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# VITALS

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## Message from the Chief

### *EMR Rush is On!*

Ron Flormann, CCO  
Glenwood Systems LLC

Have you noticed how things just sort of sneak up on you? That seems to be the trend in EMR adoption.

With 2011 and the start of the ARRA CMS bonuses just around the corner, it seems as if the medical industry is just now starting to evaluate EMR systems.

If your practice has started EMR evaluation good for you, Glenwood hopes that you are evaluating GlaceEMR as an option. If you haven't started, now is the time. It will be important that your practice is fully implemented and trained at least 90 days before the start of 2011.

From my perspective, there are three basic evaluation criteria of EMR – Certified or Non-certified, Flexible or Rigid systems, and client server or central server (ASP / web).

To qualify for any ARRA bonus opportunities it is

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## The Biller's Tips

### *Daily Cash Management in Physician Offices*

Mindy Meyers  
Glenwood Full Service Billing

Cash management in the physician's office is an often overlooked chore that can lead to expensive losses whether by mistake or fraud. The cash management protocol is a sensitive process requiring proper checks and balances to mitigate any losses.

The following practices should be adopted / integrated in your practice workflow:

1. All patients must sign-in at front desk irrespective of the reason for visiting office. (collecting prescription, blood work, office visit etc.,)
2. Patient sign-in sheets must be reconciled with the daily service summary report by billing service or biller, and any missed service or un-reconciled patient must be reported. It is also a good practice for the physician to initial next to the patient name on the sign-in sheet whenever the patient is checked out.
3. Daily deposit slip/log should be reconciled daily with a co-pay report, front desk collection report, or a daily summary report. This must be done to ensure all cash collections are included in the deposit.
4. The Deposit Bag must be presented to the staff member responsible for bank deposits and signed off in the **monthly deposit summary log**. An entry for the deposit must

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necessary that the EMR system you choose be certified to meet specific requirements of HHS.

Flexibility in an EMR system is important. You will never see two physicians practice medicine in the same way; the system you choose should reflect that and provide a level of customization to meet your requirements. Remember that while anything is possible if there is enough time and money, you should review the systems that are customizable out of the box.

Lastly, there is the consideration of client server (in-office) which typically requires an upfront purchase of software, upgrade and maintenance charges and the need for backup service and expense or the less costly central server (ASP / web) model.

At Glenwood we are proponents of the ASP model. This allows the client to pay for the system at a low monthly subscription price; provides the user with the latest software, software maintenance at no charge, and secure access to the system wherever the user has an internet connection and a browser. We do not charge additional back-up fees when the ASP model is used.

The choice is yours, but now is the time to select an EMR system.

## What's New at Glenwood

Glenwood Systems continues to expand! In the last issue you heard that we added Regional Managers to Southern California, Florida, and Northern New Jersey. We've now expanded our physical footprint to Dallas, TX. Glenwood's seasoned professionals are local representation available to help educate you about Glenwood's GlaceEMR and Billing Services.

CCHIT certified GlaceEMR continues to be well received by old and new clients alike. Unlike many companies, Glenwood ensures that the EMR system is fully integrated into Glenwood's billing software and includes e-RX and PQRI reporting capabilities at an affordable low monthly subscription price. We even go one step further – if you subscribe to the Glenwood billing service we will provide you GlaceEMR and practice management software at no additional charge.

Want more information?  
Call Us  
**888-452-2363 (GlaceMD)**

## Common GlaceEMR Questions

### Why Should I Consider or Utilize an EMR System?

According to the American Academy of Family Physicians the potential benefits of an EHR include:

- a. Productivity & Financial Improvement
- b. Fewer chart pulls
- c. Improved efficiency of workflow
- d. Improved billing
- e. Reduced transcription cost
- f. Increased formulary compliance, leading to fewer pharmacy call backs
- g. Improved coding of visits
- h. Quality of Care Improvement
- i. Easier preventative Care
- j. Point-of-care decision support
- k. Rapid and remote access to patient information
- l. Easier chronic disease management
- m. Integration of evidence-based clinical guideline
- n. Job Satisfaction Improvement
- o. Fewer repetitive, tedious tasks
- p. Less "chart chasing"
- q. Easier compliance with regulations
- r. Demonstrable high-quality care
- s. Customer Satisfaction Improvement
- t. Improved response from physician
- u. Improved continuity of care
- v. Improved delivery of patient education materials

And if you have a Medicare Patient Base – the CMS Bonuses provided for in the ARRA of 2009.

