

# Practice Transformation: A Personal History

eHealth Initiative: Connected Communities Learning Forum

April 10, 2006

Joe Heyman, MD

Secretary, American Medical Association





# Influences



- Bridges to Excellence (Employers, “Providers”, Plans)



- P4P
- DOQ-IT
- AHRQ



- Massachusetts eHealth Collaborative





# Progress



- Great software and hardware
- Clinician comfort with computers and internet
- Easy set up of hard wired and wireless networks





# Paper Problems



- Phone calls
- Appointments
- Changing Demographics
- Problem Lists





# Paper Problems



- Medication Lists
- Record Requests
- Reports
- Prescriptions by phone and in office
- Checkout and billing





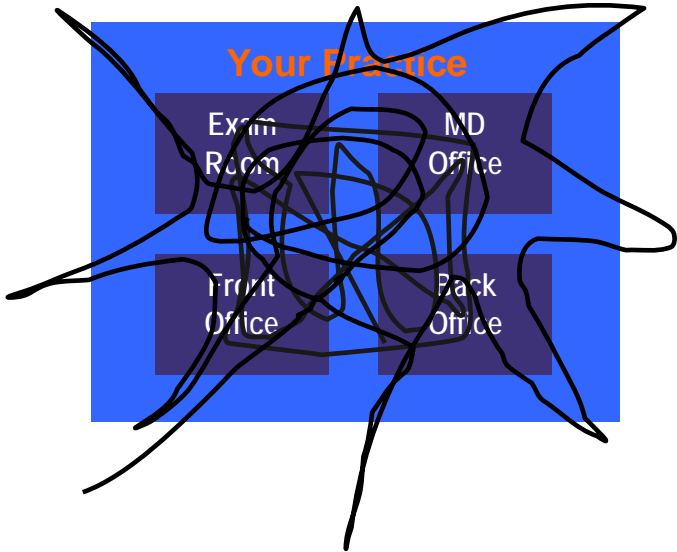
# Paper Problems



- Unreadable
- Tiny writing on charts
- Lost and scattered data
- Wrong office



# Think about this!





## Paper Problems



- As much as \$16 per chart pull?





# Disturbing Concerns

- Our experiences in practice include
  - Incomplete information
  - Alarming error rates
  - Expense of time, energy, and money seemingly way out of proportion to benefits
  - Decisions based on gut or tradition
  - Malpractice claims that are related to documentation some 90% of the time



# HIT Happens!



- January 2001
- April 2001
- Fear
- Courage





# Why EMR a must for me



- Cost
- Efficiency
- Image





# When?



- Immediately!





# Why?



- Cost
  - Office Equipment
  - Rent
  - Employees
  - Patient notification
- Reassurance to patients
  - Up to date
  - Unique





# Who?



- Google
- Tom Sullivan
- Jeannie Marcus



- Massachusetts Medical Society
  - Michael Kelly
  - PIAM





# What?



- My Software
  - Desktops
  - Scanner
  - Laser Printer
- Medem
  - Library of info
  - Encrypted email
- PC Anywhere





# How?



- Bo!
- Network Router
- DSL
- Clearinghouse







# Disaster!



- March 5, 2002
- A day that shall live in infamy!



- The Agony
  - Paper . . . yuch!
  - A hard day's night
  - Cynthia
  - ActionFront.com
  - The Cuban Missile Crisis, October 26 and 27, 1962
  - Office Insurance



- The Ecstasy





# More recent major setback



- Hard Drive Failure in a RAID system 2/06
- What happens with your service contract
- Next steps





# This Weekend!!!!



- Laptop drive failure
- No Medem
- No way to contact my office computer
- No way to write this speech





# My System



- Digital filing of everything
  - EOBs
  - Contracts
  - Invoices
  - Receipts
  - Correspondence
  - CME certificates
  - Fee Schedules



Click "Open Patient Chart" in the File Menu to Begin

\\Jhpc\scanned files\Administration

File Edit View Favorites Tools Help

Back Forward Refresh Search Folders

Address: \\Jhpc\scanned files\Administration Go

Name	Size	Type	Date Modified
1099s		File Folder	2/14/2005 11:36 PM
AMA Banking		File Folder	3/15/2004 1:14 PM
Anna Jaques		File Folder	6/1/2005 11:28 AM
Appeals Forms		File Folder	3/15/2004 1:14 PM
Applicants		File Folder	3/15/2004 1:14 PM
Articles		File Folder	3/15/2004 1:14 PM
Banking		File Folder	5/8/2005 11:57 AM
Barbara-Admin		File Folder	3/15/2004 1:14 PM
Birth Control Billing		File Folder	3/15/2004 1:14 PM
BLUE CARD PRO...		File Folder	3/15/2004 1:14 PM
Bounced Checks		File Folder	3/15/2004 1:14 PM
CANCER REPORT...		File Folder	3/15/2004 1:14 PM
CLIA Dept Public ...		File Folder	3/15/2004 1:14 PM
Coding Issues		File Folder	11/14/2004 7:56 PM
Computer Issues		File Folder	6/9/2005 7:40 PM
Consultants		File Folder	3/15/2004 1:14 PM
Contracts and Ag...		File Folder	4/12/2005 11:28 AM
Corporate Docum...		File Folder	2/24/2005 11:50 AM
Correspondence		File Folder	2/21/2005 1:42 PM
Credentialing		File Folder	6/7/2005 9:13 PM
e-MDs		File Folder	3/10/2005 8:54 PM
GIC MEDICARE		File Folder	3/15/2004 1:13 PM
HIPAA		File Folder	3/15/2004 1:13 PM
IUD Consent		File Folder	1/19/2005 12:24 PM
Jan		File Folder	11/14/2004 8:32 PM
JCAHO		File Folder	3/15/2004 1:13 PM
Letterhead and F...		File Folder	3/15/2004 1:13 PM

Click "Open Patient Chart" in the File Menu to Begin

\\Jhpc\scanned files\EOB

File Edit View Favorites Tools Help

Back Search Folders

Address: \\Jhpc\scanned files\EOB

Name	Size	Type	Date Modified
AARP		File Folder	6/7/2005 7:55 AM
Administrators an...		File Folder	3/15/2004 1:25 PM
Aetna		File Folder	5/17/2005 9:03 AM
AH&L		File Folder	3/15/2004 1:25 PM
Allstate		File Folder	3/15/2004 1:25 PM
APWU		File Folder	9/28/2004 2:41 PM
ASRM Corp		File Folder	2/9/2005 10:29 AM
Atlantic Administr...		File Folder	11/3/2004 12:22 PM
Bankers Life		File Folder	3/15/2004 1:25 PM
BCBS		File Folder	6/7/2005 1:52 PM
BeneFIRST		File Folder	3/30/2004 5:45 PM
Benefit Plan Man...		File Folder	3/15/2004 1:22 PM
Benemax		File Folder	2/22/2005 11:51 AM
Benesight		File Folder	3/15/2004 1:22 PM
BRICK		File Folder	3/15/2004 1:22 PM
BSSI		File Folder	3/15/2004 1:22 PM
Carpenters		File Folder	3/15/2004 1:22 PM
Chesterfield		File Folder	3/15/2004 1:22 PM
CHICKERING		File Folder	9/8/2004 11:00 AM
Choice Benefits		File Folder	3/15/2004 1:22 PM
Cigna		File Folder	6/7/2005 7:59 AM
Commercial Trav...		File Folder	3/30/2005 10:48 AM
Commonwealth I...		File Folder	6/7/2005 8:03 AM
Connecticut Gen...		File Folder	3/15/2004 1:21 PM
Conseco		File Folder	3/15/2004 1:21 PM
Consolidated Hea...		File Folder	5/4/2005 11:34 AM
Consumer Health...		File Folder	10/24/2004 6:03 PM

