

02 | OutpatientOrders™

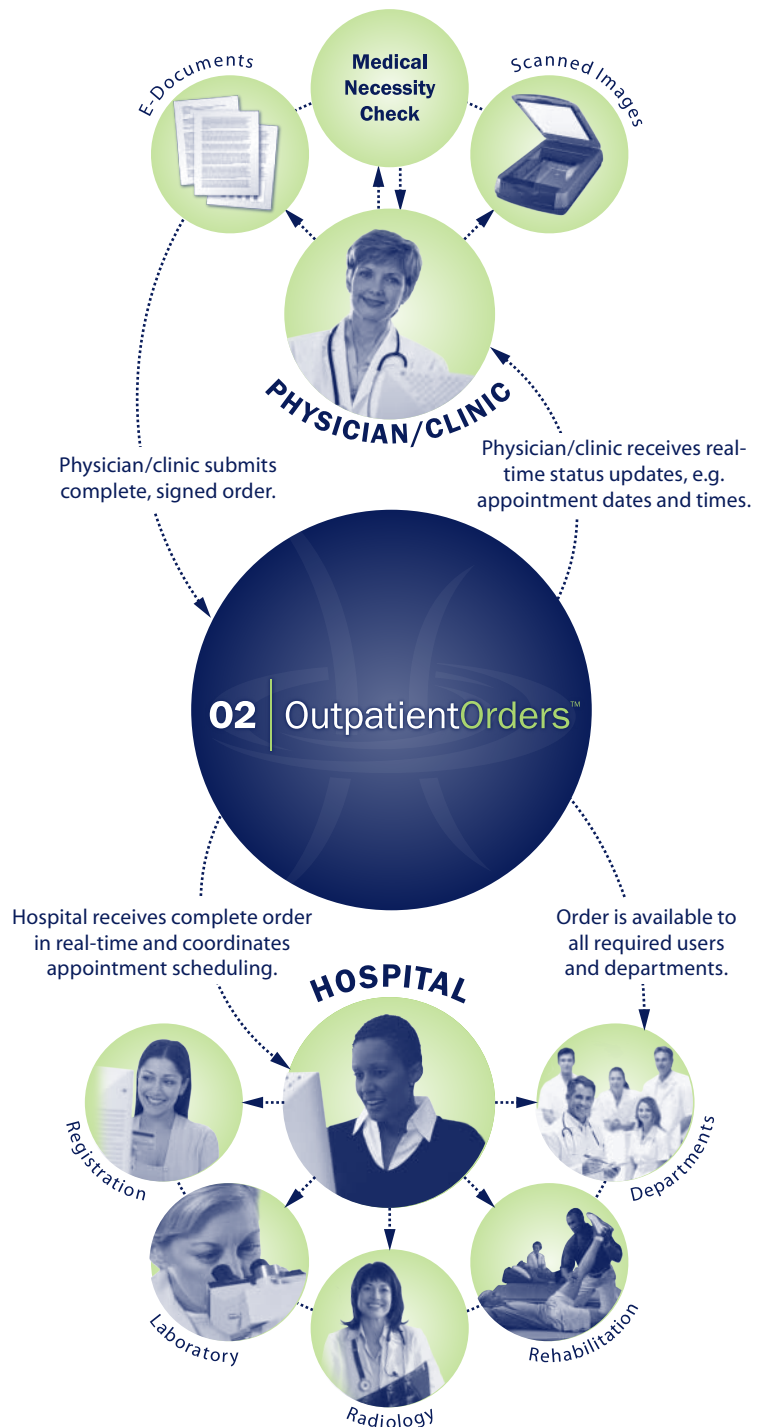
A key component of RelWare's **OneRecord™** EMR suite

The secure, Web-based OneRecord™ Outpatient Orders (O2) solution automates outpatient ordering between hospital departments in your healthcare organization and community healthcare providers. It ensures accurate, complete e-communication and tracking of any ambulatory order, streamlines order authentication and management, and improves patient and provider satisfaction. O2 eliminates problems associated with lost or incomplete orders and time-consuming call-backs to obtain missing information and provides vital medical necessity checking dynamically.

