimited Resource Schedules
- Schedule on a 24-Hour Wrap-Around Calendar
- Assign Time Required for Each Procedure
- Store Multiple Patient Cases

Viewing Appointments

- Daily, Weekly, and Monthly Views
- Appointment History Shows a Patient's Appointments and Status
- Complete Audit Trail for Each Appointment
- View and Arrange Multiple Resources on the Screen
- Mouse-Over Appointments to See Details
- Unlimited Colors for Coding Appointments

Printing/Reporting

- Aggregate Reports For Multiple Departments or Locations
- Print Appointment Lists
- Print a Cancellation Summary
- Print a No-Show Summary
- Print Department Totals
- Print a Practitioner Summary
- Print Patient Reminder Letters
- Generate Mailing and Superbill Labels on Standard Avery Labels
- View Reports on Screen
- Print Screen in Color

User Configurations

- Create an Exact Replica of Your Organizational/Reporting Structure
- Designate Unlimited Resource Types
- Set Unique Time Slot Lengths for Each Resource
- Choose Custom Column Width and Row Height
- Set Custom Templates for Resource Schedules
- Define Custom Labels for Many Fields
- Select Custom Client Information in Appointment Cells

Contact SpectraSoft
6100 S. Maple Ave. Suite 118
Tempe, AZ 85283

Toll Free
1.800.889.0450

Telephone
480.413.0450

Fax
480.413.0448

Email
info@ssoft.com

Website
www.spectrasoft.com

Patient Access Management

Overview



In today's healthcare environment, it is crucial to conform to managed-care guidelines for treatment and reimbursement in order to maximize profitability and minimize the risk of being audited.

Access Management Features

- Medical Necessity Verification
- Insurance Eligibility Verification
- Procedure Pre-certification Verification
- Advance Beneficiary Notices

AppointmentsES enables you to automate the managed-care verification process before a patient enters your delivery network for treatment. Medical Necessity Checking, Insurance Eligibility Verification, and Pre-certification Requirements can all be added to the application to give you a complete patient scheduling and access management solution.

Medical Necessity Verification

The Medical Necessity module automates the process of verifying that each scheduled procedure is medically necessary based on the patient's diagnosis as defined by Medicare. The module also checks the rules of the Medicare Local Medical Review Policies. All policy rules are updated quarterly to make sure that the most timely information is always available.

This critical function minimizes uncompensated care and reduces the risk of penalties. Every appointment is analyzed to ensure that each procedure is supported by the patient's diagnosis. If a conflict exists, the user is presented with a natural language search tool that aids in the selection of an appropriate diagnosis. AppointmentsES will even print Advance Beneficiary Notices in the event a scheduled procedure has not completed all of the patient access standards.

Insurance Eligibility Verification

The Insurance Eligibility module automates the time consuming process of verifying that a patient's insurance coverage is active. This module can be implemented in a real-time or batch process mode to meet your requirements. This time saving module allows insurance issues to be cleared up prior to the delivery of care and reduces your exposure to uncompensated care. Availability varies by state so please speak to your sales representative about coverage in your area.

Pre-Certification Requirements

In order to maximize reimbursement for complex procedures, the Pre-certification module checks scheduled procedures to see if they require a pre-certification number from the insurance carrier. If a pre-certification number is required the scheduler is alerted. This ensures that prior to delivery of care that all requirements have been met for proper reimbursement.

Contact SpectraSoft
6100 S. Maple Ave. Suite 118
Tempe, AZ 85283

Toll Free
1.800.889.0450

Telephone
480.413.0450

Fax
480.413.0448

Email
info@ssoft.com

Website
www.spectrasoft.com

HIPAA Compliance

Overview



The Health Insurance Portability and Accountability Act (HIPAA) was passed by Congress in 1996 to reform the insurance market and simplify health care administrative processes. HIPAA is the single most significant federal legislation affecting the health care industry since the creation of the Medicare and Medicaid programs in 1965.

HIPAA related features of AppointmentsES

- User Based Access Controls
 - User Name and Password
 - 100+ Access Controls
- Audit Trails
 - Patient Demographics
 - Appointment Histories
 - User Log-in/Log-out
- Automatic User Logout
- Automatic Password Expiration
- User Password Self-Service
- Hide Appointments (Privacy Feature)

Is SpectraSoft required to make AppointmentsES HIPAA compliant?

