

# Charge-Note Reconciliation

## Help your organization identify every dollar it is entitled to – by automatically reconciling clinical notes to physician charges

Stand-alone charge capture systems have one main challenge – how to ensure that all reimbursable professional services have been charged. In the outpatient world, this is relatively simple – a visit equates to a charge. In the inpatient world, however, physicians are pulled in many directions – they see their own patients, they do consults, they cover for other physicians on their team, and more.

PatientKeeper® helps physicians keep track by using their notes to indicate when charges should be expected. Notes are the source of all truth – for patient care, for care team review, and for professional charges. If there was a note, then almost certainly there should be a charge.

Patient	Financial Info	Admit/Scheduled Date	Discharge Date	Service Date	Charge Status	Billing Provider	Note Status	Note Author	Visit Provider
ANGELINE, MONA MRN: 02144779	Fin Class: Medicare Acct: 0214477981	02/05/17 09:00AM		02/09/17	Not Coded		Progress Note	NOLAN, GRACE	Att: CROSS, JASON Adm: TURNER, DOROTHY
BAMBERGER, HELEN MRN: 02144782	Fin Class: Medicare Acct: 0214478284	02/08/17 10:30AM		02/09/17	IP E&M	NOLAN, GRACE	Progress Note	NOLAN, GRACE	Att: CHANDLER, KEITH Adm: TURNER, DOROTHY
BONNET, LOLA MRN: 02144788	Fin Class: HMO Acct: 0214478890	02/05/17 08:40AM		02/09/17	Not Coded		Progress Note	NOLAN, GRACE	Att: DOLAN, JUDITH Adm: TURNER, DOROTHY
DARR, MOLLY MRN: 02144791	Fin Class: Medicare Acct: 0214479193	02/05/17 08:20AM		02/09/17	Not Coded		Add Note		Att: UNDERWOOD, HARVEY Adm: TURNER, DOROTHY
DAVIDSON, HENRY MRN: 02144842	Fin Class: Medicare Acct: 0214484243	01/31/17 12:50PM		02/09/17	Not Coded		Add Note		Att: TEAGUE, JESSICA Adm: TURNER, DOROTHY
FRANKLIN, SHIRLEY MRN: 02144794	Fin Class: Acct: 0214479495	02/09/17 05:45AM		02/09/17	Other E&M	TURNER, DOROTHY	Add Note		Att: SIMMONS, BENJAMIN Adm: TURNER, DOROTHY
GACY, JOHN MRN: 02144846	Fin Class: Medicare Acct: 0214484647	01/31/17 12:50PM		02/09/17	Not Coded		Add Note		Att: DOUGHERTY, KRISTINE Adm: TURNER, DOROTHY
HEATH, NEIL MRN: 02144800	Fin Class: Medicare Acct: 0214480002	02/08/17 01:30PM		02/09/17	Not Coded		Add Note		Att: THOMPSON, GLEN Adm: TURNER, DOROTHY
IVEY, AARON MRN: 02144803	Fin Class: PPO Acct: 0214480304	02/05/17 02:50PM		02/09/17	Not Coded		Add Note		Att: CHAN, RHONDA Adm: TURNER, DOROTHY
MOON, ALFRED MRN: 02144805	Fin Class: Medicare Acct: 0214480507	02/08/17 10:30AM		02/09/17	Not Coded		Add Note		Att: HUNT, TAMARA Adm: TURNER, DOROTHY
OATES, BETSY MRN: 02144808	Fin Class: Medicare Acct: 0214480808	02/05/17 08:20AM		02/09/17	Not Coded		Add Note		Att: MCINTYRE, GRETCHEN Adm: TURNER, DOROTHY

*This is the main report run for a provider who has access to see their department information.*

## ROI Scenarios

- A 50-physician hospitalist group on Long Island increased its revenue year-over-year by \$1.7 million.
- A hospitalist practice in Westchester County, New York identified 65 clinical notes with missing professional charges in just one week.

PatientKeeper's charge-note reconciliation tool automates the process of reconciling clinical notes and professional inpatient charges – from any EHR or billing system – to find the 10-15 percent of professional charges that many healthcare providers unknowingly fail to submit.

## Key features and capabilities

PatientKeeper has a core competency and proven expertise in healthcare system integration, and in capturing and processing professional charges, born of nearly 20 years of experience. As a result, PatientKeeper can:

- Extract clinical notes from many different systems – and has done so at numerous client sites
- Link the authors of clinical notes to users in PatientKeeper, and provide insight into who saw a specific patient
- Reconcile charges and notes at the department level or the physician level
- Support practice management teams' efforts to find lost professional charges based on the presence of a clinical note
- Apply automated logic to optimize the charge capture process, ensuring that no billable service goes unnoticed

The screenshot displays the PatientKeeper interface for a patient named ANGELINE, MONA (92Y Female) with MRN 02144779. The interface is divided into several sections:

- Notes:** Contains a clinical note titled "EXAM" with vital signs (Temp: 101.2 F, HR: 106/min, BP: 127/81 mmHg, RR: 26/min, FSBC: 174 mg/dL) and I/Os. It also includes sections for CONSTITUTIONAL, RESPIRATORY, and CARDIOVASCULAR findings.
- DATA:** Lists lab results for PT/INR (15.8 HH, INR 1.4 HH, PTT 37.9 HH) and BMP (148N, 103N, 17N, 5.8HH, 320HH).
- Critical Care:** Features a "Charges" section with a search bar and "Pickers" and "CPT" buttons. Below it is a table of charges with columns for favorites, inpatient status, and specific charge codes (e.g., 99231 IP subs 1 - 15 min, CC 135-164 min).
- Diagnoses:** Includes an "Existing" section with an "Add all" button and a list of categories like Arrhythmia, Chest Pain, and CHF.
- Selected Codes:** A sidebar on the right shows a list of selected codes, including N17.0 Acute kidney failure with tubular necrosis, E11.29 Type 2 diabetes mellitus with other diabetic kidney complication, and A41.9 Sepsis.
- Actions:** At the bottom, there are buttons for "Hold For Review", "Submit", "Submit Draft", "Send to Outbox", and "Cancel".

*A user can display a note and enter the associated charge to ensure that they are selecting the correct information.*

## About PatientKeeper

PatientKeeper® Inc. is the leading provider of healthcare applications for physicians. PatientKeeper's highly intuitive software streamlines physicians' workflow to improve productivity and patient care. PatientKeeper's CPOE, physician documentation, electronic charge capture and other applications run on desktop and laptop computers and popular handheld devices and tablets. PatientKeeper's software integrates with many existing healthcare information systems to effectively support healthcare providers in adopting technology, meeting MACRA requirements, and transitioning to value-based care. PatientKeeper has more than 60,000 active physician users today.

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