



SELECTING THE RIGHT EMR...AND THE RIGHT COMPANY

It seems that all practices are considering an EMR. Doctors and their staff, as well as their patients are quickly recognizing the benefits. To assist you in your search for the right solution, we've assembled a helpful "checklist" for your review. We caution you on this very important decision...You only want to do it once, so do it right!

- Select a company based on their longevity in the business of automating doctors.
- By selecting a reputable LOCAL company, you will likely receive prompt support and training and more personal attention.
- Select a company large enough to have resources available when YOU need them.
- Make certain the EMR you select has a proven record of performance.
- Make certain you're provided with references that are satisfied with the product as well as the performance of the software company. Make sure they've used the product for a significant period of time.
- Make sure the EMR can talk to your billing system. Having a proper interface between both software applications allows you to "share" information, such as patient demographics, appointments, etc. It even permits automatic posting of charges received from the EMR, as a result of the completed note.
- Make certain the EMR can import clinical data from existing diagnostic equipment in your office, such as EKG, bone density machines, etc. And it should receive external data such as lab results. This will eliminate errors and speed the entry of data.
- Final Support and GE Centricity EMR meet the above criteria. Automate with confidence.

2005 Has Been a Busy Year For Final Support

We feel fortunate to have made significant accomplishments during 2005. Some of the foremost include:

Addition of New Customers

We've added 206 new clinics including 321 new physicians during 2005.

In 2005, our staff grew to 65

16 Support Specialists; 9 Hardware/IT Specialists
7 Training Specialists; 3 EDI Specialists
3 EMR Specialists; 3 Developers/Programmers
2 Implementation Specialists; 14 Sales/Marketing
8 Administrators

EMR Department Launch

Our EMR Department is responsible for the installation of over 25 EMR licenses during 2005.

#1 in GE's Practice Management Sales

We are the leading distributor in GE sales nationwide.

User Group Meetings

We have made a strong commitment to host regional User Group Meetings quarterly in 2006.

Increased Medical Manager client base

We have continued to grow and support our current Medical Manager customers.

Medical Manager clients switched to Centricity

We have successfully switched over 50 Medical Manager doctors to Centricity PM in 2005.

New Houston & San Antonio Offices Opened in 2005

Final Support is responsible for opening two new office locations in San Antonio and Houston.

Improving Product Knowledge

We sent our support staff to advanced training classes to increase their product knowledge.

Medical Billing Unlimited(MBU) Upgrade

Our largest and oldest Medical Manager client switched 130 doctors to Centricity Practice Management.

Positive Feedback

We have received positive feedback from our customers relative to satisfaction.

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it's about time

Centricity Practice Management Q & A



Rhonda Dzanski

Account Specialist, Senior
joined Final Support in February 2004 and spends her time supporting Centricity customers. Prior to working with Final Support, she worked at IMED Solutions supporting Centricity customers for about 10 years.



Connie Goss

EDI Department Supervisor
joined Final Support in October 2001. She oversees all EDI functionality including claims, statements & eligibility. Prior to working with Final Support, she worked at a billing service. Connie has over 12 years experience in the medical field.

Q: Why can't I see schedules that are older than 30 days?

A: *The Centricity schedule is built to maintain all appointment data, but schedules that are over 30 days old can only be viewed from the List View. This feature prevents the system from taking an extraordinary amount of time to load all historical schedules with the graphical and colorful daily view.*

Q: What is the Job Cleanup Slot Locks and why is it important for it to run successfully?

A: *This job runs automatically every night to reset the temporary files that are created throughout the day while you are working on the system. These temporary files are "emptied" each night to prevent speed or space issues on your system.*

Q: Do I have to call Final Support every time I need to make a change on my superbill?

A: *Your superbill must be loaded as a Crystal Report. In most cases you will need Final Support assistance for this, but you can maintain all of the codes for your superbill in Microsoft Excel, and when you make changes, you may email us the completed Excel Spreadsheet and we can import it into Crystal and upload to your system.*

Q: How many Centricity Practice Manager users am I licensed for?

A: *Centricity does not limit the number of users in the software. The only thing that is limited by licensing is the providers. You must purchase additional licenses for each doctor or billing provider that you are adding to the system.*

Q: How can I view a sample of a Centricity report?

