

Multi-Location and Multi-Department Scheduling

Overview



AppointmentsCS from SpectraSoft is simply the best solution for managing scheduling activities for multiple offices and departments. Utilizing proven Internet ready technologies, AppointmentsCS enables you to perform centralized scheduling for all the offices in your organization.

Multi-Location and Multi-Department Scheduling

If your practice has more than one location then you know first hand how difficult it can be to manage scheduling activities across your organization. Confusion, countless phone calls, and scheduling mistakes can take a toll on your customer satisfaction and office efficiency. ASP based systems are expensive and have limited functionality to help you manage your scheduling needs. Fortunately there is AppointmentsCS from SpectraSoft, which creates a seamless scheduling environment for all of your offices and makes it easy to manage your scheduling activities.

Additional Functionality

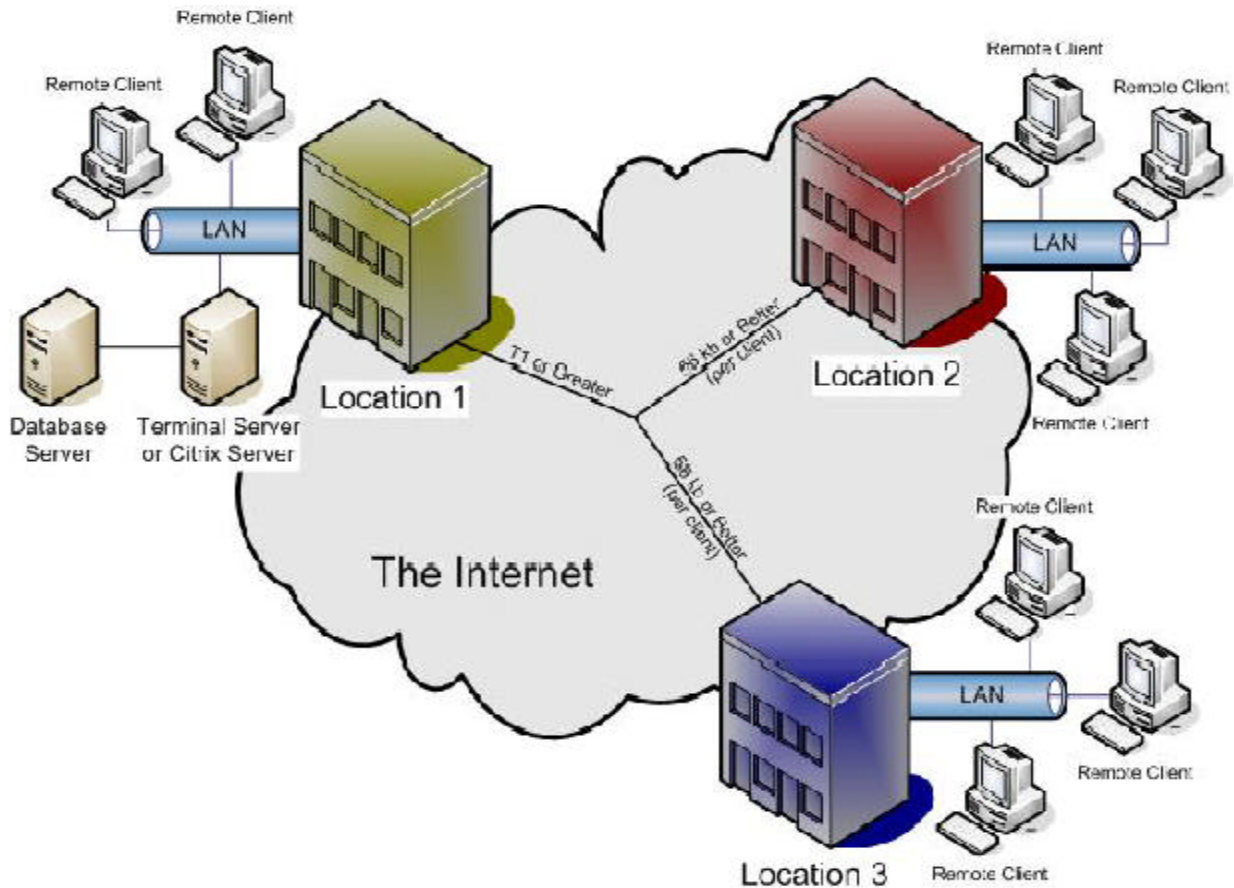
The Centralized Scheduling version of our acclaimed Windows® based scheduler overcomes the complexities of multi-location scheduling. You can efficiently organize your practitioners, rooms, and equipment by location. Then create time saving templates that make it easy to repeat these assignments for multiple weeks or months. Customize access rights across the system so that each user can only see those schedules that are critical to their job function. You can even create personalized scheduling views for each user. AppointmentsCS even lets you run reports for individual locations or aggregate reports for the entire organization. By sharing a single database across your organization, you reduce the amount of time spent on system maintenance across your organization.