Current Chart:

Click "Open Patient Chart" in the File Menu to Begin

\\Jhpc\scanned files\EOB\BCBS

File Edit View Favorites Tools Help

Back Search Folders

Address: \\Jhpc\scanned files\EOB\BCBS

Name	Size	Type	Date Modified
54125374.tif	138 KB	TIF Image	4/14/2005 10:14 AM
52392018.tif	352 KB	TIF Image	4/14/2005 10:16 AM
54140939.tif	139 KB	TIF Image	4/21/2005 1:09 PM
63297522.tif	87 KB	TIF Image	5/4/2005 11:21 AM
26050816265800...	127 KB	TIF Image	5/4/2005 11:25 AM
23050734252200...	145 KB	TIF Image	5/4/2005 11:26 AM
23050410266100...	146 KB	TIF Image	5/4/2005 11:27 AM
43051120912100...	147 KB	TIF Image	5/4/2005 11:36 AM
63598875.tif	93 KB	TIF Image	5/17/2005 8:57 AM
50175941.tif	155 KB	TIF Image	5/17/2005 9:08 AM
53026226.tif	144 KB	TIF Image	5/17/2005 9:13 AM
54234122.tif	399 KB	TIF Image	5/25/2005 10:24 AM
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54205898.tif	402 KB	TIF Image	5/25/2005 10:28 AM
54187197.tif	401 KB	TIF Image	5/25/2005 10:29 AM
52420139.tif	408 KB	TIF Image	5/25/2005 10:30 AM
54248225.tif	140 KB	TIF Image	5/25/2005 10:31 AM
52427088.tif	384 KB	TIF Image	5/25/2005 10:32 AM
54202988.tif	384 KB	TIF Image	5/25/2005 10:33 AM
52406199.tif	671 KB	TIF Image	5/25/2005 10:35 AM
54156354.tif	666 KB	TIF Image	5/25/2005 10:37 AM
54171439.tif	760 KB	TIF Image	5/25/2005 10:38 AM
52413133.tif	732 KB	TIF Image	5/25/2005 10:39 AM
54233920.tif	147 KB	TIF Image	6/7/2005 7:52 AM
53041876.tif	152 KB	TIF Image	6/7/2005 7:53 AM
639224115.tif	151 KB	TIF Image	6/7/2005 1:52 PM

start



Name	Size	Type	Date Modified
10-25-01-3.tif	1,030 KB	TIF Image	11/13/2001 11:34 AM
Fall forum 2001 1...	1,030 KB	TIF Image	12/18/2001 2:37 PM
11-23-01 2RM.tif	1,030 KB	TIF Image	12/21/2001 1:16 PM
Jan 3-5 02 CME.tif	1,030 KB	TIF Image	1/9/2002 12:14 PM
AMA 2-8-02.tif	1,030 KB	TIF Image	2/19/2002 2:05 PM
HAVARD 4-11-02.tif	985 KB	TIF Image	3/19/2002 2:07 PM
2002 National Le...	985 KB	TIF Image	4/2/2002 11:48 AM
Havard VAG SUR...	1,094 KB	TIF Image	4/15/2002 12:03 PM
2002 Annual Boa...	1,029 KB	TIF Image	5/6/2002 10:25 AM
Mind Matter Medi...	1,029 KB	TIF Image	6/25/2002 6:43 AM
Shattuck Lecture ...	1,029 KB	TIF Image	7/16/2002 1:21 PM
WMA 2002.tif	1,030 KB	TIF Image	11/4/2002 7:37 PM
Ovarian Cancer 1...	588 KB	TIF Image	12/17/2002 11:51 PM
Emergency Dept ...	1,032 KB	TIF Image	3/7/2003 5:15 PM
2003AMAWPC22...	1,032 KB	TIF Image	3/15/2003 12:23 PM
HSV32203.tif	1,032 KB	TIF Image	3/22/2003 2:56 PM
AJH303.tif	2,064 KB	TIF Image	3/24/2003 3:29 PM
MMS503.tif	2,064 KB	TIF Image	6/4/2003 7:26 PM
AMA603.tif	1,032 KB	TIF Image	8/25/2003 6:26 PM
Performance Mea...	40 KB	TIF Image	9/19/2003 11:29 AM
NEJM11503.tif	42 KB	TIF Image	11/5/2003 1:33 PM
NCMS 1103.tif	115 KB	TIF Image	11/18/2003 3:29 PM
Crisi in Prof Liabili...	80 KB	TIF Image	2/13/2004 5:35 PM
HSIL71403.tif	1,034 KB	TIF Image	2/13/2004 5:37 PM
MtAuburn603.tif	1,034 KB	TIF Image	2/13/2004 5:37 PM
Breat New Engla...	165 KB	TIF Image	2/14/2004 1:08 PM
BDSL120903.tif	89 KB	TIF Image	2/17/2004 9:39 PM
NEOG2004.tif	27 KB	TIF Image	4/21/2004 2:15 PM
MMS Annual 504.tif	195 KB	TIF Image	5/17/2004 9:07 AM
Keck52704.tif	24 KB	TIF Image	5/27/2004 2:09 PM
EHR 61404.tif	49 KB	TIF Image	7/3/2004 5:40 PM
Disaster Prepare...	41 KB	TIF Image	8/17/2004 10:13 PM
Ethics91704.tif	47 KB	TIF Image	10/4/2004 4:35 PM
TCR Patient Safe	46 KB	TIF Image	11/12/2004 2:57 PM





The Hospital of Saint Raphael  
New Haven, Connecticut  
Certifies that

*Joseph Heyman, M.D.*

has participated in the educational activity entitled  
**Gynecologic Oncology**  
**76<sup>th</sup> Annual Fall Meeting of the New England**  
**Obstetrical & Gynecological Society**

**Sturbridge Host Hotel**  
**10/27/04**

and is awarded 6 hours of category 1 credit  
toward the AMA Physician's Recognition Award.

The Hospital of Saint Raphael is accredited by the Connecticut State Medical Society  
to sponsor continued medical education for physicians.

*Elena Citkowitz*

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**Elena Citkowitz, M.D., Ph.D.**  
Chair, CME Committee





# My System



- E-prescribing





Select Patient  
Manage Meds  
Manage Allergies

Prescription Report  
Charges  
Additional Options

Help / Contact Us  
Members / Log Out  
Refresh / Clear

Practice: Joe Heyman, MD, PC User: Joseph Heyman [Schedule] [Messages]

Patient: Joseph Heyman [Prescribe] [Demographics] [Pharmacy]

Patient DOB: 05/21/1942 LOV: 06/26/2004 [Visit Today] Phone: (978) 363-2228 (home) (978) 388-1259 (work)

Pharmacy: Brooks #527 (15 Haverhill Road) Formulary: not in use

### Prescribe a Medication

Prescription 1794819 for Betagan (levobunolol hcl) for Joseph Heyman was created.