A: *If you are in the Reports Component and press the F1 key for Help and then select the category the report is in and then select the link that says "Show Sample of Report" that is listed under the report description.*

Q: Why are adjustments not being made automatically while processing my 835 remittance file?

A: *The Transaction Column set that is being used for that particular insurance carrier would control this feature. In Administration, review the transaction column set and ensure that the box is checked for "Contractual".*

Q: Where can I find the amount of the check to know which 835 remittance file to post?

A: *In EDI Response Management, right click on the 835 file and then use the drop down to select and open the BPR record and click Next. The amount of the check is shown in this record.*

it's about time

Centricity PM 04 Training Schedule

	<i>North Richland Hills</i>	<i>Houston</i>	<i>San Antonio</i>
<i>December – 2005</i>			
Admin Day 1 & Day 2	28-29	28-29	19-20
Billing Office Day 1 & Day 2	14-15	8-9	14-15
Front Office Day 1 & Day 2	12-13	6-7	12-13
New Employee	7	27	7
<i>January – 2006</i>			
Admin Day 1 & Day 2	16-17	5-6	16-17
Billing Office Day 1 & Day 2	11-12 * 25-26	19-20	11-12 * 25-26
Front Office Day 1 & Day 2	9-10 * 23-24	17-18	9-10 * 23-24
New Employee	18	4	18
<i>February – 2006</i>			
Admin Day 1 & Day 2	15-16	20-21	15-16
Billing Office Day 1 & Day 2	9-10 * 22-23	9-10	9-10 * 22-23
Front Office Day 1 & Day 2	7-8 * 20-21	7-8	7-8 * 20-21
New Employee	17	22	17
<i>March – 2006</i>			
Admin Day 1 & Day 2	27-28	14-15	27-28
Billing Office Day 1 & Day 2	9-10 * 22-23	22-23	9-10 * 22-23
Front Office Day 1 & Day 2	7-8 * 20-21	20-21	7-8 * 20-21
New Employee	15	16	15

Visit www.finalsupport.com to view current schedules and to register for class.

Please note that all classes listed above begin at 9:00AM.

it's about time

Centricity User Group Meeting Update

Look at the great feedback from the User Group Meetings....

"I learned a lot at this meeting".

"I liked the short cuts I learned....I'm very interested in quarterly meetings".

"Very informative User Conference...would like to attend more....great lunch"!!

"The speakers are very knowledgeable and really took time to explain and answer questions"!

"This has been great and very helpful...I'm so glad I came".

"Thank you for all the great help...I have had nothing but great experiences with Final Support. Keep up the good work"!!

We will be conducting Quarterly User Group Meetings in 2006, so keep an eye out for our published dates. They're headed your way SOON!!!

Thanks to those that attended. For those that didn't, we missed you. Plan to attend 1st quarter 2006.

We just completed our 4th quarter User Group Meetings. We held 3rd and 4th quarter meetings in 8 cities where we have large concentrations of Centricity Users. Your attendance is greatly appreciated. And by the increase in attendance from quarter to quarter, it seems you really enjoy them too. If you missed previous meetings, please plan to attend during 2006. Over 300 attended the 4th quarter meetings. Your positive comments lead us to believe we are on the right track.

We are incorporating your suggestions and recommendations into the next round of meetings to be held early, 2006. The educational content will continue to be the focus as well as maintaining a higher level of training. Our meetings will continue to focus on Administrator-level personnel.

We are completing the program for our 1st quarter meetings. Dates, times and locations are located on the back page of this newsletter and will be sent via mail and email. Most of you said you prefer email, so if we don't have your email address, please contact our marketing department and provide it so we can keep you informed.

The 1st quarter 2006 meeting agenda will include the following educational topics:

1. Understanding Visit Statuses
2. Working with A/R
3. Advanced Payments and overview of Remittance
4. Appointment Templating and Advanced features

We will serve breakfast and lunch as in the past. Some locations have changed in order to permit better acoustics, improved seating, better climate control and, most importantly, a better view of the program.