How Does It Work?

AppointmentsCS is a comprehensive patient scheduling solution for organizations with multiple departments or a number of geographically diverse offices. Utilizing Microsoft Terminal Server® or Citrix MetaFrame® you can create a seamless, company-wide patient scheduling and information management package. This gives you the advantages of utilizing a single database and minimizing the amount of Internet bandwidth required by each location. Each remote client is updated with changes that occur across your organization so that every user stays in sync.

One Database, Multiple Locations, Unequaled Results

The graph below illustrates how AppointmentsCS allows you to centralize scheduling activities across your organization. The hardware requirements listed below are for a typical 20 user installation with 3 or fewer locations. The application is scalable and can easily accommodate much larger organizations. Please talk to your salesperson to determine what hardware/software configuration would be best for your situation.



Minimum Hardware Requirements



Remote Clients
Sufficient to run Terminal Server Remote Desktop Client or Citrix Client



Database Server
1.5 GHz or greater (P4/AMD)
512 MB RAM or greater
10 GB Free Hard Disk Space



Terminal Server or Citrix Server
2 GHz or greater (P4/AMD)
1 GB RAM or greater
5 GB Free Hard Disk Space

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Patient Appointment Scheduling

Testimonial



"I can't imagine running the clinic without it. This scheduling program is light years ahead of anything else that I have seen."

Brian Nelson, MD

AppointmentsCS Benefits

- Saves Staff Time
- Improves Staff Efficiency
- Increases Scheduling Accuracy
- Reduces No-Shows
- Lowers Cancellations
- Assists with HIPAA Compliance
- Improves Customer Satisfaction
- Promotes Referrals
- Tracks Practice Statistics
- Prevents Unbillable Visits
- Streamlines Workflow
- Boosts Your Bottom Line

In today's complex healthcare environment a simple appointment book can no longer serve your patient scheduling needs. HIPAA, managed care, patient satisfaction concerns, and your own office workflow demand a solution that is more powerful and efficient.

SpectraSoft AppointmentsCS Version 8.0 is a powerful patient scheduling solution that simplifies appointment tasks and improves office efficiency. This centralized scheduling system is both user-friendly and flexible enough to be used by your entire staff. Built to visually resemble the familiar scheduling book, AppointmentsCS enables you to schedule and reschedule appointments with a few simple mouse clicks.

You can reduce cancellations and no-shows with automated print, email, and telephone appointment reminders. Save office staff hours each week with powerful features like *Find Appointment*, *Appointment Reminders*, *Appointment History*, and *Daily Reports*. Manage your practice like never before with a myriad of management reports. Improve patient satisfaction with faster more accurate scheduling and helpful appointment reminders.

Scheduling Specialists

For the last ten years SpectraSoft has specialized in creating patient scheduling solutions for healthcare. In that time we helped more than 3000 medical offices and 400 hospital departments solve their patient scheduling problems. Unlike most centralized scheduling systems that are simply scaled down versions of software designed for huge enterprises, AppointmentsCS has always been a "best of breed" scheduling solution, part of a family of scheduling products that have been designed with profitability and patient satisfaction in mind.

Simplify Scheduling Tasks

AppointmentsPRO manages rooms, equipment, practitioners, aides, and any other resource that you schedule. AppointmentsPRO will find complex multi-resource

appointments automatically or you can book them yourself using the color coded scheduling grid. A few mouse clicks let you do anything from view a patient's entire appointment history to schedule a series of recurring appointments.

