ABT NEWS

ABT Medical, Inc.

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Architecting document control systems for healthcare providers and pharmaceutical companies

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MANAGING THE AUDIT PROCESS

THE ACRONYMS

Payer- and government-based audits are becoming an increasing nuisance for HIM departments everywhere. As a result, we are now encountering a plethora of acronyms for the ever-growing family of audit types.

Here are some of the most common terms:

- **ADR** *Additional Development Request*

- **CERT** *Comprehensive Error Rate Testing*

- **DME** *Durable Medical Equipment*

- **eMDR** *Electronic Medical Documentation Request*

- **MAC** *Medicare Administrative Contractor*

- **PERM** *Program Electronic Review Management (labor certifications)*

- **QIC** *Qualified Independent Contractor*

- **QIO** *Quality Improvement Organization*

- **RAC** *Recovery Audit Contractor*

- **RRB** *Railroad Retirement Board*

- **SMRC** *Supplemental Medical Review Contractor*

- **UPIC** *Unified Program Integrity Contractor*

- **ZPIC** *Zone Program Integrity Contractor*

Ask your ROI outsourcing vendor if they can explain each type of audit, if they are prepared to meet the requirements of each one, and what tools they will utilize to do so.

THE PATIENT PORTAL MYTH

Myth: *Patients have easy access to all of the health information they need!*

Truth: Although patient health data is now available electronically more than ever before, our research finds that patients and caregivers still face significant challenges in accessing the types of information they need, when they need it. While patients and caregivers appreciate patient portal features, they report that the portals provide only a *snapshot* of a patient's health information. Individuals who need more detailed data for their healthcare typically must request their medical records through their providers' office or hospital. Unfortunately, the medical records request process can be confusing for patients and caregivers to navigate and is often *not* available electronically.

A Patient-Centered Request Process Benefits Patients *and* Health Systems
A health system's medical records manager is burdened with a fragmented system for medical records processing, just as the patient is, and both individuals share the same goal—to get the needed medical records to the patient. Making the medical records request and delivery process more patient-focused is a win-win for both patients and health systems.

Act Today to Improve Your Patients' Experience with Accessing Medical Records
When individuals have access to their *complete* health record, they can better coordinate their care and have greater control over their health and well-being. Innovations, like Application Programming Interfaces (APIs) and mobile apps, offer hope that, in the near future, people will be able to seamlessly and securely access, use, and share their health information. In the meantime, there are solutions that make the process less stressful for everyone *today*.

Through a combination of ABT Medical's ROI+ Release of Information platform and our use of the TRIMSNet Patient e-Request module, patients can order their complete medical record online and then enjoy secure online access to those records on any digital device of their choice. This powerful duo provides the patient community with a seamless, proven alternative to Patient Portals, as patients can order and obtain a complete set of their medical records with little effort and maximum convenience. Whether you are a provider, a hospital staff member, an innovator, or a patient, everyone can work together to create a better experience for patients and their caregivers and make it easier for them to get needed health information.

Disability Forms Management

D-Trak has proven to be an invaluable Disability Forms management tool for our Provider-clients, bringing them the following benefits:

- *Significant reduction of inbound and outbound communications with patients*

- *Dashboard for "single click" tracking of Disability Forms processing status*

- *Automatic patient text notifications when forms are received and completed*

- *24x7 secure web access to completed forms for patients*

- *Payment tracking for Providers who charge patients for Disability Forms processing*

- *Complete report breakdown of types of forms processing by patient and by physician, including the total number of days required to process each and every form*

- *Digital sticky notes to record important comments for each form*

In many cases, patients burden the Healthcare Provider with faxing completed forms to a 3rd party such as an insurance company or employer.

Consequently, a large portion of inbound/outbound communications with patients is driven by patients' sense of urgency to confirm that their completed form has indeed been faxed by the Provider to the 3rd party. This forwarding of Disability Forms to 3rd parties is a tedious and extremely time-consuming task for the Provider.

D-Trak now has the capability of sending a text message to the patient that confirms that their Disability Form has been completed and has been automatically faxed to the appropriate 3rd party on behalf of the patient. This is a big win for both the patient and the Provider.

e-Request is a Complementary Addition to the Traditional Patient Portal

Working closely with patients from all demographics, we have verified that they are quite willing and able to access their records, all on a secure website. *Patients need and want to order medical records the same way they order other goods and services as consumers.*

HOW DOES e-REQUEST WORK?

Patient

Provider

1. Patient fills out an order for medical records using their computer or any mobile device.

2. Provider is notified that a patient has requested their medical records.

3. Patient receives a confirmation that their order has been received and is being processed and is advised of request status.

4. Provider verifies the patient and extracts requested medical records from the EHR system.

6. Patient receives a confirmation that their request has been completed with instructions to securely access their records online from their computer or mobile device.

5. Provider initiates message to patient that their request for medical records has been completed and provides access instructions.