

FAQ: Practice Partner®

Q: What is an electronic medical record?

A: An EMR is software that allows you to create, store, edit and retrieve patient charts on a computer. Practice Partner actually delivers a step more which is why they call it an electronic health record. The system is not just a stand alone system. It integrates seamlessly with the practice management and integrates with other third parties such as labs and medical devices in order to create a more in depth health record for the patient.

Q: What benefits should a customer expect from an EMR?

A: - Reduces transcription and malpractice costs
- Supports correct evaluation and management (E&M) coding
- Creates easy, rapid access to patient information that supports clinical decision making
- Improves practice productivity with decreased chart pulls and pharmacy callbacks
- Saves on general expenses spent on storage and copying
- Increases potential to capture lost reimbursement from Medicare and other commercial carriers

Q: How can practices afford an EMR?

A: Practice Partners offers four different options. Either cash, traditional bank financing (loan or line of credit) lease or asp.

Q: What is ASP pricing?

A: ASP (application service provider) pricing is a great way for smaller practices to afford advanced technology for their office or offices. Using the ASP, a practice can finance an EMR (and other software) through monthly fees on a per provider per physician basis. Monthly fees include software technical support, software upgrades and information systems support (backup and basic administration). The monthly ASP fee also provides a tax benefit, as these fees can be written off on your taxes as an operational expense.

Q: What is a typical EMR configuration?

A: The most common configuration of an EMR is to have PCs in the exam rooms, doctors' offices, nurses' stations, and at the check-in desk. These are networked together and linked to a common server. This configuration gives both administrative and clinical staff easy access to workstations and the EMR.

Q: How are progress notes created?

A: Practice Partner allows progress notes to be created through over 200 clinical templates. They allow for point and click entry or keyboard entry based on possible conditions that might be observed for a given patient. Many Practice Partner customers also use a Quick-Text, which are commonly used clinical phrases that can be dropped into a progress note with a push of button. Additionally, the Practice Partner also includes insert codes that automatically pull data from other parts of the chart (i.e. medication list, allergies, social& family history, problem list)

Q: How secure is the EMR?

A: Practice Partner provides a very detailed security and privilege levels, defining specific viewing, data entry, editing and a myriad of other rights on an individual by individual basis.

Q: Is the record legally valid?

A: Yes, the Practice Partner Patient Records EMR offers a complete, medially legal record with an audit trail, allowing practices to track all changes to any textual record (progress notes and other clinical documents).

See back of sheet for more Q&A

FAQ: PRACTICE PARTNER

Q: What happens if the system goes down? What do I use for backup?

A: A standard part of any EMR installation is system backup. This involves copying patient charts to a specialized storage medium such as DAT (digital archive tape) that is then stored offsite. In the event there is a system downtime that results in lost of data, patient information can be restored from the tape backup.

Q: How long does it take to implement?

A: On average it takes about 90 days to implement depending on the size of the practice. During that time, training, hardware and network installation is completed. The configuration of the EMR is done to meet the individual practice's needs and any special interface projects are also completed.

Q: How does the EMR interact with my billing and scheduling products?

A: If your practice currently has an existing medical billing and appointment scheduling functionality that is satisfactory, the EHR will function side by side with these applications. Ideally, an interface will be established between the existing practice management software and the EMR to transfer patient demographics. This process then creates electronic charts within the EHR that are ready for entry of clinical information.

Q: What is the advantage of having an integrated EMR and Practice Management System?

A: For practices discontinuing use of their billing software, there is a great deal of advantage to an integrated system. Software that includes billing, scheduling and the EMR from the same vendor. These systems typically offer greater transfer of information between applications and simplify support because it all resides on the same database so there is less duplication of maintenance and support costs.

Q: Does Practice Partner have references or sites we can visit?

A: Practice Partner has multiple references and practices we can provide to interested customers. Practice Partners will make arrangements to help coordinate onsite visits depending on schedules.

Q: Can the Practice Partner EMR and Practice Management System be sold separately?

A: Yes, Practice Partner does offer the practice management and electronic health record separately or together.

Q: How is the implementation usually handled?

A: Practice Partner can be implemented all at once or can be deployed in a modular fashion. For example, physicians can first be trained on prescription writing and then move on to charting. This is the preferred method for faster learning and utilization. It also helps reduce potential downtime .

Q: Is there any down time we should anticipate?

A: Practice Partner does provide onsite training and support to minimize downtime. This is why it is a good idea to schedule fewer appointments to help you get up to full speed faster.

Q: What awards or certifications has Practice Partner won?

A: Practice Partner is CCHIT certified. CCHIT stands for Certification Commission for Healthcare Information technology which is the official certification organization for EHRs. In addition, Practice Partner has won numerous awards. Mostly recently, Practice Partner has been recognized in 2006 by TEPR – 1st Place-EMR (small groups); Top 3 (medium to large groups); AC Group Report – Best EMR in several classes. TEPR and AC Group are two well regarded institutions that evaluate EMR vendors.