

LastWord[®]

ENTERPRISE CLINICAL SYSTEM



*"The LastWord system is our patient
chart—we don't use paper charts
anymore [in our clinic]."*

—MICHAEL HODULICK, M.D.
PEACEHEALTH

Supporting
Ambulatory Care
Settings



THE BOTTOM LINE. IT WORKS.

LastWord®

The Ambulatory Solution for an Integrated Delivery Network

Physicians, nurses, care technicians and clinic billing departments all interact with a patient during an ambulatory visit. The *LastWord* Enterprise Clinical system's ability to support the clinical workflow, along with its integrated clinical and financial database, provide an integrated solution for delivering healthcare in multiple ambulatory settings.

The ambulatory care environment is often the only place patients see their doctors. It also represents an increasingly high percentage of the total healthcare provided to patients in an Integrated Delivery Network (IDN). Thus, it is here that information systems can offer value to both caregivers and patients. Because healthcare providers are being forced to do more with less, they must implement systems that help keep their patient populations healthy, while also enabling them to access and update clinical information across the continuum of care.

The following scenario illustrates how the *LastWord* system manages ambulatory care activities, helping to monitor patients' health, boost satisfaction and increase the efficiency of the business.

Check-in automatically enters the patient into the Patient Locator.

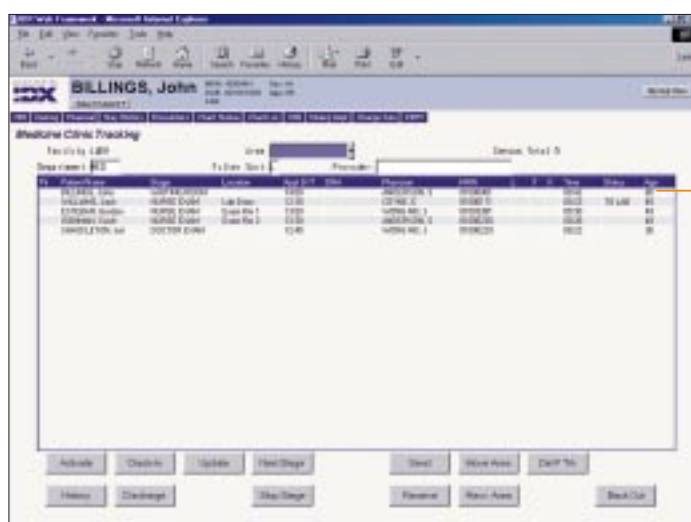
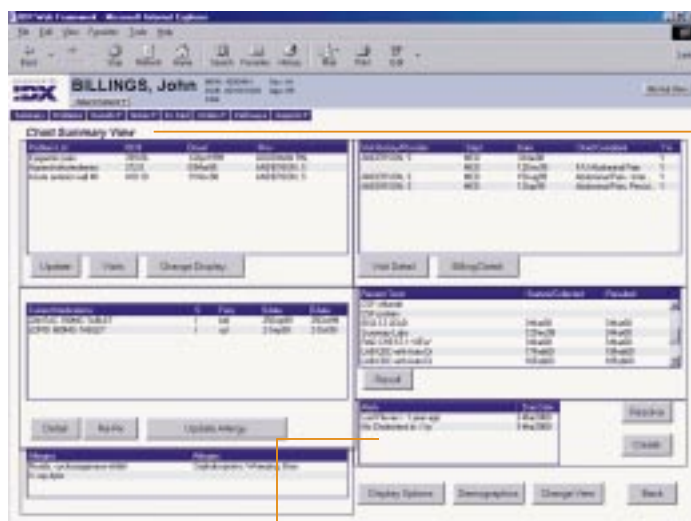


Chart Summary provides a snapshot of the patient's history. You can drill down for details quickly.



Health Maintenance Alerts let you know about items that need follow-up.

