Streamline the Work Physicians Do When They’re Not with a Patient – and Reap Significant Revenue Benefits

A physician’s first priority is patient care, but the parts of a physician’s job that occur out of sight of patients are critical (and time-consuming) nonetheless. Anything that can be done to streamline those non-patient-facing aspects of physicians’ daily workflow can yield significant revenue and efficiency benefits to physicians and the entire organization. In addition, with MACRA implementation now underway, provider organizations face new challenges as they migrate to value-based payment models and institutionalize related performance measures, reporting requirements, and compliance exercises.

PatientKeeper helps physicians stay focused on job #1 by offering a range of innovative and intuitive software applications – available on Web-connected computers and as a native mobile app – to expedite the financial, documentation and communication tasks that are part of their day.

But physicians aren’t the only beneficiaries. Billing and coding professionals love PatientKeeper because it dramatically reduces the need to consult clinicians about charges submitted days or weeks earlier. With ready access to clinical notes and communication tools, staff can easily resolve issues without interrupting physicians or delaying the submission. And when clinical notes and professional charges don’t align, PatientKeeper can automatically identify discrepancies that enable previously missing charges to be captured, ensuring providers bill all the dollars to which they are entitled.

Also, PatientKeeper lets everybody speak their own language. With IMO (Intelligent Medical Objects), clinicians can enter a diagnosis for a patient Problem List without altering the terms they would normally use for that diagnosis. IMO features more than 190,000 clinician friendly terms,
PatientKeeper has more than 65,000 active users worldwide.

which capture clinical intent and result in billable codes. Allowing physicians to search with familiar terms, rather than forcing them to remember and use the often awkward and cumbersome ICD-10 coding language, makes using PatientKeeper applications even easier.

**Start with a versatile patient list**

The patient list is a core piece of functionality that sits at the heart of every PatientKeeper application, including charge capture and documentation. PatientKeeper’s newly re-designed patient list addresses the complexities of today’s hospital environment — a world in which providers have dynamic coverage schedules and work in shifts, and nurses need to know which hospitalist is covering which patients at any given time. That’s why the PatientKeeper Patient

**Physician Portal Charge Status view**

List allows for flexible team assignments, and provides views to show various care team and patient relationships. Individual users can build and display their patient list in whatever way is most convenient and meaningful to them, either on PatientKeeper’s Web-based portal, or on a tablet or smartphone.

**A comprehensive charge capture solution**

For more than a decade, PatientKeeper Charge Capture™ has been the automated billing workflow solution that easily fits a clinician’s work style, enabling providers to record charges for services they deliver quickly and easily — at the point of care, in the office, or anywhere in between. Physicians can view and select the appropriate ICD-10 diagnosis codes with the confidence that their selections will be mapped to the appropriate billing codes upon submission. Real-time code edits check for common coding errors and alert physicians at the time of charge entry. A comprehensive array of code edits, including CCI- and LCD-based edits in addition to client-developed rules, result in far fewer instances of costly resubmissions that miss the claim-submission window. Charge Capture also identifies potentially missed charges and reduces defensive “down-coding.” In addition, PatientKeeper offers functionality that streamlines infusion billing and outpatient technical billing.

**Charge-note reconciliation maximizes revenue**

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. 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.
About PatientKeeper

PatientKeeper® Inc. is the leading provider of healthcare applications for physicians. PatientKeeper provides highly intuitive software that streamlines physician workflow to save physicians time and improve patient care. Currently the company is developing an innovation platform to make IT an indispensable tool for 21st century clinical care. 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 65,000 active physician users today.

Real-time understanding of your revenue

PatientKeeper Analytics™ is a sophisticated, yet easy-to-use analysis and reporting tool that offers powerful functionality right out of the box. It gives you a complete decision support environment for analyzing the billing data created by PatientKeeper Charge Capture. Using proven business intelligence (BI) technology, PatientKeeper Analytics provides valuable information by highlighting relationships, correlations, patterns, and other analytical insights to pinpoint problem areas. Data is displayed both through visual dashboards and ad-hoc deep dive reporting.

Charge Quality Reporting captures key quality measures

PatientKeeper Charge Quality Reporting acts as a seamless add-on to the charge capture process, offering the ability to capture and report compliance information for any of the CMS claims-based measures (formerly PQRS). During the charge capture process, PatientKeeper Charge Quality Reporting prompts the user with simple, context-appropriate questions that are relevant to the patient demographics, diagnoses and procedures. With just a few additional selections, the physician can submit appropriate compliance data.

A useful, physician friendly documentation tool

With PatientKeeper NoteWriter™, hospitals and physician practices can replace paper with more accessible, legible and trackable electronic notes. NoteWriter puts all of the relevant patient information in one place, so physicians can easily access clinical data such as lab reports alongside their own progress notes, saving time and improving patient care.

Ensure communication at hand off goes smoothly

PatientKeeper Sign-Out™ improves communication and workflow between physicians at the transition of care. Physicians save time, while avoiding missed tasks or overlooking crucial patient information that needs to be passed along at shift changes. Sign-Out provides a continuity of care tool that facilitates faster discharges, enhances patient safety, and aids compliance with Joint Commission patient safety requirements.