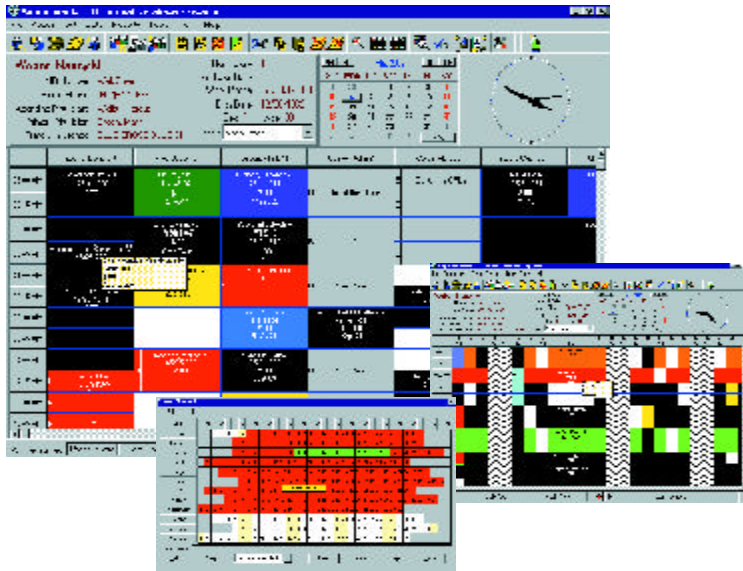
Reporting

AppointmentsCS has over 50 built in reports to help you manage every aspect of your practice. Resource reports allow you to easily print each providers schedule for the day or the week. Appointment reminders let you quickly provide you patients with a complete list of all their upcoming appointments. Statistical reports allow you to accurately monitor vital information such as cancellations and no-shows, authorized visits, new patients, referring physicians, and more.

Privacy and Security

With the date of many HIPAA regulations approaching, privacy and security of your electronic data is more important than ever. AppointmentsCS provides powerful security profiles for each user. You can customize over 100 access points for each user. AppointmentsCS also tracks every change to every appointment in the system.

Screen Shots



Scheduling Appointments

- 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

- Print Appointment Lists
- Print a Cancellation Summary
- Print a No-Show Summary
- Print Practice Totals
- Print a Resource Summary
- Print Patient Reminder Letters
- Generate Mailing and Superbill Labels on Standard Avery Labels
- View Reports on Screen
- Print Screen in Color

User Configurations

- Designate Unlimited Resource Types
- Set Unique Time Slot Lengths for Each Resource
- Choose Custom Column Width and Row Height
- Set Custom Templates for Resource and Practice Schedules
- Define Custom Labels for Many Fields
- Select Custom Client Information in Appointment Cells

AppointmentsCS Version 8 Minimum System Requirements

Workstation | CPU: Pentium II 500Mhz | RAM: 128 MB | Hard Disk Space: 500 MB | OS: Windows 98 SE, ME, NT 4, NT 2000, XP Professional | Video Support: 800X600 screen resolution
Network Server | CPU: Pentium II 500Mhz | RAM: 256 MB | Hard Disk Space: 1GB | OS: Windows NT 4, NT 2000 Server | Video Support: 800X600 screen resolution

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Add-on Features

Overview



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

AppointmentsCS Add-ons

- Email Reminders
- Telephone Reminders
- Multi-location Scheduling
- SQL Server Database
- Custom Report Module
- Palm Pilot Integration
- Medical Necessity Verification
- Insurance Eligibility Verification

Email Appointment Reminders

This time saving add-on allows you to automatically send multiple emails to your patients, reminding them of upcoming appointments. This will free your staff from time consuming reminder telephone calls and reminder cards. A consistent appointment reminder plan has been shown to dramatically reduce cancellations and no-shows.

This add-on allows you to create up to three custom reminder messages. You can specify how many days prior to an appointment that each message is sent. You must have an email account and at least one computer with AppointmentsCS that has access to the Internet.

Telephone Appointment Reminders

SpectraSoft has partnered with CallPointe to create this add-on service for AppointmentsCS. The CallPointe service enables your office to create a custom voice recording and then the automated service automatically calls your patients to remind them of upcoming appointments.

You are able to set how many days before the appointment the calls are made, the time of day the calls start and the time of day they must end by. A file is then uploaded to CallPointe every day and the calls are made automatically. You receive a daily report that shows you how many calls were successful and how many patients confirmed their appointment. You must have at least one computer with AppointmentsCS that has access to the Internet for this add-on to work.

Microsoft SQL Server

AppointmentsCS Version 8.0 comes standard with the embedded database Interbase. Organizations looking to maximize their investment in the Microsoft SQL Server database can use this add-on to utilize that platform.

Custom Report Module

The Custom Report Module enables you to effectively write your own reports in conjunction with Crystal Reports version 8.5 or higher. The Custom Report Module comes with documentation that explains the data fields and table relationships within the database to aid your report writing. This module also enables you to take advantage of the native report controls in AppointmentsCS.

Palm OS Integration

The Palm OS add-on allows you to take your schedule to go. This add-on lets you download a single resource's schedule to any PDA using the Palm OS. You have the option of downloading as many or as few days as you wish. The appointments are entered into the Datebook application and even include any appointment notes that you have entered.

Medical Necessity Verification (coming soon)

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 and its LMRP's. This critical function minimizes uncompensated care and reduces the risk of penalties. Every appointment can be 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.

