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Amkai Solutions

The Only Complete Software Provider For Surgical Centers & Hospitals

May Newsletter

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Issue: # 5

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Nine Questions for Your IT Provider - and Yourself:

As technology-savvy people, we know that many of the conversations we have with doctors, administrators and staff at ASCs are full of technical white noise. We see your heads nodding in agreement while a mixture of confusion, discomfort and frustration radiates from behind your eyes. Believe it or not, we feel your pain and we want to help.

Three questions to ask yourself

There are questions you need to ask yourself and your board prior to engaging your providers.

1. What are our current technology needs?

Do you have enough servers, computers, printers, scanners, phones, software, networking, etc., to effectively run your operations? How old are they? Are they under warranty? Start by taking an inventory of all of your technology including make, model, serial numbers, service tags and to whom they are assigned. You will also want to track the purchase date and warranty expiration date for all equipment. Try searching online for Belarc Advisor, a free software tool for building a detailed profile of your installed hardware and software on each system.

2. What is our facility's five-year plan for technology?

Where is your facility headed? How often do you plan to upgrade your systems? Is your facility or its needs expanding in the future? You should plan to upgrade or replace your computers and servers every 3-5 years. High-use systems, such as a computer used by the nursing staff every day, might only last 2-3 years.

3. How much IT support do we use currently and is it enough?

Rather than look at your IT costs first, start with how much time your IT

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provider spends on-site or working on your systems. When you have an issue, is it resolved quickly and do you feel like they respond adequately and with appropriate resources?

Now take a look at your expenses. Do you find you're running out of support hours each month? Or do you pay by the hour/issue? Do you feel like you're spending more each month but getting less in return? This could be an issue with your provider or a sign that you are attacking your issues individually rather than holistically.

Six questions to ask your IT provider

The following questions, and the information you gather above, will give you the right framework to make informed decisions.

1. Based on our internal review, how well do you believe we are meeting our need and goals?

Start by reviewing your existing systems. Keep an open, engaged mind and don't be afraid to ask questions.

2. What experience do you have supporting ASCs and other medical facilities?

There are unique challenges to supporting medical facilities from an IT perspective. If your provider has little understanding of how HIPAA affects their work for you, you might want to look elsewhere for support.

3. Can you support my applications or just my hardware and operating system?

There is a huge difference between supporting your applications and supporting the servers on which the applications live. When your clinical applications aren't working correctly, you need a provider who can help you diagnose the problem fully.

4. How large and experienced is your team?

You want to know what resources your provider can call upon to meet your needs. If it is a two-person shop, it may not be available when you need them. But even the largest companies may struggle to meet your needs if they constantly send out new techs to support you. Look for a balance of size and experience.

5. Who on your team will work with us to define our needs and verify they are met?

Talk with your provider about your need for a "technology advisor" who can help you to make good technology decisions. Your provider should be willing and able to meet with you annually to review your technology needs and goals, how well it meets your expectations and requirements, and what it can do to improve in the coming year. Be sure to ask your provider about its service level agreement (SLA). This is the written commitment to you for how quickly and completely it will meet your needs.

6. Can you provide us with three references from ASCs or medical facilities? Make sure to ask the references how well the provider helped to define and meet their needs. Ask about response times, overall quality of support, and how satisfied they are as a client.

Stephen Campbell, COO, Mavicor

Mavicor, www.mavicor.com, is a leading ASC technology management company. Mavicor specializes in ASC application services, systems integration and consulting services, as well as the procurement and management of hardware and software.

New AmkaiOffice Features:

Transfer Between Billing Groups

AmkaiSolutions is excited to announce another important enhancement in AmkaiOffice - "Transfer Between Billing Groups." This feature will be available in the 3.3 release of AmkaiOffice. Most legacy systems in use today require a substantial amount of work to modify an incorrectly billed case; consequently, users have been requesting the "transfer between billing groups" capability in the legacy systems for years. **AmkaiSolutions** is excited to bring this workflow improvement to its clients.

New AmkaiChart Features:

Amkai GI OpNote

AmkaiSolutionsTM is pleased to announce another important enhancement in AmkaiCharts - "GI OpNote." This feature delivers the efficiency of an automated image capture and computerized op-note at an affordable price. Designed to work with Olympus or Fujinon Scopes, GI OpNote will improve accuracy and efficiency during surgery, thus allowing physicians to focus on patients and productivity. GI OpNote also improves coding accuracy by ensuring a complete description of the procedures and all elements for proper reimbursement.

AmkaiSolutionsTM is excited to bring this workflow improvement to its GI clients.

Amkai QuickNotes

AmkaiSolutionsTM is also pleased to announce another important enhancement in AmkaiCharts -Physician "QuickNotes." This feature allows a surgery center, surgical hospital or affiliated physician practice to substantially reduce transcription costs. QuickNotes is designed for surgeons to pre-format Op Notes for simple and repetitive procedures. QuickNotes is able to provide individual templates by procedure customized to each surgeon's specifications to ensure maximum flexibility and efficiency. **AmkaiSolutions**TM is excited to bring this workflow improvement to its surgeons.

AmkaiSolutionsTM welcomes new clients:

Freeman Surgical Center (Nueterra Healthcare)
Joplin, MO

Physician's Care Surgical Hospital (Nueterra Healthcare)
Royersford, PA

Longmont Surgery Center
Longmont, CO

Up Coming Events:

Annual Orthopedic and Spine Driven ASC Conference

ASC Association and Becker's Review

<http://www.beckersasc.com>

June 10-12, 2010
Chicago, IL

Gulf States ASC Conference

June 15-16,
New Orleans, LA

Arizona ASC Association Summer Conference

June 17-18,
Sedona, AZ

The 2010 National Revenue Cycle Symposium

Two day symposium will cover advanced medical coding, compliance plans and revenue cycle management topics.

http://mdstrategies.com/2010_symposium.htm

September 9-10, 2010
Las Vegas, NV

AmkaiSolutions™ delivers comprehensive information management for outpatient surgery providers across every stage of administrative and clinical workflow.

AmkaiSolutions™ 's suite of business management, electronic health record, CPOE, e-prescription, and related applications promotes streamlined operations, structured data exchange, and patient safety.

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