

# MEDITECH

Reach out to your patients.  
Don't wait for them to come to you.



Your care teams emphasize the importance of regular health maintenance across all patient populations, but understand that patients with elevated risk may require additional attention. Take Ben, whose recent emergency department visit for Congestive Heart Failure indicates that his chronic conditions may not be well controlled. Follow-up with Ben cannot wait until his annual wellness visit scheduled for next month. Using the Expanse Care Compass Registries, you see that Ben's BMI and blood pressure are on the rise – factors that are of concern when trying to control his Diabetes and CHF. Why does Ben or any other patient wait until illness precipitates an Emergency Department visit instead of working with your practice to optimize health?

Be more proactive with your patients.



MEDITECH's Population Insight helps you cast a wider net to determine which patients you're responsible for, so you can oversee their care. That means ensuring your healthy patients stay well, coordinating care for chronically ill patients like Ben, and helping everyone in between.

Manage your patient populations with foundational integration that helps you:

- Facilitate coordinated patient care by sharing data across the continuum, with a single platform and integrated system.
- Identify and manage clinical care as well as coding gaps at the point of care while performing normal ordering, documenting, and scheduling routines.
- Give your care managers one place to go for all the information they need to make the most appropriate clinical decisions.
- Engage patients by giving them access to a single portal that contains the information they want to see from all of your care settings.
- Establish the base of a strong care management program through Patient Registries.

## Know Where Your Patient Populations Are Coming From

Care coordinators at your practice can monitor actionable patient registries to help you manage all your patient populations.

While checking the Adult Diabetes registry, one of the care coordinators notices that Ben is overdue for his foot exam and that he has even canceled his last two scheduled appointments. Although he does have an annual wellness visit scheduled, attention to important care recommendations cannot be left for wellness visits. The care coordinator contacts Ben and instructs him to schedule a critical appointment before his annual wellness visit.

Rising risk patients like Ben might go unchecked. With our actionable registries, you'll be able to take a more proactive approach and intervene before a minor condition spirals out of control. Care managers can also see a more complete picture of Ben's health, including out-of-network utilization, attributed providers, and risk scores.

The keys to building a care management program that helps you understand your patient populations are:

- Know who you're accountable for and help them manage their health like
  - ED super-utilizers who have open clinical care gaps and require extra care coordination.
  - Inpatients discharged 30 days.
- Look at entire groups of patients and determine the appropriate interventions like preventive health items, such as mammograms and vaccinations.
- Actionable launch from care management views to the patient's chart to refill scripts, document care, and more.
- Automated chronic care management billing (CPT 99490).

## All Your Patients Will Feel Like #1

At Ben's annual wellness check, you can see all of his overdue health maintenance items including in- and out-of-network utilization and care gaps, automatically listed on the Summary screen of MEDITECH Expanse. You order lab work and a remote blood pressure monitor as the first steps to getting Ben back on track with a healthy lifestyle.

With MEDITECH Ambulatory, Ben's complete chart is at your fingertips. With instant access to all his patient records and relevant information across the continuum, you can be confident you're making informed clinical decisions about his care. Improve the quality of care you provide to your patients with:

- A single, shared list of problems, allergies, and medications.
- The complete record of care provided across the continuum, including past and future appointments.
- An external medical summary of out-of-network care.
- One view to share clinical data, including patient summaries, referral notes, and discharge summaries.

## Adult Diabetes Registry

Patient	LOS	Patient Portal	Next Sched Appt Appointment	Chronic Conditions	Home Glucose	Patient Compliance	Foot Exam	Eye Exam	Last PCP Visit
Striker, Benjamin PCP: Wilkinson, Annette 74 M MR00034135	1	Y	05/03/2022 3:45 pm 15 Min Well Visi...	2	235	(8D)	2	(12M)	(127)
Zer, Wniow PCP: Shinomiya, Rena 49 F MR00656667	3	Y	03/16/2022 8:30 am AAB Virtual Visit	7	130	(307D)	8		(44)
Graves, Yolanda PCP: <none> 65 F MR00656342	1	Y	03/07/2022 12:00 am Allergy Group Vi...	2	175	(1Y)	7		(38)
Burton, Walter PCP: <none> 74 M MR00656101	225		03/04/2022 10:00 am Diabetes Educati...	1	175	(1Y)	0		(14)
Wooster, Ed (c) PCP: <none> 75 M MR00170997	1	Y	03/03/2022 2:00 pm Pre-Admission Te...	6	190	(330D)	10	(2M)	(36M)
Campbell, Guin (c) PCP: <none> 68 F MR00170651	226		06/01/2022 7:00 am Walpole Wellness	3	235	(58D)	1		(13M)
Sky, Dennis PCP: <none> 88 M MR00167859	32	Y	03/08/2022 2:30 pm 15 Min Well Visit	1			13		
DiMatteo, Olive PCP: DiMatteo, Peter 35 F MR00161737	1	Y	07/14/2022 3:00 pm 15 Min Well Visit	9	98	(1Y)	29	(157)	(287)
Greensburg, Owen PCP: <none> 91 M MR00156553	1		09/23/2022 3:00 pm 15 Min Well Visit	2			0	(49M)	(26M)

Care coordinators can easily view reports and data elements alike from the registry, giving them access to the complete patient picture.

Please note: this screen capture does not contain actual patient or provider data.

