

Brief description of EMR-Centric services offered by Seyyone

We can save the physician precious time!

How ?!

Preloading HPI (History of present illness) in SOAP note

- Seyyone's team will go through all the previous medical records of the patient and gather all the relevant information which would be useful for current visit.
- The team will then load this information into the HPI (history of present illness) part of the SOAP note.
- When the patient comes in, provider would be able to see that the HPI is already loaded with all the relevant information, so that he/she need not check all the previous records, which saves a lot of time.

What we require:

- a) We need to know if the doctor has any specific instructions on how to fill in the HPI.
- b) We need to know if there is an option of creating a chart well ahead of the scheduled appointment time.

Virtual Scribing/Remote Medical Scribe

- Seyyone's Scribe will be listening to the provider's conversation with the patient from a remote location.
- The scribe will enter the relevant details into the EMR, real-time, and build the SOAP note as the discussion with the patient progresses.
- The provider can check, and if all the details in the EMR are correct, then he can digitally sign-off the SOAP note, so that the SOAP note is ready before the patient leaves the consulting room.
- This helps the provider to meet out the condition of "meaningful use of EMR" and also saves a lot of time for the provider.

What we require:

- a) Remote access software: Software which allows us remote access of the doctor's PC. This needs to be installed in all the PCs that the doctor is going to use for consultation.
- b) Chat messenger: A chat messenger installed like Skype which allows us to listen to the conversation real time. This needs to be installed in all the PCs that the doctor is going to use for consultation.
- c) JABRA/POLYCOM device: A device which can act both as mic and speaker when connected to PC. An amplifier connected with it will enhance the listening capability of a scribe. This needs to be installed in all the PCs that the doctor is going to use for consultation.

Medical Transcription/EMR Transcription

Seyyone's team will listen to the dictations and transcribe them offline into word documents and upload them into EMR or transcribe directly into the EMR as per the providers requirements and their EMR setup.

What we require:

- a) We would like to know whether there are any specific instructions to be followed while transcription.

We can assist with your back-office EMR works, your back-office staff can be optimally utilized to assist you with patients!! How ?!

Filing/indexing medical records into EMR

Seyyone can file/index any of the following reports and such into the EMR system

Labs	MRI
Consult	Discharge
Pathology	Urinalysis
Prior Authorization	Bankruptcy
Disability forms	Workmen's compensation

- Provider's office will scan all the documents/reports/images under different categories namely TASK, FILE, MISC, UA, PSA, NEW PATIENTS, or with PATIENT NAMES and the batches of scanned files may be uploaded into EMR.
- Seyyone's team opens the scanned images in each batch, read the details and enter the details into EMR and file them under different categories like PSA, Urinalysis, X-ray, Labs, History and Physical, Operative note, Insurance authorization, etc.
- Ultimately each scanned image will be moved into the respective patient's chart and automatically indexed

under appropriate category. This will help the physician access the entire medical history of the patient. The back office staff will be available for the doctor to assist with patients rather than sitting before a computer working on EMR.

What we require:

- a) All the scanned medical records need to be uploaded into the image repository of the EMR or to a secured server.
- b) We need to know what document category/document type we should fill in while indexing the records.
- c) We need to know what to do about the illegible records/records with no patient name/records with ambivalent details.

Abstracting/updating Lab values/Medications/Allergies in EMR

- Provider's office will scan all the reports with details of lab/medications/allergies which will be directly uploaded to the EMR.
- These reports will be indexed by Seyyone's team under the patient names.
- While indexing, the team will read the details of the lab/medications/allergies and key the data into the EMR.
- Seyyone can thus help you relieve your skilled back office staff from EMR work and make them available for the physicians to help with their patients, for history taking, assisting them with in-clinic lab works, etc.

What we require:

- a) We need a user login for EMR to explore and practice for two days.
- b) We need to know what labs we need to abstract in EMR.
- c) We need to know if there are any specific instructions that we need to follow for filling in the lab values.
- d) We need to be informed what are the lab reports that need their values updated in real time for billing.

