practice fusion™
Free, web-based Electronic Health Records

OBJECTION MANAGEMENT GUIDE

Why choose a Certified Consultant?

Why would I pay fees for a consultant when your product is free?
Many of our providers find it valuable to have on-site support and training. A certified consultant can help with EHR assessment, implementation, transcription, dictation, scanning and imaging, billing, and even Meaningful Use assistance. There are a number of practices that prefer on-site assistance and are willing to pay for the extra hand holding and guidance from a consultant.

Templates

How do you add or customize a template?
Practice Fusion has a very dynamic custom template feature that allows you to claim templates from our public template library, in order to use as is, or as a base in order to customize for yourself. This is much different than the "fixed form" type of templates that many are familiar with.

You can access Practice Fusion's template library in the Setup tab-->Customize your EHR tab. Simply check off the templates you would like to utilize from the library and click the "Claim Selected Templates" button. The templates will now appear in your list where they can be edited to fit your needs in your practice. All template line items can be edited by clicking on the pencil icon to the left of each template line item.

To add a new template click on the plus (+) sign located in the upper right corner of the blue "My charting templates" template list. A new window will open prompting you to name your template. Once you have named your template and clicked the Save button, it will appear in alphabetical order in your template list. Click on the template name to begin adding template line items.
You can also create a new template from within a patient chart note. When in a chart note, you will see your frequently used list of templates. Again, click on the plus (+) sign in the upper right corner of the template box to add a new template to your frequently used list.
We recommend customizing templates from within a SOAP note itself. This is because you can use the large text area of the Subjective field as a clipboard to work off of.

For Additional Training on Templates, please visit the Learning Center-
http://learn.practicefusion.com/

You can view our entire training schedule on our website:
http://www.practicefusion.com/training

Is it possible to print out the templates?
Currently Practice Fusion does not support that functionality.

Can you share templates with other providers in the practice?
You can easily share templates with other providers in your Practice Fusion account. First, navigate to the Setup tab--> Customize your EHR tab. Then select templates from "My Charting Templates" section by checking the small gray box to the left of each template. Once you have selected the templates you wish to share, click the "Share Selected Templates" button at the bottom of template list. You will then see a screen listing the providers in your practice and you can select the providers you would like to share with.

You can also share your charting templates with another provider who has a separate Practice Fusion account. To do this, please submit a request from your administrator email address to support@practicefusion.com.

This request must contain:
1. The exact name of the templates you wish to share
2. Your username and the username of the user at the practice you want to share with
3. The Practice IDs of both your practice and the practice you wish to share with.

Please feel free to contact support if you have any additional questions.

Migrating Data

Can Practice Fusion import data from other Practice Management solutions or EHR's?
Practice Fusion can import patient demographics at this time. Demographic files need to be in Excel or CSV format. At this time, Practice Fusion does not import insurance or appointment histories. To learn how to import your patients, log in to the EHR, go to Charts>Patients>Import Patients.

How easy is it to move data/files out of Practice Fusion should an office want to move to another service? Migrating Data
A practice always retains ownership of its data and can request an export if needed. To export data an administrator will need to send the request to support@practicefusion.com

What is the best response to practices who want their charts imported into PF?
For importing paper charts into Practice Fusion, some users choose to scan only the information that is current, and then archive the older information. Once scanned into the computer, a user

can upload the file under the main Documents Tab in the application. If a practice has a large amount of charts and/or documents that they wish to have uploaded their Practice Fusion account, they can also utilize a digital records conversion company, such as Digital Island. Digital Island can convert paper charts into electronic charts for practices; however they do charge fees for their services. For more information, you can visit their website – www.digitisle.com

Can you bulk upload patient files into PF?
No, Practice Fusion can only upload patient demographic files. Any other files need to be uploaded into the document section.

Can you import/export patient charts?
At this time, you cannot import/export patient charts. Only patient demographic imports can take place. If a user decides to leave Practice Fusion and requests a full data export, we can export their entire patient database (including patient charts). Please contact support@practicefusion.com for more information.

How much room do I have to upload documents?
You have unlimited file storage capacity to ensure that all your storage needs are met with Practice Fusion. There is a 10 megabyte limit for each individual file, which is more than enough for acceptable resolution of most documents.

Can data flow directly into Practice Fusion? Is it HL7 compliant? (Data Integration)
Practice Fusion can support the exchange of data into any system having a well-defined data format. The EHR supports clinical data integration today with 65,000 pharmacies and 180 labs. Examples of managed care information exchanges are claims adjudication systems, membership enrollment, eligibilities and authorizations. Practice Fusion is HL7 compliant and can support all forms of EDI and XML.

Security

Who owns the data I enter into the EHR system?
Practice Fusion understands that the safety and availability of your data is a major concern when selecting an EHR solution and we take these issues seriously. In accordance with our user agreement, all data entered into the system regarding your practice and your patients belongs to you and can be exported at any time, for any reason upon request. We can turn this data over to you in approximately one business day.

How secure is Practice Fusion?

Practice Fusion's hosted model gives your practice a Fortune 500-level of security, something that would be impossible to meet if storing your data locally and far surpasses paper records. Storing your data in Practice Fusion's world-class data centers means that dedicated professionals work around the clock to ensure your data's safety and availability. Armed guards, biometric security, video surveillance, uninterruptible power supplies and air filtration systems are just some of the security measures in place. In addition, all data transfers between your office and Practice Fusion's system use bank-level encryption. Please view our security overview and security whitepaper for more information.

What if Practice Fusion's application is not available?