#### Select Medication for Prescription.

Name:  Find

Favorites: Aviane (levonorgestrel-ethinyl estrad) Tablet 0.1-20 mg-mcg 1 once a day #28

Medications: [\(Detail\)](#) [\(Mini\)](#) [\(PBM History\)](#) [\[Refill Selected\]](#)

- Betagan (levobunolol hcl) (Solution 0.5%) 1 drop once a day Disp. 15 Rfl #4 (last: 02/23/2005) [\[Refill\]](#) [\[Prescribe\]](#) [\[Stop\]](#)
- Keflex (cephalexin) (Capsule 500 mg) 1 capsule four times a day Disp. 20 NR (last: 11/23/2004) [\[Refill\]](#) [\[Prescribe\]](#) [\[Stop\]](#)

Allergies: No known drug allergies (NKDA).

Problems: None.

- Betagan (levobunolol hcl) (Solution 0.5%) 1 drop once a day Disp. 15 Rf #4 (last: 02/23/2005) [\[Refill\]](#) [\[Prescribe\]](#) [\[Stop\]](#)
- Keflex (cephalexin) (Capsule 500 mg) 1 capsule four times a day Disp. 20 NR (last: 11/23/2004) [\[Refill\]](#) [\[Prescribe\]](#) [\[Stop\]](#)

**Allergies:** No known drug allergies (NKDA).

**Problems:** None.

[\(Show All\)](#)

**Pending prescriptions for this patient:**

Signature Password:   [Add to Meds](#)  [Print Pharmacy](#)

[Select All](#) [Select None](#) [Delete Selected](#)

<u>Serial#</u>	<u>Dr/Staff Name</u>	<u>Date,Status</u>	<u>Drug</u>	<u>Sig</u>	<u>Quant Rfl</u>	<u>Action</u>
<input checked="" type="checkbox"/> AA-1794819	<a href="#">JH</a>	<a href="#">Joseph Heyman</a> 06/11/2005 <a href="#">pending</a>	Betagan (levobunolol hcl) Solution 0.5%	1 drop once a day	15 4	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Favor</a>

Signature Password:



# My System



- Website (Medem)
  - Interactive Health Record
  - Appointments
  - Prescription refills
  - Online Consultations





# Dr. Heyman's Practice



MY DOCTOR MEDICAL GLOSSARY

Web Site

Joe Heyman, MD: - Home Page, Joe Heyman, MD ,

## Home Page

### Care Philosophy

I am here to serve you with respect, privacy and genuine regard for your concerns and needs. I believe you should always be in control of your own body and health care.

### Practice Locations

**Joe Heyman, MD -- Caring for Women** [See map](#)  
Amesbury Health Center  
24 Morrill Place  
Amesbury, Massachusetts 01913  
(978) 388-1259

### Available Services

Gynecology  
Birth control including sterilization  
Menopause  
Annual check-ups  
Infertility



Use of this site means you agree to Medem's [Terms of Service](#).

Supported in Part by a Grant to Medem from

**Patient Login**

User ID

Password

Accept Privacy Policy

[New to Our Site?](#)  
[Forgot Password?](#)

**Announcements**

- I'm proud to announce that our practice is now offering an exciting new service: A free and secure interactive health record for all my patients. By clicking the "HealthRecord"

#### SEARCH

GO

#### Joe Heyman, MD

- Home Page, Joe Heyman, MD ,
- Practice Locations
- How I can meet your needs
- Looking inside the uterus for problem bleeding.
- Microscopic cervix examination for problem Paps.
- Key-hole surgery (Laparoscopy)
- Eliminating uterine lining

- [Breast Cancer Risk for women with Close Family History of Breast Cancer / AMA](#)
- [ACOG Committee Opinion: Breast-Ovarian Cancer Screening / ACOG](#)
- [Cancer of the Uterus / NIH](#)
- [Tumor Markers / NIH](#)
- [Cancer of the Ovary / ACOG](#)
- [Ovarian Cancer / NIH](#)

**Common Procedures**

- [Ultrasound Exams / ACOG](#)

**Conditions I treat**

- [Ovarian Cysts / ACOG](#)
- [Ectopic Pregnancy / ACOG](#)
- [Pelvic Inflammatory Disease / ACOG](#)
- [Molluscum Contagiosum / WebLink](#)
- [Disorders of the Cervix / ACOG](#)
- [Cervical Dysplasia / AMA](#)
- [Diseases of the Vulva / ACOG](#)
- [Human Papillomaviruses And Cancer / CDC](#)
- [Vulvodynia / ACOG](#)
- [Human Papillomavirus \(HPV\) Infection / ACOG](#)
- [Pregnancy Choices: Raising the Baby, Adoption and Abortion / ACOG](#)
- [Repeated Miscarriage / ACOG](#)
- [Dysmenorrhea / ACOG](#)
- [Vaginitis: Important Information for Your Good Health / NIH](#)
- [Cervical Dysplasia / AMA](#)

real costs of office visits add up. I am sensitive to these costs and the value of your time. My "Online Consultations" service and modest associated fee are designed to save you money when your questions, that previously required an office visit, can be adequately answered online. "Online Consultations" is not the ideal service for all patients, but it will serve the needs of many. We are happy to offer this service and convenience to you. Let me remind you that it may take some time for me to see your message, so please DO NOT use any email on my web site for urgent problems. I may insist that some questions require an office visit.

- A BRAND NEW SOLO PRACTICE STARTED APRIL 3, 2001 Having spent 28 years practicing obstetrics and gynecology in the Merrimac Valley, I now am practicing

### HRT and the New WHI Study

Use of this site means you agree to Medem's [Terms of Service](#).

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- ▼ Joe Heyman, MD
  - Home Page, Joe Heyman, MD ,
  - Practice Locations
  - How I can meet your needs
  - Looking inside the uterus for problem bleeding.
  - Microscopic cervix examination for problem Paps.
  - Key-hole surgery (Laparoscopy)
  - Eliminating uterine lining for heavy bleeding
  - My Resume
  - Staff Information, Barbara O'Toole
  - Using Encrypted Email on This Website
  - Emergency

Hormone Replacement Therapy and the Recent WHI Study  
 What do the results of the WHI study mean? What should an individual woman do?  
 Joe Heyman, MD  
 July 13, 2002

The topic of the risks and benefits of taking estrogen after menopause has been a difficult one for patients and physicians for my entire medical career. I have seen the recommendations go back and forth several times because of interpretations of many studies. This latest WHI study was stopped because the number of cases of breast cancer in a large group of post-menopausal women taking Prempro® was greater than a similar group of women taking a placebo. The actual number of individual cases of any harmful or beneficial effect in the study was very small. You can see the actual study by going to <http://jama.ama-assn.org/issues/v288n3/ffull/joc21036.html>. You can read an editorial about the study by clicking on <http://jama.ama-assn.org/issues/v288n3/ffull/jed20042.html>. You can see a response to the study from the American College of Obstetricians and Gynecologists at [http://www.acog.com/from\\_home/publications/press\\_releases/nr07-09-02.cfm](http://www.acog.com/from_home/publications/press_releases/nr07-09-02.cfm).