Checking updation of orders for follow-up patients using appointment list/inbox checking/wish list

- Seyyone's team will check whether all the patient's orders for the previous visit have been carried out and all the lab reports/diagnostic reports for those orders are available for the upcoming visit, well in advance.
- If any of this is missing, Seyyone's team will inform provider's front desk, so that they can contact the patients and remind them to complete those orders before they come for their appointment.
- The physician will have a complete consultation and the patient would be extremely satisfied. The physician will not lose any time searching for labs and thus can see all patients scheduled without any hindrance.

What we require:

- a) We need to have access to the patient appointment list.
- b) We need to know to whom do we send the e-mail to if the lab results are not available.
- c) We need to know how do we send the e-mail (via EMR e-mail or corporate e-mail).

Remote Printing of medication lists

- Seyyone's team will access the next day's appointment schedule of each doctor. The team will access the medication list of each patient in the order of their appointments and print them.
- The medication lists will be printed for each doctor's appointments separately in an organized way so that each doctor will have their patients' medication lists printed in the order of their appointments.

What we require:

- a) We need to have access to the patient appointment list.

- b) We need to have remote access to the printer at the practice. The printer should be left on with adequate amount of papers overnight so that we can remotely print the medication lists.

Faxing charts to referring physicians

- Seyyone's team will access the chart notes of patients seen a week before. The team will search and find the respective referring physicians/PCPs.
- Using the option in the EMR, the team will then fax the note to the respective referring physician/PCP.

What we require:

- a) We need to have access to the patient appointment list.
- b) We need to have access and rights to fax the chart notes via EMR.

Insurance Eligibility and Benefits Verification

- Seyyone's insurance verification team will be checking whether the patient's insurance is active, a week before the upcoming appointment.
- The team will access various insurance and gateway websites to find out whether the patient's insurance is active.
- The team would enter the status of eligibility of the patient as a log into the EMR along with details like co-insurance, deductions, etc., which the front office staff will check into and if the insurance is inactive or if there are any discrepancies, they will let the patient know and take necessary steps to avoid any hindrance to the upcoming appointment.
- This helps both the clinic and patient be aware of the insurance status before the upcoming appointment and thus making sure the clinic visit happens as planned.

What we require:

- a) We need to have access to all insurance and gateway websites.
- b) We need to format the log in the EMR according to the client's requirements.

Medical Coding

- Seyyone's certified coders will find the appropriate codes for the clinic visit, hospital visit and surgeries and update them into the EMR for charge entry.
- The coders are well trained in ICD-10.

What we require:

- a) We need to know what guidelines we need to follow for coding (1995 or 1997). Also if there are any specific instructions to follow
- b) We would need records of the surgery or consultations performed by the doctor in a different hospital for coding.
- c) We would need an excel sheet regularly updated with patient visit and insurance details which need to be coded.

Medical Billing

Seyyone's medical billing team is equipped to handle all the processes of revenue cycle management like:

- Charge entry
- Payment posting
- Denial management
- Accounts receivable management
- Credit balance resolution
- End-to-end process auditing.

What we require:

- a) We need to know what guidelines we need to follow for billing, if there are any specific instructions to follow.

What our Clients say:

- ✿ *I am reading the note on this patient before seeing him today and it is excellent. These patients who come in for surveillance cystoscopy with a hx of bladder cancer are difficult to follow because of a long and complicated history on many occasions with BCG treatments, positive cytologies, negative cytologies, positive biopsies for high grade, positive biopsies for low grade cancer, etc. This summary is really helpful.*

Urology Client, USA

- ✿ *Thank you for continuing to do a wonderful job with our transcription! Great job! I'm impressed. Thank you so much! I'm excited that this transition is turning out to be easier than I was expecting.*

Office Manager, Neurosurgeon's office, USA

- ✿ *Hi, Today I had a busy schedule and little down time. I was also "doctor of the day" and had perhaps twenty interruptions and yet I saw them all with lots of time to spare, felt I had a good handle on the information on each and had the notes done and the charges coded before 5 PM. Hats off to the Scribe team too.*

Urologist, USA

- ✿ *We are very pleased with you and your team, and thank you for making it an easy transition.*

Office Manager, Plastic Surgeon's office, USA

Please visit seyyone.com to find out more