Better education makes better users who maximize their systems. See you at the 2006 meetings.

it's about time

MEDICAL MANAGER USER'S ONLY Year-End Procedures

With the end of the year just around the corner, it's time to review the yearly close routine, which resets all year-to-date totals in your system. Below are procedures necessary for performing your Medical Manager Yearly Close.

DO NOT DO A PERIOD CLOSE WITH PURGE!

Daily Close for December 31, 2005 – Required

Post all charges and payments that you want reflected in the year 2005. Perform a daily back up of your system. Then do a daily close for December 31, 2005 (even if you haven't entered any information in your system) and advance the date to January 1, 2006.

Month/Year End Reports:

You will balance your system just as you do at the end of every month. If you are unsure how to balance your system please see the information noted below.

Version 9.10 and UP:

- Guarantor Financial Summary with Unapplied Credit (/m801)
- System Financial Summary (/m808)
- Open Item Report (/m803)
- System Aging Analysis (/m802)
- Unapplied Credit Report (/m809)

Version 8.12, 9.02 and 9.03

- Guarantor's Financial Summary with Unapplied Credit (/m801)
- System Financial Summary Report (/m808)
- Current Period A/R Report (/m805)

Optional Year End Reports:

All of these reports can be found on Menu 8 or Menu 30 depending on what version of Medical Manger you are on.

- Insurance Plan Receipts Report
- Referring Doctor Analysis
- Guarantor Summary
- Period A/R Report
- Procedure Productivity
- Any other reports that your office may need

Patient Statements and Insurance Billing:

If you have "Balance Forward" statements you must run them prior to performing your Year End Close. If you have "Open Item" statements you should run those after the Year End Close to prevent \$0 statements. It is recommended that you run Insurance Billing (Electronic and Paper Claims) so that everything shows as billed for reporting purposes. Insurance Billing is not required prior to the close.

Year End Back-up:

You need to make sure that you have a FULL system back up of your system prior to doing the year end close. If your system does automatic nightly back ups, you can use the previous nights tape as your Year End Back up. **Make sure that you label the tape "YEAR END BACK UP 2005".**

Continued on back...

Year End Close

Choose Menu 3 Option 2 (/m302). This process will take approximately the same amount of time as your Period Close with Purge. Do not exit until it is finished.

DO NOT DO A PERIOD CLOSE WITH PURGE!

Year End CLOSE CHECKLIST & HOW TO BALANCE FOR V9

- _____ Post all charges and payments for the current period
- _____ Run a daily backup (if yours is not automated)
- _____ Run patient statements (if balance forward style, this **MUST** be done prior to the period close with purge)

THE ITEMS LISTED ABOVE DO NOT NEED TO BE RUN IN ANY CERTAIN ORDER. THE ITEMS LISTED BELOW MUST BE RUN IN THE ORDER LISTED, IN ORDER TO BALANCE. IF THEY ARE NOT THE SYSTEM WILL NOT BALANCE.

- _____ Everyone **MUST** be logged out of Medical Manager. To check this go to /m17 #3 and select (C)onsole. If there is anyone logged in other than the person doing the close have them log out. If they cannot log out run /log and if this still does not clear the users please call Final Support.
- _____ Run trial daily close, when in balance then run real daily close
- _____ Advance the date to the 1st of the next month
- _____ Run all reports instructed for month end balancing (as outlined above)
- _____ Verify that the system is in balance by using the attached balancing instructions
- _____ **AFTER** the month has been balanced, per the attached balancing instructions, run the "YEARLY Close With Purge" m3 #2.

DO NOT DO A PERIOD CLOSE!!!!!! WHEN THE YEARLY CLOSE IS DONE IT WILL INCLUDE THE PERIOD CLOSE.