It is very difficult to explain the complicated statistics used in the study. The data indicate that if 10,000 women take Prempro® for one year, as compared with 10,000 women not taking PremPro® or any other hormone replacement,

- 8 more women (out of 10,000) would develop invasive breast cancer
- 7 more women (out of 10,000) would have a heart attack or other heart problem
- 8 more women (out of 10,000) would have a stroke
- 8 more women (out of 10,000) would have blood clots in their lungs





# My System



- Banking and Paying Bills



File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail AutoFill Options

Address <https://bills.bankofamerica.com/wps8106/wps?oss=009e8b1174fea0ef58ecf35c0dcc6381&rq=ov&osn=009e8b1174fea0ef5> Go Links

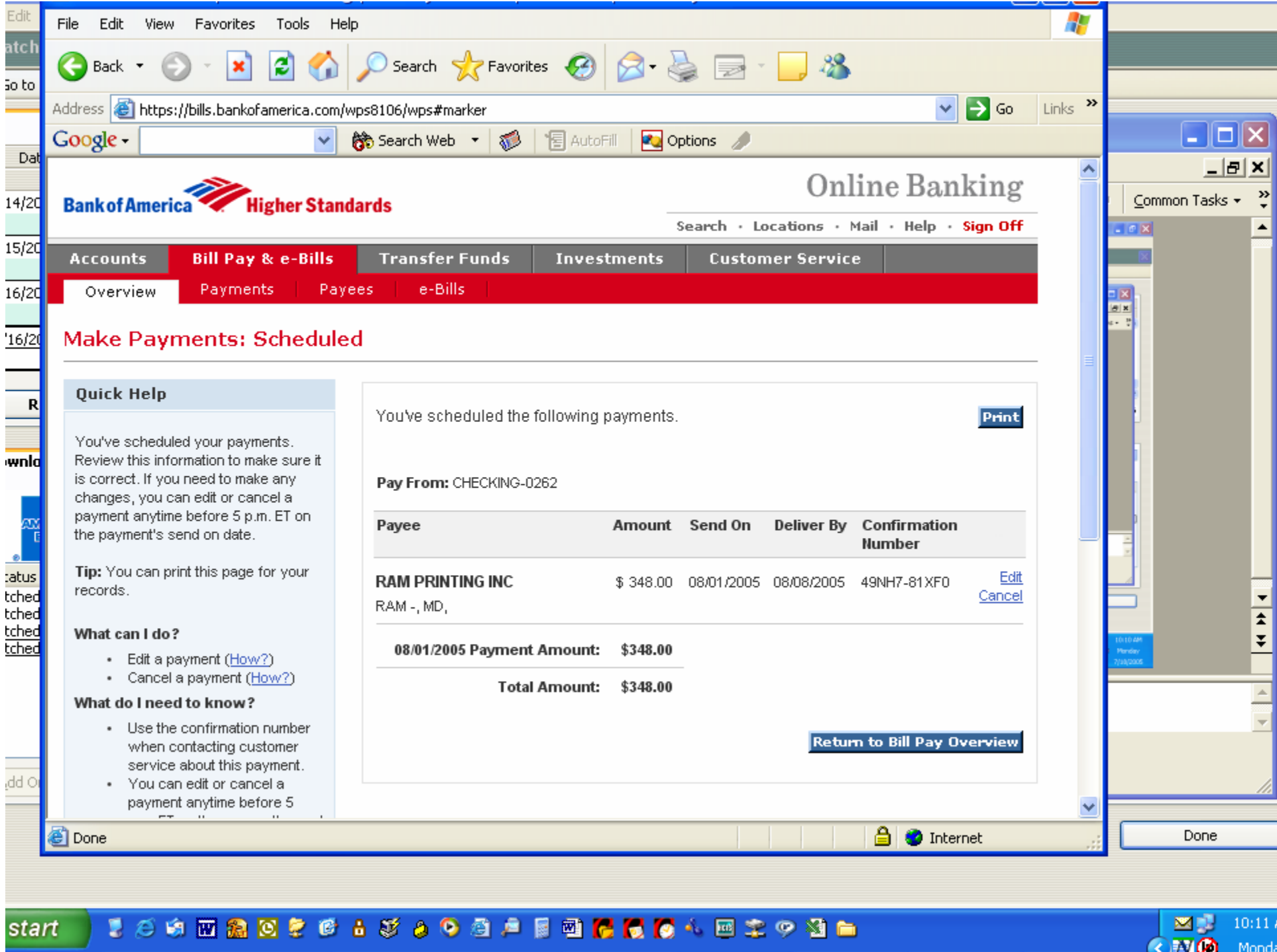
Google Search Web AutoFill Options

<a href="#">MANAGEMENT WASTE -1185</a>	\$			Delivery Time: 5 days
<a href="#">NORTHEAST BIO-TECH INC</a>	\$			Delivery Time: 5 days
NE BIOTECH -MD PC				
<a href="#">NORTHEAST BUSINESS TRUST</a>	\$			Delivery Time: 5 days
NBT -0707			06/24/2005	\$760.00
Recurring payment set up				
<a href="#">OHIO CASUALTY GROUP</a>	\$			Delivery Time: 5 days
OCG INSURANC -3097			03/19/2005	\$500.00
<a href="#">RAM PRINTING INC</a>	\$	348	08/01/2005	08/08/2005
RAM -, MD,				Delivery Time: 5 days
<a href="#">SALESIENS DE DON BOSCO</a>	\$			Delivery Time: 5 days
HAITI SCHOOL -MANS				
<a href="#">SALLY ANN BASLER RN</a>	\$			Delivery Time: 5 days
SALLY BASLER -YMAN			07/01/2005	\$75.00
<a href="#">SURGICAL CAUCUS OF THE AMA</a>	\$			Delivery Time: 5 days
SURG CAUCUS -AN MD				
<a href="#">THE EAGLE-TRIBUNE</a>	\$			Delivery Time: 5 days
EAGLE-TRIB -4301				
<a href="#">THERACOM INC</a>	\$			Delivery Time: 5 days
THERACOM -9721			04/10/2005	\$377.50

Done Internet

Common Tasks

Done



File Edit View Favorites Tools Help



Address <https://bills.bankofamerica.com/wps8106/wps#marker> Go Links >>

Google Search Web AutoFill Options



Online Banking

Search · Locations · Mail · Help · Sign Off

Accounts Bill Pay & e-Bills Transfer Funds Investments Customer Service

Overview Payments Payees e-Bills

## Make Payments: Scheduled

### Quick Help

You've scheduled your payments. Review this information to make sure it is correct. If you need to make any changes, you can edit or cancel a payment anytime before 5 p.m. ET on the payment's send on date.

**Tip:** You can print this page for your records.

#### What can I do?

- Edit a payment ([How?](#))
- Cancel a payment ([How?](#))

#### What do I need to know?

- Use the confirmation number when contacting customer service about this payment.
- You can edit or cancel a payment anytime before 5

You've scheduled the following payments.

Print

Pay From: CHECKING-0262

Payee	Amount	Send On	Deliver By	Confirmation Number
RAM PRINTING INC RAM -, MD,	\$ 348.00	08/01/2005	08/08/2005	49NH7-81XF0

[Edit](#)  
[Cancel](#)

08/01/2005 Payment Amount: \$348.00

Total Amount: \$348.00

Return to Bill Pay Overview

Done

Internet

Done



File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites AutoFill Options

Address [https://onlineeast2.bankofamerica.com/cgi-bin/ias/xW495iCD5\\_jkN4HM7JyyCeABR8Y6poBGz6I2WDI45966/1/bofa/ibd/IAS/](https://onlineeast2.bankofamerica.com/cgi-bin/ias/xW495iCD5_jkN4HM7JyyCeABR8Y6poBGz6I2WDI45966/1/bofa/ibd/IAS/) Go Links

Google Search Web

Transactions available from 02/01/2005 to 07/18/2005.