PRODUCT FEATURES

The major features of O2 automate a personalized workflow for processing orders.

- **Wizard-Based Ordering Process** - provides complete electronic processing of outpatient orders, including patient searching, and integrated medical necessity checking from 3M™.
- **User Roles** - supports the multiple user roles involved with the ordering process, showing views specific to the types of users that reflect the users' job tasks, including focused lists of orders and functionality.
- **Interactive Communication** - facilitates correspondence between ambulatory providers and receiving departments, using an always-available, Web-based application environment.
- **Complete Audit Trail** - ensures HIPAA compliance by tracking and recording dates, times, user names, and actions as users move through the software, including information about the users that accessed orders.
- **System Administration** - includes user administration, personalization, and support, featuring functionality for reporting, reference, general information, and an integrated online help system.



PRODUCT FUNCTIONALITY

The functionality of O2 provides a comprehensive collection of tools for managing the ordering process, demonstrating a fusion of Web and clinical technologies.

- **Order Wizard** - promotes accurate orders with a consolidated collection of information pertinent to clinical workflow.
 - Patient demographic information for identification and clinical care.
 - Insurance information for payments, supporting multiple policy holders.
 - Automated codes for diagnoses and procedures.
 - Dynamic medical necessity checking as you build your order.
 - Multiple tests/orders across modalities for a single patient within one order session.
 - Automatic building of frequently used diagnosis and procedures.
- **Order Dashboard** - provides a consolidated display of all orders for processing, including the status (e.g. scheduled or in process).
 - Dashboard-style summary of all orders relevant to the specific users.
 - Search Filters for on-demand, one-click filters optimize order viewing and processing efficiency.
 - Order processing includes scheduling, rejecting, correspondence, and other order management.
- **Document Scanning** - includes capabilities for creating attachments and other documentation, including information for patients and correspondence.
- **Order Faxing** - as an optional component, integrates with the order process, and to fully managed at receiving departments to help automate entry of legacy faxed orders.
- **Reporting** - shows information for tracking statistics about order activity, such as volume of orders and history of specific physician practices.
- **Software Personalization** - gives healthcare organizations and ambulatory sites flexibility to optimize clinical workflow.
 - Routes incoming orders automatically to all appropriate departments.
 - Gives clinicians the ability to personalize order processing by creating their own lists of favorite orders.

BENEFITS

- Improved communications is a fundamental result of an O2 implementation—satisfied clients and users help realize the value of the investment.
- Increases patient satisfaction by reducing admission delays and unexpected ABNs.
- Improves communication and productivity between hospitals and physician practices by eliminating missed phone calls and missing or incomplete orders, providing real-time access to order status and appointment information.
- Ensures 100% coverage and inclusion of the information needed for orders, eliminating contention over order details.
- Promotes improved relationships with local physicians and referrals by providing order scheduling status and eliminating bothersome call-backs for missing information.

VALUE PROPOSITION

Organizations implementing the O2 solution have a competitive advantage in the marketplace and numerous opportunities for a rapid return on investment

- Bring outpatient referrals to your hospital with a network of satisfied community providers, optimizing the process, as exceeding the capabilities of competitive hospitals and providers leads to increases in the numbers of referrals.
- Empower physician practices to order services and track order processing without assistance from departmental staff.
- Avoid payment denials with integrated, front-end medical necessity checking upon order placement.
- Reduce the costs associated with registration, ordering, and patient access, as well as lost collections revenue, improving the revenue cycle.
- Minimize additional work for your IT department using RelWare's Application Service Provider (ASP) option.
- Reduce costs associated with training, as clinicians and office staff learn to use the system comfortably within minutes.

RELWARE PRODUCT-SERVICES

In addition to offering high-quality web-based solutions, RelWare's full complement of professional staff works during all phases of the client relationship.

- Using methodologies for implementation procedures tailored for healthcare and enterprise-level implementations, RelWare ensures the success of the GoLive process.
- RelWare's project management methodology is a standardized process grounded in PMI®, ensuring client satisfaction through a consistent, coordinated, collaborative approach.
- RelWare's Support Services provide continuous, 24x7x365 systems monitoring and real-time alerts, ensuring uninterrupted uptime and performance.

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