

August 2009

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Goodbye Pins, Hello Passwords

In order to be in compliance with HIPAA guidelines, all non-EMR offices will be required to use *user names and passwords* to log into their EPM systems starting this month.

The switch from *pins* to *user names and passwords* is part of SyMed's continued effort to ensure the safety and security of your Enterprise Practice Management (EPM) system.

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.

SyMed staff will be contacting superusers and office managers to notify them of when the change will be implemented at their practice.

If you have any questions, please feel free to contact SyMed at 208-666-2180 or via e-mail at support@sysmedsolutions.com.

Reason Code Libraries

SyMed will be switching clients over to the new Revenue Code Library throughout the month of August. This is the same library for the HIPAA X12 codes, but the descriptions are shortened so you can view and read them better. SyMed will also remove the *All Patient reason code library*, as they are not HIPAA compliant. SyMed will send a crossover sheet with the old description and new description to each superuser and/or manager.

NextGen Training

A special thank you to all the clinics that participated in the EPM training at the beginning of August. The staff at SyMed hopes the training was useful and that you learned something new to help your daily workflow run more smoothly.

SyMed is planning to utilize Dottie again in the future and any input you have would be greatly appreciated!

Gateway EDI Partnership

SyMed and Gateway Clearinghouse are now working with St. Joe's ENT to implement Gateway EDI. Gateway EDI will allow St Joe's ENT to focus more effort on professional patient care, in order to improve office revenue and productivity. Gateway EDI is an alternative to electronic processing.

If your office would like more information on Gateway EDI Clearinghouse contact SyMed at 208-666-2180.

Taking Advantage of TeleVox



TeleVox[®]
HIGH TECH HUMAN TOUCH[™]

A growing list of North Idaho Health Network providers have contracted to take advantage of TeleVox HouseCalls. Kootenai Health Diabetes/Endocrinology, Kootenai Health Neurologists, and Kootenai MRI are the latest provider offices to sign up for the service.

TeleVox HouseCalls is an automated messaging system. Housecalls works seamlessly with your scheduling system and improves your office's bottom line. HouseCalls will help your office reduce communication costs, increase visits and reduce the number of no-shows.

Call **1-800-644-4266** to schedule a free HouseCalls demonstration and learn about special introductory pricing for North Idaho Health Network members.

Did You Know ?

When you export a report into Excel you can highlight the row containing the header information, then go to "filter" and it will enable drop-down arrows to filter each column the way you want it.



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

www.SyMedsolutions.com email: support@SyMedsolutions.com