

100

Trends Driving

Healthcare Automation

Your Practice

Should Be Using



The COVID-19 pandemic created a massive disruption in healthcare facilities and revealed the need for increased automation of healthcare services.

This automation has facilitated improved patient access and continuity of care through telehealth, mobile health services, and enhanced scheduling that puts the patient in charge. For the practitioners, benefits include streamlined office practices, better communication, EHR access across providers, and stronger financials.

This eBook explains 10 trends driving healthcare automation and how independent physical practices and other medical healthcare professionals can benefit from these changes.

1 Healthcare Continues to Move to the Cloud

The coronavirus pandemic led many healthcare offices to realize that they needed to fully engage the benefits of telehealth to best meet their patients where they are. One essential component of telehealth is using cloud capacities to store, manage, and access patient data. With advanced security protocols, cloud software helps you demonstrate HIPAA compliance while giving practitioners the flexibility to meet patients' needs and the scalability to grow their practices.

Migrating patient data and other healthcare information to the cloud safely and efficiently is paramount. Doing so effectively can decrease overhead costs, allow a broad view of financials, improve patient satisfaction, and enhance the face-to-face time practitioners spend with patients.¹

2

Billing with Automated ICD-10 Updates

The World Health Organization released the 10th version of the International Statistical Classification of Diseases, or ICD-10, in 2019. This tool helps streamline the making of diagnoses between healthcare practitioners and simplify patient records, but healthcare offices can do

more with it. The ICD-10 can improve billing processes through automated updates. Medicaid and Medicare providers require the ICD-10 CM to bill insurance at agreed-upon rates.²

Practitioners can integrate automated updates to the ICD-10 into payment

systems for healthcare offices. Using the ICD-10 for billing can improve your first-pass rate (FPR) for faster reimbursement by insurance companies. A higher FPR can save healthcare offices thousands of dollars, improving patient care.³



3

Adopting High-Tech Patient Engagement Tools

The front office can be a hectic area of your practice, full of manual processes that lead to chaos and frustration, and you don't want to leave a negative impression on your patients.

Instead, you can boost your patient relationship management using the AdvancedMD patient engagement suite. It will instantly help improve patient communications and manage population health for your medical practice. These high-tech patient engagement tools can help with many areas, including:

- Scheduling appointments
- Viewing patient photos and demographic information
- Searching for patients
- Adding new patients and editing information
- Scanning insurance cards and driver's licenses
- Assigning forms to the patient at your iPad kiosk

Using high-tech patient engagement tools helps create a more tailored patient experience and higher patient satisfaction. Check-in kiosks allow patients to input the symptoms that they are experiencing digitally; patients can transfer this information directly to the practitioner, including the patient's medical chart, for faster, more accurate treatment. Additionally, online bill pay and patient tracking help save time, leading to a more efficient office and satisfied patients.

Scheduling Appointments Are Faster and Easier Than Ever

Experts who study practice operations and productivity claim employees can spend

eight minutes on the phone scheduling appointments with patients, which can add up to 70 hours a month. Work smarter with online patient scheduling.

Post a link on the website that is easy for patients to just click on and schedule an appointment. You can accept or deny requests. The engineers at AdvancedMD have made online patient scheduling effortless, so you don't have to buy anything extra for the program to function. The setup of online patient scheduling is quick and easy, taking less than two minutes.

You'll reap several benefits from using an online patient scheduling system within your medical practice. You'll not only receive more patients, but they will actually make it to their appointments. Beyond more patients and more show-ups, you'll receive more positive reviews for a better reputation. Finally, you will have more time to focus on patient care instead of spending hours scheduling appointments. As a result, you'll have more money for your practice!

Online Billing Statements for Convenient Online Payments

Paper statements lead to high amounts of uncollected patient payments. Don't waste your time and money with costly printing, addressing, stamping, and mailing hundreds to thousands of paper statements. Industry experts recommend an online payment system for your patients because paperless statements can cut costs and phone calls up to 50 percent or more.

If you see 20 patients daily, that can add up to \$500 per month with paperless billing.

AdvancedMD has the convenient, integrated technology your practice needs to help patients make payments faster. This easy process enables you to save labor, resources, and money. Instead of wasting your time and money, automation pushes text or email statement notifications when you do your billing run. Patients can sign into the patient portal to see their outstanding balance, pay in full, make a partial payment, and more, and a receipt is emailed automatically.

Online payments allow patients to:

- Receive alerts via text and email and pay with a single click
- View and download detailed statements
- Manage a credit card or payment plan on file
- Access payment history
- Download credit card receipts for taxes
- Pay the total balance or any other amount

These high-tech ePayments satisfy the patient demand for electronic statements and reminders, all the while reducing uncollected patient payments, thanks to the convenience of self-service features within online portals. Managing ePayments for your practice will save you time, money and get you paid faster.

It is time to discover patient relationship management with iPad check-in kiosks, patient portals, and consent forms. You will have greater clinical efficiency and quality of care as well as the security to keep your practice compliant with this high-tech software.