CALCULATION SHEET

1. Guarantors Financial Summary _____
Total Unapplied Credit + _____
Overpaid Open Item _____
Report Total Balance _____
= _____
= _____
2. System Aging Analysis _____
Unapplied Credits & Overpaid _____
3. Guarantors Financial Summary _____
same number from step #1 = _____
Unapplied Credit Allocation _____
Total for Report _____
4. System Financial Summary
Net Receipts Refunds PTD _____ YTD _____
= _____
Refunds, Total Refunds PTD _____ YTD _____

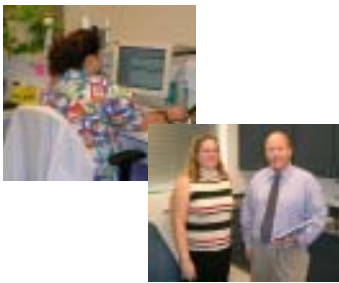
CUSTOMER SPOTLIGHT

Stonebriar Family Physicians

Frisco, Texas

Physicians: Doctor Jenkins, Folden and Bhargava
Software Solutions: GE Centricity Physician Office
Practice Management & Electronic Medical Records &
Docutrac Document Imaging

This issue of "It's About Time" is pleased to Spotlight Stonebriar Family Physicians.

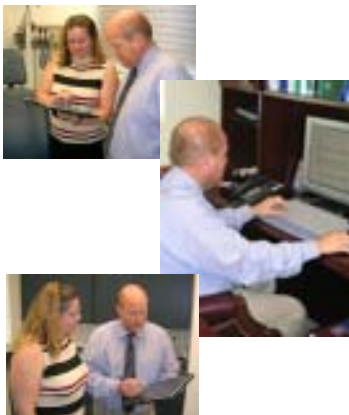


Stonebriar Family Physicians is a three-physician practice consisting of Boyd Jenkins, MD., Sara Folden, MD, and Ann Bhargava MD. The practice was started by Dr. Jenkins, who worked for many years in ER Departments of busy hospitals prior to entering private practice. He understood the efficiency of a paperless environment and intended to start his new Family Practice that way. His goal...ABSOLUTELY NO PAPER CHARTS. He turned to a popular practice management system supplier for assistance, but found the software was not able to meet his demands. He removed the software from his practice.

Due to problems caused by faulty implementation of the original practice management program, billings suffered dramatically. He turned to a billing service as a short-term solution as he made alternate plans to achieve his overall goal of being paperless, having the latest EMR technology and improving the business side of the practice as well. While the billing service met his short term needs, there were definite problems: the billing company would inappropriately write off charges when initially denied by the insurance company, or in some cases would inadvertently add modifiers to his CPT codes that adversely affected collections. Also, patients didn't like dealing with a third party for billing issues.



We're delighted Dr. Jenkins trusted us to help him achieve his goals. He is now totally paperless and gets tremendous benefits from his new electronic partner. As we met, we witnessed him being paged by his service to talk to a concerned patient. He immediately reviewed the visit tied to the problem and knew exactly what was previously prescribed. As the patient was explaining the problem he said, "Right, I saw you in June and we wrote a prescription". By the time he finished the call, the pharmacy already had the refill. This is great for patient trust and confidence.



Other benefits he outlined include, no more incomplete charts, confidence in coding to the proper visit level, automated script writing and his patient's reception to the change in medical record keeping.

He sighted a significant increase in cash collections, a tremendous savings due to elimination of charts, medical records storage and copier expense, not to mention the labor involved in all these activities. And, he has witnessed a sharp upturn in patient volume. All good things. He even mentioned that as other doctors looked at his practice for employment, his streamlined and automated system was a plus.

Thank you Doctors Jenkins, Folden and Bhargava for sharing your success story with us. They would be pleased to share it with other interested doctors as well.

Calendar of Events

December:

December 6 - User Group Meeting, at Ted's Cafe Escondido, Oklahoma City

December 25 & 26 - Final Support office closed for Christmas!

January:

January 1 - Final Support office closed for New Year's Day!

January 25 - Final Support's Centricity User Group Meeting @ Marriott Greenspoint, Houston

February:

February 2 - User Group Meeting, at Crowne Plaza, San Antonio

February 7 - User Group Meeting, at Renaissance Hotel, Tulsa

February 8 - User Group Meeting, at Dave & Buster's, Dallas

February 9 - User Group Meeting, at Camino Real Hotel, El Paso

February 15 - User Group Meeting, at Hilton Garden Inn, Allen

February 16 - User Group Meeting, at Ambassador Hotel, Amarillo

February 21 - User Group Meeting, at Baylor Grapevine, Grapevine

Final Support's Holiday Hours:

Closed - November 24th & 25th

Closed - December 26th

Closed - January 2nd