Insurance Eligibility Verification (coming soon)

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 add-on allows insurance issues to be cleared up prior to the delivery of care and reduces uncompensated care.

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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
AppointmentsCS Version 8.0

- User Based Access Controls
- Audit Trails
 - Patient Demographics
 - Appointment Histories
 - User Logging
- Automatic User Logout
- Automatic Password Expiration
- Password Self-Service
- Hide Appointments (Privacy Feature)

Is SpectraSoft required to make AppointmentsCS HIPAA compliant?

Yes and no. 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 health care providers. Most of the regulations and their accompanying penalties apply directly to health care providers, health care clearinghouses, and health plans. Also, there is no official government body or standards agency that will certify a product or service as “HIPAA compliant”. It is up to health care 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 health care industry we must do everything possible to make sure that our products help health care 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 AppointmentsCS Version 8.0?

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 that limit incidental uses or disclosures. For example, health care 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.

AppointmentsCS Version 8.0 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.

AppointmentsCS Version 8.0 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.

In most cases we will not sign a business associate agreement created by another organization. Due to the legal nature of these documents it is not financially feasible for our legal counsel to review thousands of these documents. 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/>

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User Testimonials

Testimonial



"My manager actually took my book away. After 2 or 3 days it was great. It's fun, everybody uses it, we all love it. I would not want to go back to our appointment book. "

Sonja Tharp
Office Coordinator

"I used to perform all of my reports by hand with a calculator, a pencil, and paper. Using the SpectraSoft software has probably cut that time in half. "

Diane Cullinan
Office Coordinator

"This is the only software we found that would allow us to modify the settings to meet our needs. I have recommended it to many other doctors."

Karen Otto
Office Manager

"It has made a tremendous impact on our scheduling here. It's made life a lot easier. I can train someone on how to use it in probably 15 or 20 minutes. It's a very easy program to use."

Bethany Bradshaw
Office Coordinator

"I can't imagine running the clinic without it. The scheduling module is light years ahead of anything else that I have seen."

Brian Nelson
MD

"We've used SpectraSoft products forever. The greatest thing is their support! "

Connie Richardson
Office Manager

"When you are as complex as we are, the last thing you want to do is to take a lot of time to get people scheduled. We need to move people through the facility quickly and this helps us do that."

Blake Gillman
Director

"It's so easy to learn and use. The best part is how flexible it is. You can set your resources up anyway you want to. You can overbook, block times, and schedule discrete time intervals. We recommend it all the time."

Lori Zink
Office Manager

"Our reception staff loves the ease of use of the system we have, and the

counselors like the fact that they can book appointments themselves.”

Dr. Greg Snodgrass
Director

“We waited a long time to make a decision on purchasing software because we didn’t want our computer phobic users to have trouble with it. SpectraSoft is very easy to use and exactly what we needed”

Deb Pratt
Assoc. Director of Administration

“The whole staff uses it without fear and trepidation. It makes our clinic run much more smoothly”

Chris Hale
PT Manager

“I like it because it didn’t cost that much and it’s very flexible. I am able to change all the fields and set whatever time intervals I want. So many other products won’t let you do that. I can track how many lessons the client has paid for and used. It’s great.”

Jim Mercer
Manager, Sports Training Facility

“Without SpectraSoft, we would not have the speed, accuracy, or revenue needed to implement our fitness program. It is spectacular software that allows us to easily book clients, cross sell our services, and fill vacancies that otherwise would have been lost.”

Brent Kraushar
Spa Owner

“This makes us a lot more organized. We tried the scheduler attached to the billing software but didn’t like it. Now we never miss an opportunity to schedule an appointment”

Travis Smith
Owner-Practitioner

“I looked at a lot of programs, but this is the only one I found that has everything I want. I like the color coding. You can add quite a few doctors. It’s user friendly. I love it.”

Randi Arnett
Office Manager

Customers

SpectraSoft appointment scheduling software has been in use since 1994. We have over 3000 medical offices and nearly 400 hospitals that use our software to manage their appointment scheduling needs. Our customers include a wide variety of prestigious healthcare organizations, universities, and service related businesses.

Baylor Healthcare System, Senior Health Services and Asthma Center

Therapeutic Associates, 60+ Physical Therapy Offices

Detroit Medical Center, Used in Ambulatory Care Departments in 7 different facilities

Arizona State University, Student Counseling Center

Henry Ford Health System, Outpatient Rehabilitation

Northwestern University, Counseling and Psychological Services

City of Tempe, Community Social Services Programs and Court Ordered Counseling

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