## Ambulatory Summary Screen

Viewing date range: 11/24/2021 - 05/03/2022

Lab Results Last Value

Test	Value	Reference Range	Date
WBC (4.8-10.8)	10.0 K/mm3		Today
RBC (14.0-18.0)	Not Reportable		Today
Hgb (14.0-18.0)	15 g/Dl		Today
Hct (33-47)	31 L		Today
MCV (80-100)	10 fl L		Today
MCH (22-35)	20 pg L		Today
MCHC (31-37)	48 % H		Today
RDW (11.5-14.5)	25 % H		Today
Plt Count (150-450)	150 K/mm3		Today
MPV (6.0-12.0)	14 fl H		Today
ESR (0-20)	18 mm/Hr		Today
Hemoglobin A1c (4.0-6.0)	16.4 % H*		01/01/2022
Micro Blood Specimen			01/01/2022

Overdue Items (7)

Item	Last Done / Med Status
Eye Exam	Up/down
HDL	01/01/2022
HbA1c	01/01/2022
LDL	Unknown
LVEF	Unknown
Med Rec	07/12/2018
Triglycerides	Unknown

Upcoming Items (3)

Item	Last Done / Med Status
Antihypertensive Med	Active
Flu Vacc	10/15/2018
High Risk Medication	Unknown

Risk Stratification

Risk Model	Risk Score	Coding Gaps	Activity
ACG	Unknown		
HCC Risk Model	2.7	2	01/01/2022

Problems

- CHF (congestive heart failure), NYHA class I ✓ 0.332
- Type 2 diabetes mellitus with other diabetic kidney complication ✓ 0.302

Medications

Active

- simvastatin 5 mg po DAILY

Allergies

No Data to Display

Vitals

01/03/2022 9:25 am

Temp 101.4 F H

BP

Primary care physicians have access to their patients' complete charts on the Summary screen, including overdue health maintenance items. Please note: this screen capture does not contain actual patient or provider data.

## Engage and Empower Your Patients

MEDITECH General Hospital Health Portal

Benjamin Striker

Messages Health Record Health Tracker Appointments Billing Profile

Schedule an Appointment

Select this option if you would like to schedule an appointment with one of our healthcare professionals.

Schedule Appointment

See a Provider Now

Select this option if you would like to see one of our providers now using our video conferencing technology.

Get Started

Announcements

Telehealth Visits are now available!

What's New Within the Last 60 Days

You have new Appointment activity.

You have new Result activity.

You have new Report activity.

You have new Questionnaire activity to complete by March 2, 2022.

COVID-19

COVID-19 Certificate

Additional Certificate

As consumerism and patient choice gain momentum, convenience is key to winning Ben's loyalty. He wants to be able to manage every aspect of his care from a centralized patient portal, whether he's communicating with a member of his care team or checking his latest lab results. With access to MEDITECH's Patient and Consumer Health Portal, Ben is able to:

- Launch a video visit
- Check results and reports, as well as:
  - Remote monitor readings
  - Patient-generated health data from wearable devices
- Schedule and pre-register for an appointment via a single scheduling system across the continuum
- View health maintenance items and request medication renewals
- Fill out visit specific online questionnaires prior to appointments
- Access a single, patient-friendly version of his bill and pay online.

## Provide a Better Patient Experience While Increasing Reimbursement

Every time Ben pre-registers for an appointment, MEDITECH's EHR captures the appropriate information for a clean claim. Your office staff can then electronically verify his insurance eligibility, copay, and deductibles, so they can collect Ben's responsible portion of the bill at the point of service.

Our single-platform EHR is a natural fit for coordinating financial systems and processes. We:

- **Ensure charges are generated at the right place and time** with automated charge capture.
- **Bridge the gap between clinical documentation and complex coding** by automatically linking ICD-10, SNOMED-CT, and LOINC codes (through IMO) to patient problems and documentation.
- **Drive down costs** by reducing transcription resources and improving turnaround time with voice dictation and natural language processing (through Nuance or M\*Modal).
- **Define fee schedules and carve-outs**, as well as stop loss and other rules associated with respective contracts, using our contract management tool.
- **Submit clean claims** for more efficient collections processes with claim scrubbing.

## Make More Informed Decisions

Using the Geographic Analysis Dashboard, your organization's COO and CFO note that many patients in Ben's community drive long distances to use your emergency department — the only care

setting in the region — for strep throats and other minor complaints. They decide to examine the potential for an urgent care facility in Ben's area.

## Geographic Analysis Dashboard

Now, you have the flexibility to define the problems you want to examine. The built-in dashboards of our Business and Clinical Analytics solution enable you to visualize and examine data in meaningful ways to uncover action-oriented insights into organizational quality, financial, and operational performance. Standard dashboard data sets include:

- Population Builder for cohort exploration.
- Overall Health for the health of your populations as defined by risk.
- Cost for expenditures within your population.
- Utilization for how your populations are engaging with your health system.
- Care Quality for examining gaps.

Each organization has distinct patient populations which present unique challenges. Additional custom dashboards can be built from scratch with no SQL programming expertise required. Simply drag and drop metrics into the visualizations of your choice for data-inspired decision making that meets the needs of your patient populations and drives better outcomes.

## Real Solutions, Real Care, Real Results

Ready to become more proactive? Learn more by contacting a MEDITECH marketing consultant.