Practice Fusion uses world class data hosting facilities in order to provide our users 99.9% secure uptime. Our Service Level Agreement (SLA) guarantees that the application is available when you need it. Please view our SLA for more details: http://www.practicefusion.com/pages/SLA.html

What if we lose Internet connectivity?

Internet service is extremely reliable these days for small businesses. And, to be safe, there are various preventative measures you can take to avoid losing your Internet connection. First, obtain a Service Level Agreement (SLA) from your Internet provider. An SLA with your broadband provider will guarantee you a very high level of up-time and so you will always be able to access Practice Fusion. Next, you should also purchase a redundant, back-up Internet connection from your wireless/cellular carrier. A pre-paid 3G wireless card or hub is an

Billing

Billing is always my toughest hurdle with clients. Is there an in depth sheet on billing and Kareo?

Practice Fusion has a complete integration with Kareo. The major advantage of using this product is the fact that it is directly integrated into the EHR, eliminating several steps in the billing process. By signing up with Kareo you are able to send all the necessary CPT and diagnosis codes as well as patient demographic and insurance information directly to the billing application from the patient's chart, rather than completing a superbill and then transferring that information to a billing application,. When it comes to in-house billing, this is essentially the shortest distance between a patient's visit and payment. You can learn more about Kareo by visiting their website: www.kareo.com. However, a practice can choose to continue with their existing biller, billing service or billing software. Practice Fusion allows you to securely email electronic superbills to your existing internal or external biller.

Can I do eligibility checking directly from Practice Fusion?
This functionality is available through our integrated billing partner Kareo. Learn more at www.kareo.com.

Can your program allow us to print out a Superbill?
Yes, superbills can be printed from the Messages section in the EHR.

Office of the National Coordinator (ONC)

How do I qualify for $44k in HITECH incentives?
Qualified health providers who demonstrate "meaningful use" of an EHR can qualify for $44,000 or more in HITECH incentives starting in 2011. Practice Fusion is currently certified as an EHR module and is in the process of pursuing full certification. Practice Fusion guarantees that our EHR will be certified by July 1. Read more about the HITECH Act. I've heard $44k and $65k.

Which one do I qualify for?
Please visit the Meaningful Use Center and participate in the Eligibility Widget directly from the CMS website- http://www.practicefusion.com/pages/meaningful-use-center.html

Will the government penalize the practice if the practice does not use an EHR?
Beginning in 2015, physicians who elect not to use an EHR will be penalized, starting with a 1% Medicare fee reduction. Those who do not adopt an EHR after 2017 will face a 3% Medicare fee reduction. See the EHR payment schedules.

Date of ONC Certification?
Drummond Group Inc., a company authorized through ONC-ATCB, certified Practice Fusion's EHR system on June 2, 2011

Meaningful Use

Can a user track 'meaningful user' criteria as a tracking measure? Meaning, if they are not using certain features that belong to MU, they can be told?
The Dashboard can now be found in the Home Tab>Meaningful Use Dashboard. It provides users with the numerators, denominators and percentages to check on your progress in meeting the criteria. The numbers provided will be used when entering in the Meaningful Use Report found in the Reports section of the EHR. This is important for providers when they plan to attest with CMS.

To learn more about Meaningful Use, check out the MU Action Plan-
http://www.practicefusion.com/resources/MeaningfulUseActionPlan.pdf?v=1

Dictation

What voice recognition works well?
Our system works with most dictation software packages, including Dragon, IBM via Voice, Microsoft Vista's voice recognition system and MacSpeech on Google Chrome. All have an option to "dictate directly into application." Simply click on any field and begin speaking.

How does Dragon work in PF?
Our partner has created a wealth of materials to help users get Practice Fusion + Dragon Medical 10 set up in their practices:
Step-by-step PDF
High Resolution: (larger file size for print)
http://www.1450.com/pdfs/practicefusiondragonmed10-hr.pdf
Low Resolution: (smaller file size for web)
http://www.1450.com/pdfs/practicefusiondragonmed10-lr.pdf
You can also watch this video: http://www.ehrtv.com/practicefusion-dragonmedical/501

Miscellaneous

Where can I find head to head comparison of other EMRs?
We actually have a great comparison on our website that illustrates the difference between Practice Fusion and other EMR systems. You can find a link to this comparison here:
http://www.practicefusion.com/pages/ehr_vendors_compare.html

Is it possible to attach a document/chart to a referral letter?
Documents and attachments cannot currently be added to ChartShare Referral Letters. If a provider would like to send a document along with a referral letter, we suggest making a note in the referral letter that they plan to send along supporting documentation in a subsequent fax, printing out the document of their choice, and faxing it as they currently do today.

What if my customer wants to talk to a provider using the program?
We have a very active user base on both our forum page and our Facebook Discussions page. These two locations are ideal for users wanting to get in contact with other providers that are also using Practice Fusion.

Our Facebook page can be found at – www.facebook.com/practicefusion - and our forum page can be found here – www.practicefusion.com/forum
We also host regular Reference Webinars, with current Practice Fusion users as guest speakers to talk about their experiences with Practice Fusion, and answer questions from interested users.

Can you fax documents from the document management section to referring physicians?
Currently, documents that have been uploaded into Practice Fusion cannot actually be sent externally via fax from directly within the application. Users do, however, have the ability to download these documents and then either print to fax manually, or send the fax through an alternative provider of electronic fax service - if they have signed up for such a service.

How long will it take to switch a Doctor from one e-prescribing service to Practice Fusion?
If your client is not currently e-prescribing with another vendor the client will be enabled within 2-3 business days. I suggested submitting the Practice Fusion e-prescribing as well as the Vendor Release Form or VRF, if your client is currently utilizing another vendor to e-prescribe.