Scenario 1:

LastWord® in the Clinic

The Patient Checks In

John Billings arrives at the clinic for his 3:30 p.m. appointment with Dr. Anderson. At the reception desk, he checks in. Because his insurance eligibility was queried and approved at the time he made the appointment, the receptionist logs onto the *LastWord* system and simply verifies his insurance information, reminding him that he owes a \$10.00 co-pay. By checking him in, she automatically enters John into the Patient Locator as he takes a seat in the waiting room.

Preparing for the Visit

Back at her desk, Dr. Anderson's nurse, Penny, calls up the *LastWord* Desktop and checks her patient list for the day. She sees that the next patient, John Billings, has arrived and is in the waiting room. Before going to retrieve him, Penny activates the patient and quickly reviews his chart. On the Chart Summary screen, she sees he is presenting today with abdominal pain, and by scanning the problem list and encounter history, she discovers there have been three previous visits for this same problem. She also checks the Health Maintenance Alert that pops up in her Inbox and sees that John is due for his yearly cardiac workup.

The Patient Examination

Penny escorts John to the exam room where she again logs onto the *LastWord* system and activates his chart, thereby updating the new patient location. As she begins her evaluation, the system automatically captures the start time. John explains about the abdominal pain while he steps on the scale, then rolls up his sleeve for the blood pressure cuff. Penny quickly takes and notates vital signs and other intake notes into John's online record, and tells him Dr. Anderson will be in shortly.

When Dr. Anderson enters, he logs onto the *LastWord* system, which already has John's chart activated. This automatically captures his start time. John elaborates on the abdominal pain while Dr. Anderson reviews Penny's intake notes. Going to the Flowchart Viewer, he displays a graph showing John how an increase in his weight over the last year correlates to a rise in his blood pressure, also potentially causing other problems.

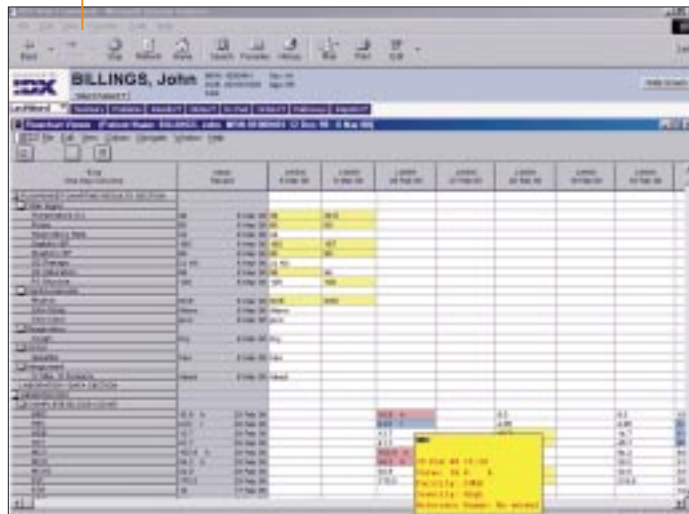
Dr. Anderson also reviews the Chart Summary screen and drills down for more information about recent test results and orders. After further evaluation of the patient's condition, and upon review of past social history documentation and previous progress notes, Dr. Anderson diagnoses John with an ulcer and decides to prescribe a new medication.

Using the online Prescription Pad, he enters the order. The *LastWord* system alerts the doctor to a drug interaction conflict with a medication John is already taking. Selecting an alternative, Dr. Anderson quickly completes the prescription. He asks John the name of his pharmacy and has the prescription faxed there so it will be available for him on the way home.