For the most part, the regulations that have been set forth in HIPAA do not apply directly to the vendors that sell products and services to healthcare providers. Most of the regulations and their accompanying penalties apply directly to healthcare providers, healthcare clearinghouses, and health plans. In addition, there is no official government body or standards agency that will certify a product or service as “HIPAA compliant”. It is up to healthcare providers to make sure that products and services they purchase help them address their own HIPAA compliance issues.

However, in order for SpectraSoft to continue serving the healthcare industry we must do everything possible to make sure that our products help healthcare providers with their HIPAA compliance issues. We have made numerous changes over the last year to make sure that our products will assist your organization in complying with HIPAA regulations.

Do the regulations of HIPAA’s Health Information Privacy Rule have any impact on AppointmentsES?

The Health Information Privacy Rule is part of HIPAA’s Administrative Simplification Compliance Act. This rule is intended to protect the confidentiality of medical records and other personal health information and goes into effect on April 14, 2003. This rule includes provisions to:

- Ensure reasonable safeguards are in place to limit incidental use and disclosure of health information
- Limit the use and release of individually identifiable health information
- Give patients the right to access their medical records
- Restrict most disclosure of health information to the minimum needed for the intended purpose
- Establishes safeguards and restrictions regarding disclosure of records for certain public responsibilities

Reasonable Safeguards

A covered entity must have in place appropriate administrative, technical, and physical safeguards that protect against uses and disclosures not permitted by the Privacy Rule, as well as limit incidental uses or disclosures. For example, healthcare providers are encouraged to avoid using patient names in public areas, isolate and lock file cabinets and record rooms, and provide additional security, such as passwords, on computers maintaining personal health information.

AppointmentsES incorporates user names and passwords to avoid unauthorized access to the program. It also incorporates a privacy feature that allows a user to remove patient information from the screen with a single mouse click.

Minimum Necessary

Covered entities also must implement reasonable minimum necessary policies and procedures that limit how much protected health information is used, disclosed, and requested for certain purposes. These minimum necessary policies and procedures also reasonably must limit who within the entity has access to protected health information, and under what conditions, based on job responsibilities and the nature of the business.

AppointmentsES incorporates user security profiles that allow administrators to limit each user's access to only those areas and features of the program that are necessary for their job responsibilities.

Does SpectraSoft have a HIPAA Business Associate Agreement?

SpectraSoft has a standardized Business Associate Agreement that we will sign for any of our customers. If you need to have a signed Business Associate Agreement please contact your sales representative. We have made every effort to create a Business Associate Agreement that covers all of the critical elements necessary to meet HIPAA regulations.

HIPAA Resources

There are a number of good sources of information provided by the federal government that relate to HIPAA. The following list will provide you with a good starting point for your own research.

The United States Department of Health and Human Services Office of the Assistant Secretary for Planning and Evaluation

This site provides great overviews and guidance for Administrative Simplification portions of HIPAA.

<http://aspe.hhs.gov/admsimp/>

The Federal Register

You can locate the complete and official publication of every HIPAA document from this site.

http://www.access.gpo.gov/su_docs/aces/aces140.html

The Centers for Medicare & Medicaid Services

This site has good guidance and FAQ's.

<http://cms.hhs.gov/hipaa/>

The United States Department of Health and Human Services Office of Civil Rights

This site provides guidance for non health care providers on HIPAA.

<http://www.hhs.gov/ocr/hipaa/>

Contact SpectraSoft
6100 S. Maple Ave. Suite 118
Tempe, AZ 85283

Toll Free
1.800.889.0450

Telephone
480.413.0450

Fax
480.413.0448

Email
info@ssoft.com

Website
www.spectrasoft.com

Add-On Modules

Overview



AppointmentsES supports a number of powerful add-on modules that were designed to help you further manage your appointment scheduling activities and maximize revenue.

AppointmentsES Add-on Modules

- HL7 Interface
- Telephone Appointment Reminders
- Email Appointment Reminders
- Palm OS Interface
- Medical Necessity Verification
- Insurance Eligibility Verification
- Procedure Pre-Certification Verification

Appointment Reminders

Reducing cancellations and no-shows is one of the easiest ways to have a positive effect on your bottom line. Statistics have shown that appointment reminder systems are an effective way to improve appointment compliance. There are two add-on modules that automate this task. First is an e-mail based reminder system that allows the user to create multiple e-mail reminders and send them automatically at specified intervals. The second is an automated telephone-based system that uses a voice recording to remind a patient of an upcoming appointment.

