

### EPM Safety and Security

In a continued effort to ensure the safety and security of your Enterprise Practice Management (EPM) system SyMed is changing the way you access data. In order to be in compliance with HIPAA guidelines all non-EMR offices will be required to use *user names and passwords* to log in to their EPM systems. Under HIPAA law SyMed is required to have password change procedures in place. SyMed is implementing a new policy requiring passwords to be changed every 90 days.

Pins will be disabled as of August 1<sup>st</sup>, 2009. SyMed staff will work with you to ensure the changeover from *pins* to *user names and passwords* goes smoothly.

### New user Roles

SyMed has completed the new user roles, as recommended by NextGen. The Superusers in your office will now be SyMed's main point of contact and will be responsible for any initial training and must complete SyMed's training within two weeks of their start date.

File maintenance is now restricted due to the amount of users that have been able to access and alter files in the enterprise system. As part of the new user roles SyMed will be responsible for any enterprise changes to reduce all system errors. The staff at SyMed understands that this is an inconvenience, but all high priority calls such as provider, payer and employer additions and changes will be answered promptly. Superusers also need to make sure to send SyMed documentation on any changes that need to be made to enterprise functions. Thank you for our patience and understanding during this transition.

### Patient Records 100% Merged

**By Michelle Haines— SyMed EPM HER Manager**

SyMed is proud to announce the process of merging patient records is complete. This is the first time since North Idaho Health Network took over SyMed, back in 2006, that patient records have been one-hundred percent merged.

In June of 2008 SyMed automated the system to merge patient records, drastically increasing the amount of duplicates SyMed was able to process on a daily-basis.

The SyMed staff will now be able to keep current on merging patient records as new duplicates are reported. When you come across a duplicate or a potential duplicate, please report it to Email Support immediately.

As a reminder when searching for patient records it is best to use as much information as possible including : first and last name, date of birth, and social security number.

We appreciate everyone's patience and want to thank you for all your help in reporting duplicates on a regular basis.

**Call for a FREE SyMed IT Solutions consultation at 208-666-2180.**

[www.SyMedsolutions.com](http://www.SyMedsolutions.com) email: [support@SyMedsolutions.com](mailto:support@SyMedsolutions.com)

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