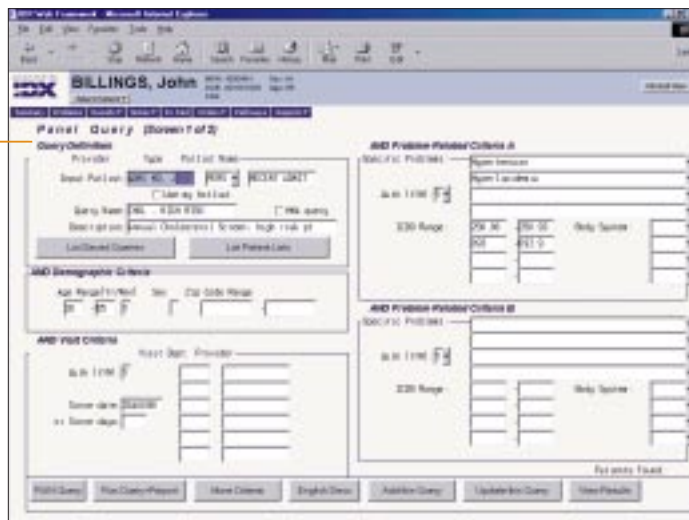
Finally, he reminds John about his annual heart exam and enters an order for a full cardiac workup, which John can schedule on his way out. The patient mentions he recently received a phone call from the clinic requesting him to come in for that exam. What John does not realize is that Dr. Anderson did preventive health screening of his patient population last month. He entered a query to search for all his patients over 60 who have had heart attacks in the last two years and have not had a check up in the last 12 months. With this report, his physician assistant called those patients to schedule appointments for preventive care.

Dr. Anderson completes his exam by updating the Problem List with today's findings and returns to his desk to document the progress note. If he chooses to dictate a note instead, he will look for a notice in

Review vital signs entered by the nurse along with other clinical information from previous visits or admissions.



Conduct preventive health screenings of your patient population by simply entering your desired criteria.



his Inbox when the progress note is transcribed and available for his online signature. In order to confirm that Dr. Anderson will receive proper payment for today's exam, he can check the level of clinical documentation to make sure it supports the E&M code selected for billing. The clinical documentation is available in electronic format with appropriate levels of security attached.

The Patient Checks Out

At the checkout desk, the receptionist discharges John from the clinic, automatically removing him from the Patient Locator. She also sees the order for the cardiac visit and sets up an appointment for next week. The diagnosis, procedures and charges for the visit are captured and billed automatically as byproduct of activities documented during the exam.

Patient Billing

Once all charges have been entered and the visit has been marked as complete, the billing department has access to the financial data needed to bill for today's services. Billing personnel use standard billing forms to capture facility charges for tests performed as well as professional fees. A rules-based claims processor will check to make sure all required information is included in order to confirm payment based on the fiscal intermediary's rules. Since the *LastWord* clinical and financial database is integrated, all the information needed to support the charges is available as part of the patient's record. John will also receive a single, unified bill, which shows the amount that he is responsible for paying for services provided in the clinic today, as well as at all associated clinics and hospitals.

LastWord[®] Enterprise Clinical System

A system that supports an integrated workflow for physicians, nurses, front desk staff and billing departments in the ambulatory setting is critical to improving business operations and quality of care. An integrated clinical and financial database that enables both input and access of data from all care locations across the continuum fulfills the needs of physicians, while confirming the patient receives the best possible service.

The capabilities described in these scenarios are supported by the following set of integrated *LastWord* applications:

- *LastWord* Foundation
- Scheduling
- Patient Accounting for Clinic Billing and Receivables
- Orders
- Pharmacy for Prescription Pad
- Results Reporting
- Care Documentation for Problem List
- Critical Paths
- Population Management

For more information, please see the *Physician Workflow, Nursing Workflow and associated product briefs*.

© 2000 IDX Systems Corporation. All rights reserved. *LastWord* is a registered trademark of IDX Systems Corporation. This brochure is designed to provide a general introduction to the IDX LastWord Enterprise Clinical System. IDX makes no warranty as to any matter in this brief. Warranties applicable to products sold or licensed to you by IDX Information Systems Corporation will be provided in the written agreement between you and IDX Information Systems Corporation.

Compaq *NonStop*[™] Himalaya servers set the standard for reliable computing—providing subsecond recovery time from application failure, unparalleled data integrity, and the highest levels of application availability. This is why they process about 90 percent of the world's securities transactions, 66 percent of credit card transactions, and 80 percent of automated teller machine (ATM) transactions.

COMPAQ
NonStop[™]