HL7 Interface

In order to maximize your investments in other HIS systems, a HL7 Interface is available for AppointmentsES. The HL7 Interface is configurable for either bi-directional or unidirectional data flow, and it can connect to any compliant system. This seamless communication module eliminates the need for multiple data entry and improves the efficiency of your staff.

Palm Interface

The Palm Interface for AppointmentsES allows users to download their personal schedule to any device using the Palm OS™. This enables providers to have their schedule and important appointment details with them all the time. This module provides an extra level of convenience for your busy practitioners and keeps your schedule running efficiently.

Medical Necessity Verification

The Medical Necessity module automates the process of verifying that each scheduled procedure is medically necessary based on the patient's diagnosis as defined by Medicare. The module also checks the rules of the Medicare Local Medical Review Policies. All policy rules are updated quarterly to make sure that the most timely information is always available.

This critical function minimizes uncompensated care and reduces the risk of penalties. Every appointment is analyzed to ensure that each procedure is supported by the patient's diagnosis. If a conflict exists, the user is presented with a natural language search tool that aids in the selection of an appropriate diagnosis. AppointmentsES will even print Advance Beneficiary Notices in the event a scheduled procedure has not completed all of the patient access standards.

Insurance Eligibility Verification

The Insurance Eligibility module automates the time consuming process of verifying that a patient's insurance coverage is active. This module can be implemented in a real-time or batch process mode to meet your requirements. This time saving module allows insurance issues to be cleared up prior to the delivery of care and reduces your exposure to uncompensated care. Availability varies by state so please speak to your sales representative about coverage in your area.

Pre-Certification Requirements

In order to maximize reimbursement for complex procedures, the Pre-certification module checks scheduled procedures to see if they require a pre-certification number from the insurance carrier. If a pre-certification number is required the scheduler is alerted. This ensures that prior to delivery of care that all requirements have been met for proper reimbursement.

Contact SpectraSoft
6100 S. Maple Ave. Suite 118
Tempe, AZ 85283

Toll Free
1.800.889.0450

Telephone
480.413.0450

Fax
480.413.0448

Email
info@ssoft.com

Website
www.spectrasoft.com

Technical Overview

Overview



At SpectraSoft we are committed to creating enterprise software that will run in your current IT environment. We strive to keep our system requirements low to help you leverage your existing technology investments.

Industry Standard Technology

AppointmentsES is a client server application that runs in a 32 bit Windows™ environment. Developed using object-oriented programming methods it can connect to Oracle™, Microsoft SQL Server™, or InterBase™ backends. These powerful database choices give the program scalability and unlimited storage potential. An open database structure makes custom reporting easy and efficient. A modular architecture allows you to add components with minimal downtime. The application can even be distributed using Citrix MetaFrame™ or Microsoft Terminal Server™.

Minimum Requirements - Network Workstation

CPU Speed: Pentium III 550 MHz
RAM: 128 MB
Hard Disk Space: 500 MB
Operating System: Windows 98 SE
Video Capability: SVGA capable monitor with 800X600 screen resolution

Recommended Configuration- Network Workstation

CPU Speed: Pentium III 800 MHz
RAM: 256 MB
Hard Disk Space: 2 GB
Operating System: Windows 98 SE
Video Capability: SVGA capable monitor with 1024X768 screen resolution

Minimum Requirements - Data Server*

CPU Speed: Pentium III 750 MHz
RAM: 512 MB
Hard Disk Space: 1 GB
Operating System: Windows NT 4
Video Capability: SVGA capable monitor with 800X600 screen resolution

Recommended Configuration - Data Server*

For optimal performance we recommend a dedicated data server with the following specifications.

CPU Speed: Pentium III 1200 MHz RAID 5 Drive System
RAM: 1 GB
Hard Disk Space: 5 GB
Operating System: Windows NT 4
Video Capability: SVGA capable monitor with 800X600 screen resolution

* Server requirements will vary some depending on the total number of users on the system.

Contact SpectraSoft
6100 S. Maple Ave. Suite 118
Tempe, AZ 85283

Toll Free
1.800.889.0450

Telephone
480.413.0450

Fax
480.413.0448

Email
info@ssoft.com

Website
www.spectrasoft.com