**30 Days (06/19/2005 to 07/18/2005)** [Printable Version](#)

**Pending Transactions** [Learn more](#)  
No pending transactions have occurred in this account.

**Posted Transactions** [View paper statements](#) • [Download](#)

Posting Date	Transaction	Debit(-)	Credit(+)	Balance
07/15/2005	<a href="#">PAYCHEX-HRS DES: 401(K) ID: 0000005622626 INDN: JOE HEYMAN MD PC CO ID: 9540</a>	\$360.00		\$12,988.25
07/15/2005	<a href="#">PAYCHEX TPS DES: TAXES ID: 0068739313271 INDN: JOE HEYMAN MD PC CO ID: 1161</a>	\$606.30		\$13,348.25
07/14/2005	<a href="#">PAYCHEX-HRS DES: HRS PMT ID: 02 00110R156 INDN: JOE HEYMAN MD PC CO ID: 2555</a>	\$114.50		\$13,954.55
07/14/2005	<a href="#">PAYCHEX - RCX DES: PAYROLL ID: 16592500000249X INDN: JOE HEYMAN MD PC CO ID: 1161</a>	\$1,203.34		\$14,069.05
07/14/2005	<a href="#">AMA FOUNDATION Bill Payment</a>	\$166.67		\$15,272.39
07/13/2005	<a href="#">AMERICAN EXPRESS Bill Payment</a>	\$1,052.43		\$15,439.06
07/12/2005	<a href="#">CITIBANK CREDIT CARD Bill Payment</a>	\$9.71		\$16,491.49
07/11/2005	<a href="#">Check 166</a> <a href="#">View Check</a>	\$91.57		\$16,501.20
07/11/2005	<a href="#">PAYCHEX EIB DES: INVOICE ID: X16493100002158 INDN: JOE HEYMAN MD PC CO ID: 9000</a>	\$165.35		\$16,592.77

**Customer Service**

- [Stop Check Payment](#)
- [Reorder Checks](#)
- [Add/Edit Account Nickname](#)
- [View Paper Statement](#)
- [Stop/Resume Mailing Paper Statements \(New\)](#)
- [Stop sending canceled checks](#)
- [Update Your E-mail Address](#)
- [Update Your Street Address and/or Phone Number](#)
- [More Services](#)

Done

Amount	Balance
	4,377.09
052.43	3,324.66
	3,376.46
<b>Balance</b>	<b>-3,376.46</b>

Charge	Payment
421.90	
25.00	
	1,052.43
51.80	



# My System



- Payroll



# INTERNET TIME SHEET SERVICE



Welcome

Time Sheet

Add Employee

Voucher

Finish Time Sheet

0011-R156 JOE HEYMAN MD PC

Page 1 of 1

Select Dates:  Standard  Custom

Period Start Date:

Period End Date:

Check Date:

Employees per page

Hide employee detail

Select employee by:

Name  Number

Choose employee

Instructions to Payroll Specialist

## Department 100 - PAYROLL

PAY #4 DEROCHE, LANI J 520-15-6157 Weekly

Rate 1 \$16.000 Reg:  OT at 1.5:  Sick:  Vac:

MED INS  PX401EEPRE  PX401ERMAT  PX401LOAN

PX401EECUC

Employee #4 Instructions:

PAY #1 HEYMAN, JOSEPH M 118-32-4665 Weekly

Salary \$1500.00 Reg:  OT at 1.5:  Sick:  Vac:

MED INS 95.00 PX401EEPRE 20.00 PX401ERMAT 4.00 PX401LOAN

PX401EECUC

Website >>

Help

ter

delete

y, and more



net



# My System



- Scheduling



Demographics Reference
Find Appointments / Openings

By Patient | Earliest Openings

Patient Name

Help Exit

Refresh Copy Reschedule No Show Revoke Cancelled History Cancelled No Show Future

Date	Time	Resource	Visit Type/Reason (Detail)	Duration	Notes
04/20/05	02:00 pm	Heyman, Joseph M	OV Breast lump ( L sided breast lump)	30	
03/11/05	07:00 am	Heyman, Joseph M	SURG (SURG MINOR ONLY)	30	
02/01/05	01:30 pm	Heyman, Joseph M	OV (OV JCAHO COnference3 Call)	90	
01/20/05	07:30 am	Heyman, Joseph M	(ProCEED Meeting)	105	
01/13/05	07:30 am	Heyman, Joseph M	Problem Visit (ProCEED Meeting a	105	
12/22/04	02:00 pm	DerocheDNU, Lani J	OV Problem Visit (OV )	30	pt c/o constipation x 3 days
11/01/04	12:30 pm	Heyman, Joseph M	(Interview with Leslie)	30	
10/28/04	06:00 pm	Heyman, Joseph M	OV	60	
09/15/04	07:00 pm	Heyman, Joseph M	OV (OV AMAF Audit and Finance)	60	
07/14/04	05:00 pm	Heyman, Joseph M	OV Abortion Surgical (Traci Laforte's	60	
07/13/04	05:30 pm	Heyman, Joseph M	OV Preop (Traci LaForte's daughter	30	
07/07/04	10:00 am	Heyman, Joseph M	( EMERGENCY TIME)	30	
07/06/04	12:00 pm	Heyman, Joseph M	(CMS Medem Call 410-786-3100, e	60	
04/28/04	09:00 am	Heyman, Joseph M	OV (SCOTT GOODSPEED)	60	
04/23/04	07:00 am	Heyman, Joseph M	SURG (SURG Minor Surgery Only)	30	
03/24/04	06:00 pm	Heyman, Joseph M	OV (OV AMAF Program)	60	
03/23/04	02:00 pm	Heyman, Joseph M	OV (OV BLOCKED)	30	
03/16/04	06:00 pm	Heyman, Joseph M	OV (AMAF Audit and Finance)	60	
03/02/04	05:00 pm	Heyman, Joseph M	OV (Retirement Reception for Phil R.	60	
01/22/04	06:00 pm	Heyman, Joseph M	OV (OV AMAF Program Committee)	60	
01/01/04	10:00 am	Heyman, Joseph M	OV Annual (OV )	30	
10/24/03	07:00 am	Heyman, Joseph M	SURG (MINOR SURGERY ONLY!!!!!!)	30	
10/15/03	11:30 am	Heyman, Joseph M	OV Abdominal Pain (OV Drug Rep I	60	
10/15/03	11:00 am	Weiner*, Janice L	OV Abdominal Pain (OV Kim Warne 570		
10/15/03	10:30 am	O'Toole, Barbara	OV Abdominal Pain (OV BARBARA 180		
10/03/03	11:00 am	Heyman, Joseph M	SURG (SURG)	30	Install my phone in Peabody
08/12/03	05:00 pm	Heyman, Joseph M	OV Cold Sx (Finance COnference C 120		
08/06/03	03:00 pm	Heyman, Joseph M	EMRG (Conference Call 1-888-657-37 60		