### What if we're not computer literate!

We all learn something new every day. How many discoveries in medicine are results of a physician trying something new?

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## EMR NEWS

### WHAT'S IN IT FOR ME?

Starting in 2011, providers deemed to be “meaningful users” of EHR systems will be eligible to receive \$40,000 – \$60,000 in incentive payments paid out over five years in the form of increased Medicare and Medicaid premiums.

For the first year a physician is deemed to be a meaningful user, he or she will be eligible for payments of 75% of that year’s Medicare and Medicaid charges, up to a maximum of \$15,000. The maximum payment is increased to \$18,000 if the first year is 2011 or 2012. The incentive payments decline for each subsequent year within the five year period; \$12,000 will be paid in year two, \$8,000 in year three, \$4,000 in year four, and \$2,000 in year five.

No incentive payments will be available after 2015 and no payments will be offered to physicians who first become eligible after 2014. The program is designed with a decreasing incentive for late program adopters.

Under the 2009 Federal Economic Stimulus Package, health care providers who demonstrate meaningful use of certified EHRs will qualify for incentive payments through Medicaid and Medicare. CMS’ plan proposes phasing in meaningful use requirements over three stages between now and 2013.

The first stage of the meaningful use criteria emphasizes:

- Collecting electronic health data in coded formats;
- Implementing clinical decision support tools;
- Reporting clinical quality measures and public health data; and
- Using EHR data to track conditions and coordinate care (Monegain, [Healthcare IT News](#), 12/30/09).

be made and include day/amount/staff name.

5. Once the bank deposit has been completed, the monthly deposit summary log must be initialed by the depositing staff with date. This will verify that the deposit has been made and indicate depositor and when.
6. Monthly deposit summary logs must be reconciled with the bank statement monthly by the billing service, biller, or bookkeeper to prevent lost or miscalculated deposits.
7. No cash transaction should be completed without a numbered dual receipt method: a copy for the patient and a numbered copy for the office.
8. A petty cash box with a log sheet of all in/out transactions fulfills the need to keep change and small cash expenses. The petty cash can be replenished when it falls below a predetermined level. All replenishments must be documented and accounted by the bookkeeper.
9. All cash (deposit bag / petty cash box) must be under custody of only one person at any given time. Any exchange must be signed-off. Overnight storage must be under one person's custody in a safe locker.

It is recommended that no single staff member complete all of the tasks outlined above. An outside audit to validate the cash management process is recommended. A third party biller can provide the outside check and balance that should be performed as a matter of cash management best practice.



## CHUCKLE CORNER

A new arrival, about to enter hospital, saw two white coated doctors searching through the flower beds. "Excuse me," he said, "have you lost something?" "No," replied one of the doctors. "We're doing a heart transplant for an income-tax inspector and want to find a suitable stone."

One afternoon, a man went to his doctor and told him that he hasn't been feeling well lately. The doctor examined the man, left the room, and came back with three different bottles of pills.

The doctor said, "Take the green pill with a big glass of water when you wake up. Take the blue pill with a big glass of water after you eat lunch. Then just before going to bed, take the red pill with another big glass of water."

Startled to be put on so much medicine, the man stammered, "Jeez Doc, exactly what is my problem?"

The doctor replied, "You're not drinking enough water."

GlanceEMR is simple, intuitive and easy to use. No typing is required, if you can point and click, write or dictate, our product might be right for you.

The owner's wife has a multi-doc practice in CT; one of the physicians is in his early 60's. He didn't want to join the practice because he "didn't know anything about computers". We asked him to try and today he is a "power user".

It seems a shame to miss out on the revenue enhancements and AARA bonus \$\$ because you won't try something new.

### Not until EMR is mandatory!

That is like saying that you won't stop smoking or won't stop texting while driving. Changing your habits just makes good sense regarding your physical health. Why wouldn't you explore more positive options for your business health?

Most physicians are upset about declining revenue due to reduced reimbursements yet don't look at their business process to reduce cost and increase revenue. At the end of the week you are the only person in your office that doesn't know exactly how much they made that week!

Give a Glenwood Representative 20 minutes to show you how you can reduce cost and increase practice revenue!

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