

Solution Highlights

Clinical Communications Suite can be configured with the following capabilities:

- **Secure Messaging** – a secure, real-time communication tool that enables text chat among providers and other users
- **Clinical Results Viewing** – delivers a complete view of a patient's clinical record on a phone or tablet, aggregated from multiple clinical systems
- **Patient List** – allows flexible, customizable patient lists that support many different workflows, including team-based assignment
- **Sign-Out** – automatically transfers the patient list and all outstanding tasks to the covering provider
- **eSignature** – a fast and simple solution for physicians to electronically review, edit, and sign chart deficiencies – including transcribed reports, orders, and scanned documents

Key Features

- Secure, encrypted, HIPAA-compliant
- Support for many provider, ancillary and administration workflows
- Automated notifications generated by provider workflows with links to the full patient record
- Open APIs allow messages to be sent to and from third-party applications or systems

Improve patient care and revenue cycle operations with PatientKeeper's communication software suite

Timely communication among members of a care team is critical to providing great patient care. Since team members are rarely all in the same place, at the same time, it's vital that they can communicate anytime, anywhere.

Communication also is a key to effective revenue cycle management and administrative operations.

That's why PatientKeeper's *Clinical Communications Suite* is such a valuable solution for physicians, nurses, ancillary care team members, billers and coders.

Secure Messaging is the starting point

Effective clinical communication has at its core secure, HIPAA-compliant messaging embedded within a provider's workflow with access to the patient's entire electronic medical record.



But it's not just messaging. Say you are a surgeon who has received a referral from a PCP. From the hospital, you can easily communicate patient status back to the referring provider, and request your office staff schedule a follow-up appointment, as well as electronically sign your notes.

Or you are part of care team coordinating an inpatient discharge. Messaging and other tools in the suite facilitate collaboration among specialists, the Attending and the ancillary care team members required to initiate and complete various workflows associated with the discharge.

Or you might be an ED physician referring a patient for admission. You identify and send a message to the Attending on call, who easily adds the patient to the Hospitalist team list and has access to the patient's complete medical record – even before they've been admitted.

When paired with PatientKeeper Charge Capture, the Clinical Communications Suite enables a biller to alert a physician to a missing charge they spotted on the daily charge-note reconciliation report. With a click, they can send a message to the doctor, along with the patient context; the provider can respond to the message and enter their charge.

Patient	Financial Info	Admit/Scheduled Date	Discharge Date	Service Date	Charge Status	Billing Provider	Note Status	Note Author	Visit Provider
BONNET, LOLA MRN: 03143692	Fin Class: HMO Acct: 0314299294	10/31/19 08:40AM		11/04/19	IP E&M	BUTA-HUME, SALLY	Progress Note	BUTA-HUME, SALLY	Att: CASSIDY, KURT Adm: TURNER, DOROTHY
DARR, MOLLY MRN: 03143696	Fin Class: Medicare Acct: 0314369698	10/31/19 08:29AM		11/04/19	Not Coded		Progress Note	BUTA-HUME, SALLY	Att: SUTTON, SHERRI Adm: TURNER, DOROTHY
HEATH, NEIL MRN: 03143705	Fin Class: Medicare Acct: 0314370507	11/03/19 01:30PM		11/04/19	IP E&M	BUTA-HUME, SALLY	Progress Note	BUTA-HUME, SALLY	Att: GRIFFIN, LESLIE Adm: TURNER, DOROTHY

Advantages

- Available as a modular solution, or integrated with the complete PatientKeeper platform
- Hosted solution allows for rapid deployment
- Affordable monthly subscription pricing

An EHR optimization solution

The Clinical Communications Suite is one of PatientKeeper’s EHR optimization solutions. It integrates with an organization’s existing clinical and revenue cycle IT to fill functional gaps in those systems and improve ROI.

Streamlining communication among members of your clinical care team, and between providers and your revenue cycle team, can yield many benefits, including:

- more collaborative patient care that produces better outcomes;
- improved patient and provider satisfaction; and
- more accurate and timely professional billing.



PatientKeeper, Inc.
880 Winter Street, Suite 300
Waltham, MA 02451

P: 781.373.6100
F: 781.373.6120
www.patientkeeper.com

About PatientKeeper®

PatientKeeper software optimizes healthcare providers’ EHR systems to streamline physician workflow, improve care team collaboration, and maximize business and EHR performance. Using PatientKeeper, physicians can easily access and act on all their patient information in a single, intuitive and secure electronic environment – from PCs, smartphones and tablets – fully integrated with a hospital’s existing clinical and transactional systems. PatientKeeper is used by more than 70,000 physicians at hospitals and health systems across North America and the UK.

© 2019 PatientKeeper, Inc. All rights reserved. PatientKeeper® and the PatientKeeper logo are registered trademarks of PatientKeeper, Inc. All other trademarks and brands referenced herein are the properties of their respective holders.