4 Increasing Cybersecurity Measures

Cyberattacks on healthcare facilities, including public hospitals and private practices, have received increasing amounts of attention from media headlines. Some providers have been forced to cancel procedures, even for critically ill patients, because cyberattacks crippled their systems.⁴

Advanced digital technology can help lower costs while streamlining patient processes, billing, and scheduling. However, the last thing you want to encounter is a data breach that can lead to a lawsuit for HIPAA violations. Security that includes multi-factor authentication, cybersecurity, data privacy, and data breach prevention will prevent this worst-case scenario.⁵

5 Mobile Healthcare with Unified EHR

Mobile health uses every device available: tablets, laptops, and smartphones to deliver healthcare services. Many patients already use a variety of apps on their phones and watches to track valuable data, such as sleeping patterns, exercise, food intake, pulse, and blood sugar. The Health App by Apple even allows integration of the patient's electronic health record (EHR).

Mobile health when unified with your practice management system provides complete access to all your practice information. With a unified platform you can more easily

improve patient outcomes and satisfaction while streamlining delivery with better access to all your practice information. Be aware, you can encounter some requirements in implementing these solutions as part of a medical practice. Providers need to actively dispel disinformation around healthcare while providing accurate and timely resources to guide patients. Mobile EHR can be an invaluable asset, but providers must ensure that HIPAA is respected; these apps can be a target for cybercriminals and become subject to data breaches.⁶



6 Smart EHR Dashboard

Mobile apps are not just for patients; providers can utilize an array of apps as part of a smart EHR dashboard. Task donuts provide visual glimpses into the biggest priorities of a healthcare office, with a real-time update. They also alert providers to urgent information that needs immediate attention, such as abnormal lab results. Selecting a donut will automatically take the practitioner into inbox messages related to that particular task, helping to streamline the process further and accomplish tasks more quickly.

Scheduling snapshots give providers an at-a-glance look at the patients they will see, the purpose of the appointment, and how much time the appointment is expected to take. They can use that information across the office to reschedule, mark no-shows, and get patients checked in and seen sooner. The result is seamless patient monitoring, whether the patient is in an outpatient facility, hospital, or even using telehealth.⁷

7 Implementing Innovative Applications

A wide variety of healthcare apps can help manage and streamline every aspect of a medical practice, from hiring, managing, and retaining staff to patient and insurance billing to direct communication between patients and providers. Before implementing any app that will manage sensitive patient data, providers must ensure

that the app supports HIPAA compliance and may want to also consider what additional levels of cybersecurity the platform provides.

Apps can facilitate telehealth conferencing, integrating RPM data and other aspects of the patient's EHR to ensure the most accurate and timely

treatment possible. They can also simplify scheduling, allowing the patients to make appointments themselves, confirm or reschedule, and send appointment reminders. The use of healthcare apps enables remote operations through virtual collaboration.⁸

8 Establishing a Partner Marketplace

A significant advantage of implementing high-tech, digital solutions for healthcare automation is the level of interoperability that a medical practice can achieve. This interoperability extends through the practice, across providers, to the patient, and can even reach the insurance companies.

Implementing a partner marketplace will connect a practice directly to all major insurance providers to ensure easy payment and increase FPR rates, potentially saving the practice thousands of dollars each month. Additionally, partner marketplaces can provide quality control for incidents such as errors in billing coding and denied claims.⁹



9 Complete Interoperability and Connectivity

Fragmented data siloed in containers that do not talk to each other makes accessing critical medical data difficult. When a patient needs an immediate, life-saving blood transfusion, time spent waiting for the results of a blood test may be time that the patient does not have; an integrated system that connects directly to the EHR, including from separate providers, can be life-saving.

Application programming interface, or API, allows two computer systems to share data with each other. API powers the interoperability that enables providers to communicate with each other and with the EHR, even when using different platforms, as well as with payers and the patients themselves. Healthcare practices can integrate their medical practice systems through interoperability, connectivity, and

API for flawless data interchange and better continuity of care. As these trends in automation move forward and healthcare becomes more digitized, API will become increasingly indispensable in providing a seamless and enhanced patient experience.¹⁰

10 Financial Reporting with a Standard Report Center and Advanced Reporting & Analytics

Healthcare offices regularly lose parts of their revenue through outdated financial reporting, and disruptions caused by COVID further revealed the need for improved financial software. A standard report center for financials can prevent that loss by integrating key aspects of performance, including accounts receivables and collections. Snapshots

generated by a standard report center can break down big data on financials, enabling providers to save costs while not compromising the quality of care.¹¹ A standard report center in addition to advanced reporting and analytics can improve your healthcare practice by giving you greater insights into your practice.

Get a bonus infographic

See a high-level overview on the 10 trends driving healthcare automation and how independent physical practices and other medical healthcare professionals can benefit from these changes. From accessing patient information from any device at any time to sharing that secure patient information with other providers, you can offer personalized services for the best health outcomes. Boost your patient engagement with automated healthcare tools, and, in turn, you will instantly improve your reputation, making your practice even more successful.



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