

Home Health Functionality Brief



MEDITECH's Home Health product does more than simply capture information—it drives business processes and guides decisions through intelligent, task-driven communication. The software understands the home care environment and regulatory requirements surrounding it. As such, it guides the appropriate users to perform the appropriate tasks efficiently and accurately—every time. As an integrated component of the MEDITECH EHR, Home Health promotes the continuity of care by supporting timely treatment of patients' conditions after discharge.

Highlights:

- Manage workloads through process-driven desktop tasks, including the option to flag time-sensitive tasks to prevent bottlenecks
- Automatically generate referrals from the hospital and carry forward demographics, allergies, and medications
- Schedule visits, procedures, and assessments in accordance with regulatory requirements
- Reconcile patient medications across care venues
- Integrate billing and clinical processes to automatically place and resolve payer-specific billing conditions and promote compliant billing
- Monitor claims until they reach a zero balance
- Exchange patient information with the hospital to support the continuity of care

Home Health Enables Agency Staff to:

Make Decisions through Process-based Workflow

Home Health is designed to ensure the right person is sent the right task, at the right time. All tasks are pushed out to employees through their desktops, with the completion of one task triggering the creation of the next. Information is pushed to staff based on what they need to know, including the ability to post notes to a chart for all care providers to see. Home Health knows what needs to be done next, and if not, it knows the appropriate questions to ask. Tasks and timeframes are based on your agency's business objectives, as well as patient- and payer-specific requirements. For example, staff can receive reminders when patient recertification is required. Integrity checking is also available throughout the system to flag omissions and provide staff with the opportunity to correct them.

Capture Data and Generate Tasks at Intake

Home Health referrals can be automatically generated from your hospital based on discharge disposition. These referrals include demographics, contact information, payers, allergies, and medications at discharge. Referrals from outside sources can also be manually entered. Additional information that is captured includes:

- Directions to the patient's home
- Clinical data, such as: advanced directives, diagnoses, procedures, and ordered services
- Referring facility information, including admission and discharge dates and payers
- Current patient status, which triggers the appropriate tasks: care coordination, insurance verification, follow up with hospital on discharge.

Effectively Place Orders and Coordinate Care

Home Health uses protocols to establish best practices, streamline care planning, and guide clinicians in the patient's home. Protocols can be automatically triggered by diagnosis, procedure, and condition and can be filtered by such criteria as physician, payer, and discipline. Additional protocols can be added at any time. Home Health enables users to:

- Document how and when an order was received and the frequency and duration of the ordered services
- Schedule services using centralized, decentralized, or clinician self-scheduling
- Utilize drag and drop functionality to schedule services and assign to the appropriately credentialed field staff
- Remain in compliance with all orders and regulations, such as CMS OASIS time points
- Receive notifications if orders have not been returned signed.

Efficiently Document Visits and Simplify OASIS Documentation

MEDITECH has organized all OASIS assessments by body system for easier completion. Agency-defined policies and procedures guide staff through documentation to ensure protocols are met. To minimize data entry, care providers can document by exception, use check boxes, and document details through free text notes.

If additional health problems are identified in the home, care providers can add assessments or interventions on-the-fly and either document them as one-time occurrences or add them to the care plan. Additional documents, such as images, videos, and sound files can also be attached to the visit documentation to track progress or regression over time. Upon completion, a care provider can finalize the visit and apply his or her signature, or save it to his or her task list to complete later. Care providers can also record activity, travel time, mileage, and expenses. This information can flow via an interface to a third party time and attendance system, and from there to MEDITECH's Payroll to generate staff paychecks.

Safely Order, Document, and Reconcile Medications

Home Health enables your agency to safely record and manage patients' medications from intake through the conclusion of care. A standard interface with First DataBank is included with our system, and provides a starter formulary of over 20,000 medications. Care providers are able to:

- Enter prescribed and non-prescribed medications found in the home, including name, strength, route, form, purpose, dose, and frequency
- Add newly-prescribed medications, including non-formulary medications
- Review drug regimen for drug and food interactions
- View and print medication education monographs in English and Spanish
- Document the reconciliation of medication interactions.

Perform Comprehensive Service Plan Review to Produce the 485

Once a patient has been admitted to a service, Home Health guides you through the process of finalizing the service plan and submitting the 485. Staff has the ability to:

- Update orders, code diagnoses, make any final additions, and electronically sign off on the service plan
- Perform a supervisory review of the service plan, including diagnoses, procedure codes, and contributions from all disciplines
- Request and record any necessary follow up
- Preview, edit, and electronically sign the 485.

Proactively Track and Manage Claims to Achieve Zero Balance

Home Health proactively guides users through claim management until all outstanding balances are zeroed out. Support for both electronic and manual remittances, along with automated follow-up reminders help keep AR days low and payments complete. Billing staff has the ability to:

- Automatically receive charges through integration with clinical functionality
- Establish payer-specific billing conditions to hold and flag incomplete claims and ensure compliant billing
- Perform payer-specific claim checks to ensure accurate claim submittal
- Receive automatic notification of late payment once outstanding claims have reached agency-defined and payer-specific payment thresholds
- Transfer outstanding balances to secondary payers or guarantors
- Assign staff to follow up on claims and establish timeframes and reminders
- Scan and attach necessary documentation when resubmitting claims
- Maintain history of a patient's financial account, including billing notes, transactions, payer updates, and PPS information.

Generate Reports to Extract and Compile Meaningful Data

Home Health is delivered with a library of standard reports, along with the option to create your own reports using our Report Wizard. The Report Wizard uses simple point-and-click and drag-and-drop functions to quickly build and save custom reports. Users can define data fields, field length, layout, alignment, sorting, page orientation, and filtering criteria and can preview the report prior to completion. All data in Home Health is also accessible through ODBC-compliant reporting tools.

Integrate with Hospital's MEDITECH System

Integration across the MEDITECH EHR helps healthcare organizations promote Care without Walls. Integration between systems includes:

- Patient records are linked to support demographic data exchange
- Hospital discharge information, including medications and allergies, file into Home Health
- Home Health sends visit notes and vital signs to the Enterprise Medical Record
- Hospital physicians can electronically sign 485s and interim orders
- Home Health sends daily and monthly debits and credits to the General Ledger.

For more information about us, contact a MEDITECH Marketing Consultant.

December 29, 2009