Source Typ All

Specialty

- ▶ DerocheDNU, Lani J
- ▶ Heyman, Joseph M
- ▶ Weiner\*, Janice L

	:30				
6	6:00p				
	:30				

Heyman, Joseph M	7/18/2005 4:23 PM
------------------	-------------------

start

4:21 P  
Monda





ity  
 Heyman, MD, PC  
 Day Work Week Month

August 2005 Today

Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6
8	9	10	11	12	13
15	16	17	18	19	20
22	23	24	25	26	27
29	30	31			

Source Type  
 All

- DerocheDNU, Lani J
- Heyman, Joseph M
- Weiner\*, Janice L

Time	L.J. DerocheDNU - 08/02	J.M. Heyman - 08/02
7a :00		
7a :30		
8 :00		
8 :30		
9 :00		
9 :30		
10 :00		F48 ME EARMAR0001
10 :30		F56 SMS SHESUZ0001
11 :00		F61 KM MELKAT0001
11 :30		F36 WLW WHIWEN0001
12p :00	Out of office	Out of office
12p :30		
1 :00	OV	*F55 DM MORDEB0002
1 :30	OV	F54 KL LIPKAR0001
2 :00	OV	F40 SMP WEZSUZ0001
2 :30	EMRG	F37 CM MONCYN0001 OV Preop
3 :00	OV	*F15 SW WEESTE0001
3 :30	OV	
4 :00	OV	F46 SMO OCOSHA0001
4 :30	OV	F39 RS STAROB0001 OV LEEP
5 :00		
5 :30		
6 :00p		
6 :30		





# My System



- Medical Record



**Health Summary**

Expand Collapse Inc. Font Dec. Font

- Current Problems**
- Allergies**
- Current Medications**
- PMH/FMH/SH**
- Tobacco/Alcohol/Supplements**
- Substance Abuse History**
- Mental Health History**
- Communicable Disease History**

**Doctor's Note**

Inc. Font Dec. Font Print Preview FastForms

**Aristo- Cats, Aristo** 01/01/1950 ◦  
 Office/Outpatient Visit ◦  
**Visit Date:** Mon, Jul 18, 2005 04:05 pm ◦  
**Provider:** Joseph Heyman, M.D. (Supervisor: Joseph Heyman, M.D.) ◦  
**Location:** Joe Heyman, MD, PC ◦

**SUBJECTIVE:**

- CC
  - H
  - R
- Past Visit
  - Shortcut
  - Save note as shortcut

**Past Medical History / Family History / Social History:** ◦

**Current Problems:** ◦

**Allergies:** ◦  
 Penicillins: hives ◦  
 Sulfas: ◦

**Current Medications:** ◦  
 Yasmin 30mcg/3mg Tablet Take 1 tab(s) po qd as directed. ◦  
 Levoxyl 0.15mg Tablet 1 tab(s) po qd ◦  
 Levoxyl 0.15mg Tablets 1 tablet(s) po qd #30 Tablets ◦

**OBJECTIVE:**

**Vitals:**

**Historical:** ◦

**Current:** ◦

**Repeat:** ◦

**Exams:**  ◦

Health Summary

Expand Collapse Inc. Font Dec. Font

Current Problems

- 25.3 Dysmenorrhea
- 88.1 Dysuria
- 24.8 Other symptoms referable to back
- 88.41 Urinary frequency

Allergies

Allergies / Adverse Rxn NKDA

- Penicillins : hives
- Sulfas :

Current Medications

Current Medications Current Past

- Yasmin Tablet Take 1 tab(s) po qd as d
- Levoxyl 0.15mg Tablet 1 tab(s) po qd #
- Macrobid 100mg Capsules 1 cap(s) po bid #6

Doctor's Note (Contains past visit)

Inc. Font Dec. Font Print Preview FastForms

NEUROLOGICAL: cranial nerves, motor and sensory function, reflexes, gait and coordination are all intact; PSYCHIATRIC: appropriate affect and demeanor; normal speech pattern; grossly normal memory;

Lab/Test Results: [checked]

Procedures: Dysmenorrhea [checked]

Procedure Note: Colposcopy
Verbal informed consent was obtained. There are no identified relative contraindications such as pregnancy, bleeding disorder or current anti-coagulant therapy. Colposcopy is performed using acetic acid prep. Epithelium demonstrates mosaicism. Transformation zone is seen. While carefully observing sterile technique, biopsy is performed. Total number of biopsies is 2. Biopsy locations: at the 2 o'clock position and at the 7 o'clock position. Endocervical curettage is performed. Hemostasis is achieved with Monsel's solution.

Urinary frequency [checked]

Dysuria [checked]

Flank pain [checked]

ASSESSMENT:

- 625.3 Dysmenorrhea DDx:
- 788.41 Urinary frequency DDx:
- 788.1 Dysuria DDx:
- 724.8 Flank pain DDx:

PLAN: I'll write patient with results

Dysmenorrhea [checked]

Reference Tools

File Find View Help

Prescribe Check RX Delete QP Consult Med List Help Exit

Drug:  Prescriber:

Quick Picks *					Scripts Written
Brand	Strength	Sig	Dispensed	Refills	
Lipitor	10mg Tablet	1 tab(s) po qd	30	5	
Lipitor	20mg Tablet	1 tab(s) po qd	30	5	
Lipitor	40mg Tablet	1 tab(s) po qd	30	5	

Drugs		
Drug Name	Generic Name	Relative Cost
Lipitor	atorvastatin calcium	N/A

Allergies / Adverse Rxn  NKDA

- Penicillins : hives
- Sulfas :

start

5:07 P  
Monda

ination, flank

is, fever, flank  
that this is the

d belching).

Reference Tools  
 File Find View Help  
 Prescribe Check RX Delete QP Consult Med List Help Exit  
 Drug: Neoral Prescriber: Heyman, Joseph M.

Quick Picks					Scripts Written
Brand	Strength	Sig	Dispensed	Refills	

Print Warning On Script

**Warning**

You have the following Warning(s):

Messages	
<p> Atorvastatin Calcium interacts with Cyclosporine Resulting In: Rhabdomyolysis</p> <p>Concomitant use of Atorvastatin Calcium and Cyclosporine can potentiate some adverse effects. Recommendations: Carefully monitor patients receiving these two drugs concomitantly.</p>	<input checked="" type="checkbox"/> Ignore <input checked="" type="checkbox"/> Ignore w/ Notes <input type="checkbox"/> Cancel
<p> Cyclosporine interacts with Estrogens Resulting In: Cyclosporine toxicity</p> <p>Estrogens can increase the serum levels of Cyclosporine and increase the risk of toxicity. Recommendations: Avoid this combination if possible. Monitor CYCLOSPORINE level and renal and hepatic functions. Adjust CYCLOSPORINE dose as needed.</p>	

**Drugs \***

Drug Name
Neoral

**Allergies / Adverse Rxn**  NKDA

- Penicillins : hives
- Sulfas :

start  
 5:09 P  
 Monday

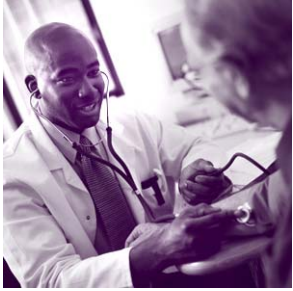
ination, flank

is, fever, flank  
 that this is the

d belching).



