MEDITECH’s innovative, web-based EHR, Expanse, begins where most healthcare takes place: the physician office. The Practice Management component of our Ambulatory solution provides all the tools necessary to operate a safe, efficient, and profitable practice. MEDITECH Expanse includes powerful features for streamlining your office communications, scheduling within your practice or across the enterprise, reporting on key quality and performance metrics, and simplifying your coding, billing, and collection functions — including single-statement options for combined hospital and practice charges. Moreover, as part of your enterprise-wide solution, MEDITECH Expanse enables you to leverage full integration with core financial and reporting applications like Accounts Payable, General Ledger, and Business and Clinical Analytics, for unlimited power to view, track, and analyze your data.

**Access Daily Schedules, Workloads, Personal To-Do Lists, and Quick Links**

Practice Management staff have their own roles-based Front Office Home Screen that can be tailored to individual office users’ workflow to help them efficiently manage their daily routines. Your front office staff can quickly view a color-coded daily appointment schedule along with an interactive calendar to access a different date of appointments. Practice managers can monitor and manage patient appointments, including the appointment status, which provides the running time of arrival and elapsed time for each status. The users’ workload displays messages and tasks that require review and may need action by both front office and clinical staff. These include messages from the Patient Portal, outpatient immunization updates, referral requests, follow up phone calls, refill requests, and discharge notifications. Staff can also utilize the free-text To-Do List, from which each user can add a personal checklist of events to address. Furthermore, frequently accessed websites can be added to the Quick Links section to help your staff easily locate the necessary resources.

Additional features enable office users to:

- View the entire practice schedule or drill down for individual provider views.
- Access personal worklists and tasks for increased productivity.
- Customize a panel of important external links for quick access to insurance companies, payers, and more.
- View patient statuses in real time from a single screen.
- Access shared demographic and visit information with unified MPI numbers across all facilities.

**Streamline Patient Searches and Appointment Booking**

With our integrated Best Match MPI Search, you can locate a patient record that is the best match based on multiple variables, including exact name, Soundex, nickname, and partial name. MEDITECH Expanse
finds all possible matches and returns a complete list of results ordered from best to least likely. Upon patient identification, scheduling staff have the power to book appointments for their own facility or for any location across their care network — in the hospital or other affiliated clinics — using intuitive, roles-based scheduling tools. For example, using our interactive Scheduling Grid’s streamlined booking processes, you can easily schedule and manage patient appointments. Visual indicators, such as color-coding, allows schedulers to quickly distinguish appointment types, while automated conflict checks alert schedulers to potential issues across appointments and meetings for a specific resource. In addition, patient instructions are provided upon selection of an appointment type and searching capabilities enable staff to define patient criteria to present the best available appointment matches.

Furthermore, patients are engaged between visits with one Patient Portal, providing 24/7 access to visit summaries, lab results, instructions, follow up appointment reminders, and charges from across the care continuum. Patients also have the autonomy to book appointments through our self-scheduling capabilities, as well as, pre-register for their appointments online with the ability to update demographics and insurance information before entering the practice.

Additional Practice Scheduling features include:

- Daily, weekly, and monthly views
- Drag-and-drop, cut-and-paste, and stretch or shrink appointments
- Schedule views for one or more practices
- Drill down to individual physician or patient schedules (across facilities)
- Patient visit statuses for wait time analysis to identify and resolve bottlenecks
- Smart waitlists to quickly fill canceled appointments
- Robust departure routines for scheduling follow-up visits and collecting co-pays.

**Simplify Office-to-Patient Communications**

Through our collaboration with West, organizations can streamline the delivery of patient reminders and communications via bi-directional integration between West’s automated communication tools and our Ambulatory solution. The integration of MEDITECH’s Ambulatory solution with West’s automated patient communication tools provides a seamless process for managing upcoming patient appointments, including:

- Automated exporting of patient appointment reminder data from MEDITECH Expanse.
- Appointment reminder notifications to patients via phone call, text message, or email from West.
- Messages that offer patients the option to confirm or cancel their appointments.
- Results of each notification are populated into MEDITECH Expanse for an authorized user to review and follow up with patients as needed.

**Generate Physician Bills and Claims**

MEDITECH knows that physician practices have unique coding and billing needs, and our solution includes features to tighten your revenue cycle and help you shrink your A/R days. Through seamless integration with our clinical products, patient and insurance bills are automatically created during the patient encounter, eliminating redundant data entry. MEDITECH’s streamlined billing process through our Revenue Cycle solution enables organizations to automatically bill ambulatory visits at a line-item level, as well as, generate collection activities and calculate aging for each charge transaction. Using a centralized, consolidated Patient Accounting Desktop, your billing office staff can access an Account Summary to preview essential account information, allowing you to manage and simplify billing, claims, collections, and denials for your physician offices.
Additional Physician Billing features include:

- Integrated coding support tools
- Full line-item posting and transaction aging for applying individual receipts and adjustments
- Single statement options for combining hospital and practice charges
- Electronic claims and remittance for accelerating reimbursement
- Automated collections and customizable worklists for identifying and pursuing delinquent payments
- Robust insurance management features, including referral and authorization tracking (effective dates and remaining visits), deductibles, service-based co-pays, and real-time insurance verification (via an additional payor interface)
- Patient running balance, accessible during any stage in the billing cycle
- Full support for Central Billing Office (CBO) models.

**Proactively Monitor Physician Office Performance**

With MEDITECH’s interactive Financial Status Desktop, you can manage all financial activity in the practice and beyond. Using this consolidated desktop, management can access an overview of daily, monthly, and yearly RVU and membership statistics for your practice facilities in graphical and tabular formats. You can also access receivables, revenue, and cash flow statistics by facility. Additional standard practice management reports, powerful reporting tools, and tight integration with our business intelligence solution, Business and Clinical Analytics, help your practice set, track, and achieve your quality and productivity goals.

Physician practices benefit from a myriad of reporting tools, including:
Real-time, point-and-click reporting view, including A/R, reimbursement, RVU, and month-end reports, as well as operational and executive summaries

Targeted reports for Meaningful Use, MIPS, P4P, PQRS, ACO, PCMH and other state and federal programs

Seamless integration with Business and Clinical Analytics for comparative analysis within and across practices

Auto-generated forms and letters based on user-defined criteria

Interactive Quality Vantage dashboards with point-in-time regulatory performance updates, at-risk and below-threshold metrics, chart-level drilldown, and QRDA submission capabilities.

Realize the Benefits of Integration

As an integral part of our single, full-scale EHR, MEDITECH’s Ambulatory product for physician practices seamlessly connects to all relevant acute and enterprise applications. This inherently integrated ecosystem enables your practices to benefit from:

- Automated charge and patient bill creation from clinical data collected throughout the visit
- A single Master Patient Index for positive patient identification across the continuum
- Centralized scheduling and management of health maintenance follow up
- Native integration with Business and Clinical Analytics, General Ledger, Accounts Payable, and the Financial Status Desktop to carefully track and manage finances
- Comprehensive audit trails to monitor information accessed from anywhere in the enterprise
- Customizable security to control access to desktop routines, financial information, and functions by user.

For more information, contact a MEDITECH Marketing Consultant.