eORders™

Feature List

Covering the entire perioperative space

Abstract

As HealthNautica's web-based **eORders** software application platform continues to evolve, with input from our customers, **all** features are made available at **no additional cost**.

eORders covers:

- Surgeries and Procedures (e.g. GI, Cardiac, Ophthalmology, OBGYN, IR, Pain)
- Diagnostic and Screening Tests
- Patient Self-Scheduled Screening Tests

The goal is to offer an easy-to-use, cloud based, single, comprehensive, and easily customizable no-risk platform that fulfills all the actionable strategies below:

a. Streamline and standardize the scheduling process helping physician offices get it right the first time
b. Eliminate unwarranted 24-hour cancellations
c. Address First Case on-time Start (FCOTS)
d. Reduce denials and payment reductions
e. Grow surgical volumes
f. Improve patient experience and outcomes with built-in support for ERAS, NSQIP, VTE and SSI measures.

eORders imposes no burden or obligation to alter workflow.

eORders is EHR agnostic and works equally well with all the EHRs.

The features list is categorized by topic to make it easier to follow.

Interfaces

- HL7 interface with Hospital EHRs - Epic OpTime, Cerner, Meditech, AllScripts.
- X12 interface with Hospitals EHRs – Epic OpTime, Cerner, Meditech, AllScripts.
- Interfaces with OnBase – a content management Epic approved software vendor.
- Interfaces with ActiveFax – a content management software vendor.
- Interfaces with Physician EMRs – Epic, Athena Health, NextGen, gGastro and AllScripts.

During Physician Office Submission

- Enforce mandatory vs. optional fields on the customized Surgery or Procedure Form
- Enforce dependencies between fields on the Surgery or Procedure Form
- Track and highlight changes to provide a clear audit trail
- Allow customized Standing Orders, evidence-based Prep Instructions and Procedure Descriptions presented as check-box choices
- Allow customized procedure-based templates
- Provide Hospital guidelines documentation e.g. antibiotic usage; anesthesia
- Prevent overbooking based on provisioned OR occupancy thresholds
- Provide waitlist capability
- Trigger embedded clinical alerts

Revenue Cycle Management

- Enforce CMS rules and edits – IPO; First Assist; Prior Authorization; RAC Audit; Medical Necessity; Medical Necessity Documentation Requirements; PRO PM for THA and TKA;
- Enforce State rules and edits – Prior Authorization; Sterilization Consent
- Enforce Commercial payer rules and edits – UHC rules related to ASC vs. Hospital
- Initiate automatic verification of Insurance Eligibility
- Initiate automatic and timely Prior Authorization
- Detect and handle Out-of-Network payers

- Fulfill CMS mandate for PRO PM for THA and TKA surgeries
- Issue CMS Advance Beneficiary Notice (ABN) if applicable
- Enforce Hospital specific rules and edits e.g. implant cost exceeds 50% of reimbursed amount

Patient Engagement

- Encourage online Preregistration and Health History submission
- Facilitate PAT Nurse Appointments
- Facilitate Preoperative Class Signup
- Encourage completion of the CMS mandated preoperative PROM THA and TKA survey
- Initiate automatic Reminders
- Initiate Preoperative Instructions
- Initiate Arrival Time Notifications
- Communicate using text messages at any point in time for any reason
- Convey patient status updates to family members
- Initiate Postoperative Care Instructions
- Initiate Postoperative Clinical Surveys (e.g. NSQIP, MBSAQIP, Total Joint)
- Initiate Postoperative Patient Satisfaction Surveys
- Allow completion of the CMS mandated postoperative PROM THA and TKA survey

Provider Engagement

- Provide real-time access to upcoming cases through smart phone app
- Initiate notification of procedure lineup for the next day
- Initiate First Patient Arrival notification
- Initiate last minute cancellation notifications

Staff Engagement

- Initiate First Case notifications for the next day to all concerned staff members

Outside Services

- Alert and coordinate with Vendor Reps
- Alert and coordinate with PCPs for History & Physical
- Alert and coordinate with Specialists (e.g. cardiologist) for Clearance
- Provide a clear line-of-sight to Anesthesia Care Team across multiple departments as well as multiple hospitals within a Health System

Operational

- Support Enhanced Recovery After Surgery (ERAS) protocols
- Track Patient Readiness for Surgery
- Coordinate presurgical care in the case of Patients with implantable devices
- Print Patient Consent for Surgery and Anesthesia
- Identify dual-cases automatically
- Allow Physician Offices to release Block Time electronically
- Support customized alerts tailored for each hospital's concerned department (e.g. Surgery, GI, Cardiac)
- Support customized routing to other departments (e.g. PAT, Pharmacy, Radiology) following the Scheduling department
- Generate and report CMS mandated data for THA and TKA to AAOS AJRR

Growth

- Alert physician offices automatically as rooms become available when unused blocks are released
- Display Surgery Grid to Physician Offices depicting OR Availability in real time
- Display Block Utilization in real time to optimize Block Time allocations
- Allow Broadcast of OR Availability to all or a select group of Physician Offices

Patient Self-Scheduled Screening Tests

- Skip the hassle of having to call central scheduling during office hours and being put on hold
- Go online and choose a convenient date and time for your appointment
- Reschedule your appointment online if necessary
- Cancel your appointment online if necessary

Diagnostic Template Design

- Provide Graphical User Interface (GUI) tool to design Diagnostic template with associated charges from the Charge Master
- Allow Charge Master upload for ABN