# My System



- Billing



Posting (Patient Name: Aristo- Cats, Aristo) (Default Provider: Heyman, Joseph M)

Account # Invoice # Status Account Bal. Patient Bal. Insurance Bal.  
 ARIARI0001 Active \$2,976.00 \$3,118.00 (\$142.00)

voices Title:

View Invoice... Edit Invoice... Move Credit... Print... Visits... Audit... Invoice Note... Print Form

Invoice #	FGP	Facility	DOS Provider	Invoice Date	DOS	Charges	Payments	Adjustments	Copay Bal	Balance	D	Status	M
4357	CHP	Joe Heyman, M	Heyman, Josep	02/19/2005	02/19/2005	\$2,506.00	\$0.00	\$0.00	\$0.00	\$2,506.00	I		
4191	CHP	Joe Heyman, M,		01/04/2005	01/04/2005	\$142.00	\$142.00	\$0.00	\$0.00	\$0.00	I		
4122	CHP	Joe Heyman, M,		12/22/2004	12/22/2004	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	I		
4116	CHP	Joe Heyman, M,		12/22/2004	12/22/2004	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	I		
4098	CHP	Joe Heyman, M	Heyman, Josep	12/16/2004	12/16/2004	\$90.00	\$40.00	\$0.00	\$0.00	\$50.00	P		
4095	CHP	Joe Heyman, M,		12/16/2004	12/16/2004	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	I		
4094	CHP	Joe Heyman, M	Heyman, Josep	12/16/2004	12/16/2004	\$50.00	\$30.00	\$0.00	(\$30.00)	\$20.00	P		
4092	CHP	Joe Heyman, M	Heyman, Josep	12/16/2004	12/16/2004	\$240.00	\$80.00	\$0.00	(\$80.00)	\$160.00	I		
4091	CHP	Joe Heyman, M	Heyman, Josep	12/16/2004	12/16/2004	\$240.00	\$0.00	\$0.00	\$0.00	\$240.00	P		
<b>4090</b>	<b>CHP</b>	<b>Joe Heyman,</b>	<b>Heyman, Jos</b>	<b>12/16/200</b>	<b>12/16/200</b>	<b>\$0.00</b>	<b>\$10.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$10.00)</b>	<b>P</b>		
4089	CHP	Joe Heyman, M	Heyman, Josep	12/16/2004	12/16/2004	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	P		
4087	CHP	Joe Heyman, M,		12/16/2004	12/16/2004	\$170.00	\$170.00	\$0.00	\$0.00	\$0.00	I		

Zero(0) Balance  Filter By Facility

Payments

Patient Payment... Insurance Payment... Edit Payment... Print Receipt... Pre Payment...

Date Posted	Payment	Adjustment	Paid By	Check #	Classification	Distribution

Total Payment: \$0.00



### Invoice & Payment (Aristo- Cats, Aristo)

**Facility:** Joe Heyman, MD, PC   
 **Default Date:** 7/18/2005   
 **Invoice Date:** 02/19/2005   
 **Service Date:** 02/19/2005

**Symptom Date:** / /   
 **Symptom Date Indicator:**   
 **Invoice No:** 4357   
 **Invoice:** \$2,506.00   
 **Pay&Adjust:** \$0.00   
 **Balance:** \$2,506.00   
 **Superbill No:**

**Financial Grp:** CHP   
 **DOS Provider:** Heyman, Joseph   
 **Supervisor:** Heyman, Joseph M   
 **Guarantor:** Aristo- Cats, Aristo   
 **Referral:**

Print HCFA on Save   
  Include Text?   
 **Status:**

**Charges:**   
 **Payment:**   
 **Insurance:**   
 **Title:**

**Diagnosis:**   
   
   
   
 Primary ICD in Bold

**218.1 Uterine leiomyoma, intramural**

**CPT:**   
   
**PANEL:**   
   
   
   
   

Code	Description	M1	M2	M3	M4	SDOS	POS	TOS	Unit Fee	Unit	Fee Amount	ICD 1	ICD 2
58180	Subtotal hysterectomy					02/19/2005	21	02	\$2,506.00	1	\$2,506.00	218.1	

Primary CPT in Bold   
 CCI Check   
 CPT/HCPCS Functions   
 Invoice Total: \$2,506.00

Posting (Patient Na

ent

o- Cats, Aristo

voices    **Title:**

w Invoice...    Edit Invoice

voice #	FC
4357	CHP
4191	CHP
4122	CHP
4116	CHP
4098	CHP
4095	CHP
4094	CHP
4092	CHP
4091	CHP
<b>4090</b>	<b>CHP</b>
4089	CHP
4087	CHP

Zero(0) Balance

**ments**

ient Payment...    Insura

re Posted    Paymer

Total Payment: \$0.00

Demographics Posting Claims Reg

Posting Patient Prov

Invoice

Posting (Patient Na

ent

o- Cats, Aristo

voices Title:

Facility: Joe

Symptom Dat

Financial Grp

Charges P

Diagnosis

218.1 U

CPT

Code

58180 S

Primary CPT

Zero(0) Balance

ments

ient Payment... Insura

re Posted Paymer

### HEALTH INSURANCE CLAIM FORM

1. MEDICARE  MEDICAID  CHAMPUS  CHAMPVA  GROUP HEALTH PLAN  OTHER

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)  
Aristo- Cats, Aristo

3. PATIENT'S BIRTH DATE  
01 01 1950 M  SEX F

4. INSUREE'S NAME (Last Name, First Name, Middle Initial)  
Aristo- Cats, Aristo

5. PATIENT'S ADDRESS (No., Street)  
X

6. PATIENT RELATIONSHIP TO INSURED  
SELF  SPOUSE  CHILD  OTHER  X

7. INSUREE'S ADDRESS (No., Street)  
X

CITY STATE  
Newburyport MA

8. PATIENT STATUS  
Single  Married  Other

9. INSUREE'S CITY STATE  
Newburyport MA

ZIP CODE TELEPHONE (Include Area Code)  
01950 (978)555-1212

10. IS PATIENT'S CONDITION RELATED TO  
Employed  Full-Time Student  Part-Time Student

11. INSUREE'S POLICY GROUP POP FICA NUMBER  
12345

12. OTHER INSUREE'S NAME (Last Name, First Name, Middle Initial)  
Aristo- Cats, Aristo

13. OTHER INSUREE'S POLICY OR GROUP NUMBER  
MTP123456789

14. EMPLOYMENT? (CURRENT OR PREVIOUS)  
 YES  NO

15. INSUREE'S DATE OF BIRTH  
01 01 1950 M  SEX F

16. AUTO ACCIDENT? (PLAC EST)  
 YES  NO

17. EMPLOYER'S NAME OR SCHOOL NAME

18. INSURANCE PLAN NAME OR PROGRAM NAME  
Blue Cross Blue Shield (Blue Card)

19. IS THERE ANOTHER HEALTH BENEFIT PLAN?  
 YES  NO If yes, return to and complete items 9 and 10.

SIGNED DATE 03/27/2002

14. DATE OF CURRENT ILLNESS (First by Accident) OR INJURY (Accident) OR PREGNANCY (LMP)  
02 19 2005

15. IF PATIENT HAS HAD SAME OR SIMILAR ILL GIVE FIRST DATE  
N/A

16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION  
FROM TO

17. NAME OF REFERRING PHYSICIAN OR OTHER SOURCE  
Bean, S. Mark

17a. I.D. NUMBER OF REFERRING PHYSICIAN  
B76651

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES  
FROM 02 19 2005 TO 02 19 2005

