

February 2011 - Certified Consultant Live Workshop Q&A

1. **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 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.

2. **Can templates be customized to meet specialty areas like chiropractic or podiatry?**

Yes, templates can be customized to meet specialty areas. You can customize templates under the Admin tab by clicking on Customize Your EHR. A helpful video tutorial to show you how to customize templates can be viewed at: <http://www.youtube.com/watch?v=cLiH8SAGYew>

If you have any additional questions, please email support@practicefusion.com.

3. **Do the lab results cost money?**

No, there is no cost to the user.

4. **Can you program allow us to print out a Superbill?**

Yes, superbills can be printed from the Messages section in the EHR.

5. **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 requests a full data export, we can export their entire patient database (including patient charts). Please contact support@practicefusion.com for more information.

6. Can you print out a daily appointment schedule?

Yes, the daily calendar can be printed. Simply click on the Schedule tab → Daily calendar and then click the Print button to print out the appointment for that date.

7. Does PF support the CCR (continuity of care record)?

Continuity of Care Documents (CCD 's) and Continuity of Care Records (CCRs) are two different formats for clinical-data export and import that allow different health IT system to send information back and forth. We are planning to build the ability to export these types of records as part of our efforts towards HHS Certification. Although, currently the functionality for this doesn't exist, as the standards and format for the interchange for transferring this type of data is still being developed.

8. Is the data de-identified to the point that the data can't even be traced back to the local area?

Protecting the privacy and rights of practitioners and patients in our system our top priority. We maintain full audit trails anytime data is accessed. If the data is shared, it is first completely de-identified in accordance with 45 CFR 164.502(d) of the HIPAA mandate.

De-identifying data includes removing the following: names, geographic subdivisions smaller than a state (i.e., no city, no zip code), except for the initial three digits of the zip code if, according to the current publicly available data from the Bureau of the Census, the geographic unit contains more than 20,000 people. For subjects older than 89 years of age, specific age may not be mentioned along with Telephone number, fax number, e-mail address, social security number, ,medical record number, health plan beneficiary number, any other account numbers, certificate or license numbers, vehicle identification number, medical device identification or serial number, personal website, URL Internet protocol (IP) address, fingerprint, voiceprint, or other biometric identifiers, full-face photographic images and any other unique identifying number, characteristic or code.

9. 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.

10. Can a practice get their practice data not only for moving, but for any purpose on demand, like a local backup?

We do not currently offer the service of extracting historical chart data for the purpose of backing up data locally. Backing up data locally is not needed with our system, and actually goes against some of the main security benefits of using a web based EHR like Practice Fusion. In fact, Practice Fusion's superior technology removes many HIPAA considerations at your office level as we protect the data with fortune 500, bank level security.

After learning more about the differences between locally hosted data and our web-based model, storing your data locally is generally not desirable. In fact, most cases of security breaches with medical information were caused by servers or laptops being stolen with information stored on them, which cannot happen with Practice Fusion.

With Practice Fusion, you remain in complete control of your data and we simply provide the hosting and security. In fact, we have guaranteed and have openly stated in our terms of use, that if for some reason you no longer wish to use the Practice Fusion EHR, we will return your data in a format that is easily accessible and useable, something many of our competitors simply will not do. This would require written documentation requesting the termination of your EHR license. After receiving written termination of the EHR, we would provide you all of your data.

11. Can audio transcription be integrated?

Audio files can be uploaded into Practice Fusion via the Documents tab. The file can then be signed into the patient's chart where it will be available should you like to download it back to your computer to listen to.

Also, if the practice utilizes a transcriptionist, the transcriptionist can be given edit NP/PA and enter the doctor's notes into the chart note. After the transcriptionist saves the chart note, the doctor can review and sign it.

12. 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.

Once Practice Fusion is fully certified (coming this summer!) we will have tracking tools so users can view their progress toward meeting Meaningful Use criteria for the CMS EHR incentive program. We will have more information regarding this feature once it is made available to our users.

13. Can PF import data from PM software such as balances that are due from patient (as part of a printed appointment schedule)?

Practice Fusion can import patient demographics at this time. We can accept data in the following values:

Title, First Name, Middle Name, Last Name, Previous Last Name, Suffix, Employer (School Name), Job Title, Office Name, Office Phone, Office Phone Ext., Office Fax, Home Phone, Home Fax, Mobile Phone, Pager, Email, Alt. Email, Social Security #, Marital Status, Gender, Date of Birth, Address Line 1, Address Line 2, Address Line 3, City, State, Zip Code, Country, Comments

14. Can Practice Fusion Interface with Hospital EHR?

We are currently integrated with various labs including Quest, Labcorp, Biorference, Sunrise and many more in the near future. Practice Fusion is not currently offering individual interfaces; however, if you would like us to consider and interface with a particular entity in the future, please feel free to email us at support@practicefusion.com with contact information.

15. Is there a feature being worked where the faxes can be accepted directly into PF? Is the faxing going to allow faxing of notes from PF?

We do not have imminent plans for allowing faxes to be accepted directly into Practice Fusion as our current focus is on building the necessary features in order to be fully certified for Meaningful Use. We do plan on incorporating the ability for chart notes to be faxed along with a referral/response letter in the future as we expand this feature.