19. RESERVED FOR LOCAL USE

20. OUTSIDE LAB? \$ CHARGES  
 YES  NO

21. DIAGNOSIS OR NATURE OF ILL OR INJURY (RELATE ITEMS 1, 2, 3, OR 4 TO ITEM 24 BY LN)  
1. 218.1

22. MEDICAID RESUBMISSION ORIGINAL REF NO

23. PRIOR AUTHORIZATION NUMBER

DATE(S) OF SERVICE		Rate of Service	Type of Service	PROCEDURES SERVICES, OR SUPP (Explain Unusual Circumstances) CPT/HCPCS I MODIFIER	DIAGNOSIS CODE	\$ CHARGES	DAYS (ESU) OR UNITS (Rgn)	EMG	COB	RESERVED FOR LOCAL USE
From MM YY	To MM YY									
02 19 2005	02 19 2005	21	02	58180	1	2506.00	1	N	N	

25. FEDERAL TAX I.D. NUMBER SSN EIN  
04-3548598

26. PATIENT'S ACCOUNT NO.  
ARIARI0001

27. ACCEPT ASSIGNMENT? (For gov't plans see bk)  
 YES  NO

28. TOTAL CHARGE  
2506.00

29. AMOUNT PAID  
0.00

30. BALANCE DUE  
2506.00

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEG REBS OR CREDENTIALS (Specify that the statements on the reverse are true)

32. NAME AND ADDRESS OF FAC WHERE SERVICES WERE RENDERED (If other than home or office)  
LOWELL GENERAL HOSPITAL

33. PHYSICIAN'S SUPPLIER'S BILLING NAME ADDRESS ZIP CODE & PHONE  
Joe Heyman, MD, PC

Help Exit

Date 02/19/2005

Ill No

Find...

Find...

by ICD in Bold

Set Prim. CPT

Unit	ICD 1	ICD 2
06.00	218.1	

Total \$2,506.00

Total Payment: \$0.00

Edit View Favorites Tools Help

Back Search Favorites

Address bar: <https://mailbox.transactions.mckhbc.com/> Go Links Ama Web Portal BOT Website

Google Search 18 blocked Check AutoLink AutoFill Options

# MCKESSON **Transaction Solutions Hub** **Electronic Mailbox Facility**

- Logon**
- Upload**
- Download**
- Directory**
- Help**

## Upload

To upload a file to the Electronic Mailbox Facility, fill in the fields below and click Upload.

Data Format:  Binary  ASCII

Local File:

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Discussions Discussions not available on <https://mailbox.transactions.mckhbc.com/>

one

Symantec pcAnywhere MASSACHUS... announceme...

# MCKESSON **Transaction Solutions Hub** **Electronic Mailbox Facility**

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- [Directory](#)
- [Help](#)

## CONNECT:Enterprise - Directory Contents

<u>CONNECT:Enterprise</u>	<u>Size</u>	<u>Description (Batch ID)</u>	<u>Creation Date</u>	<u>Creation Time</u>
t332030	302	<a href="#">07201616.00</a>	Jul 20, 2005	5:04 PM
t332030	5,412	<a href="#">EC332030.RM</a>	Jul 21, 2005	2:32 AM
t332030	16,236	<a href="#">CA332030.RM</a>	Jul 21, 2005	2:32 AM
t332030	91,800	<a href="#">CR332030.KR</a>	Jul 21, 2005	5:29 PM
t332030	45,900	<a href="#">CR332030.KS</a>	Jul 22, 2005	11:39 AM
t332030	91,800	<a href="#">CR332030.KT</a>	Jul 22, 2005	5:18 PM
t332030	55,080	<a href="#">CR332030.KU</a>	Jul 23, 2005	9:56 AM

Number of batches 7

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https://mailbox.transactions.mckhbc.com/cehttp/servlet/MailboxServlet?operation=DOWNLOAD&mailb - Microsoft Internet Explorer p

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Mail Print Mailbox Address Book Bluetooth People

Address https://mailbox.transactions.mckhbc.com/cehttp/servlet/MailboxServlet?operation=DOWNLOAD&ma Go Links Ama Web Portal BOT Website

Google Search 18 blocked Check AutoLink AutoFill Options

PROCESSING DATE: 07/20/2005 02:06:37

\*\*\*\*\*

332000-E-MDS CLAIM BILLING DATE: 07/20/2005

332030-JOE HEYMAN MD

\*\*\*\*\*

NO EXCLUSION CLAIMS TO REPORT FOR THIS CLAIM BILLING DATE

\*\*\*\*\*

332030 TOTALS:	EXCLUDED	0	0.00	0
	ACCEPTED	9	1,504.00	0
		*****	*****	****
	TOTAL-INPUT	9	1,504.00	0
		*****	*****	*****
	(A) ELECTRONIC TO PAYER	9	+ 0 =	9
		*****	*****	*****

Discussions Discussions not available on https://mailbox.transactions.mckhbc.com/

Done Internet



# My System



- Electronic record
  - Scheduling
  - Documenting
  - Receiving reports
  - Scanning
  - Coding
  - Billing





# How much?



- Somewhere between \$15,000 and \$30,000 per physician on initial purchase including setup software and hardware.
- Return on investment usually within two years.
- Maintenance fees of about \$3000 to \$9000 per physician





# How much?



- Other choices
  - Buy and run remotely
  - Subscribe and run remotely







# Performance



- Transcription Elimination
- Reduced paper management (chart pulls)
- More usable office space per square foot
- Error-free legible prescriptions
- Improved coding





# Performance



- Lab Interfaces
- Referral Management
- Guideline Compliance
- Quality Reporting
- Search by diagnosis, procedure, drug





# Performance



- Increased office efficiency
- Patients' happiness
- Lower costs
- Accessibility





# Lessons Learned



- Do it now!
  - Hardware a bargain!
  - Software increasingly more robust and expensive
  - Many fantastic EMRs available
- One patient at a time
- Don't duplicate paper world





# Lessons Learned



- Before you decide on anything, understand where you are today.
- Tour your practice and make sure you understand it all.
- Find out all the irritants you and your staff endure in the paper world.
- The worst thing you can do is recreate your present environment electronically!





# Lessons Learned

- Make sure the system you choose gets rid of as many of those irritants as possible.
- Visualize your future state before you decide.
- It's just software and it's constantly changing.
- It isn't perfect.



# Lessons Learned

- Correlation between a particular vendor and success is not as important as the correlation between the office culture and success.
- Once you understand that, selection of vendor can be quick and easy.
- Most people don't use all the capabilities of their software.



# Lessons Learned

- Connectivity will soon be very important.
- Every physician will use an EMR in less than a decade.
- The Electronic Health Record is a constantly changing organism with standards still developing.





# Lessons Learned

- Consider the advantages and disadvantages of system in your own office on your own server.
- Consider the advantages and disadvantages of system on the web.
- **Company and support more important than software.**



# Lessons Learned



- Workflow more important than nifty features.
- Use available resources.
- Get help from knowledgeable friends.
- You need a champion.





# Lessons Learned



- It's great fun and exciting.
- It gives you more freedom, income, and joy in practicing.





# Lessons Learned



- Backup!
- Backup!!
- **BACKUP!!!**





# Lessons Learned



- Don't underestimate the value of joining and supporting your county, state, specialty society – and, ***of course*** . . .



## The American Medical Association



**Together we are stronger!**





# Joe Heyman email



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