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# Amkai Solutions

The Only Complete Software Provider For Surgical Centers & Hospitals

## June Newsletter

### In This Issue

[Taking Care of Business](#)

[Empowering your Patients](#)

[AmkaiCommunity](#)

[Up Coming Events](#)

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### Taking Care of Business:

You shouldn't have to choose between taking care of patients and taking care of business. A medical billing service can allow you to do both extremely well.

A Medical Billing Service Company can remove the daunting task and the day to day worries of staffing and the time involved in the management oversight required of a billing staff. Let the experts with their multiple resources of knowledge and support handle your medical billing. In many cases, a medical billing service will offer the practice management software they currently use or they may agree to use the software you already have. Often a billing service can also offer a variety of other services to your facility such as an analysis of your fee schedule, coding audits, and credentialing.

Many Billing Services have affiliations with Practice Management systems and these are offered through an ASP model at a reduced rate. If your current system is antiquated, this will allow you to upgrade to more current software without the significant upfront costs of software, hardware, and IT support.

There are many things to consider when choosing a Billing Service:

1. What services do you require and is the Billing Service able to provide these services? You should confirm that you are allowed to choose the services and processes that most appropriately fit the needs of your center and may modify those services at any time.
2. Does the service have experience in the procedures and services you perform?

3. Will you have one point of contact at the service? Although there may be numerous staff working on your account, you should always have a single point of contact. This contact should always be available to you even outside normal business hours.

4. Will you have access to your data at all times? Is the information in the database yours should either party terminate the contract? These should be requirements

5. Check references of the billing service. You want ensure a qualified service will be handling your account

6. Are you locked into a long term contract? A Billing Service that is confident in the level of service they provide will not require a long term contract. If they do not meet your needs and expectations, you need to have the option to terminate within a reasonable timeframe, usually 30 days.

7. Does the service provide full time IT support? Do they do a daily backup of your database and what is the protocol of the storage of these backups? Are security controls in place to minimize unauthorized access to critical data?

8. Is the IT Support team multi-dimensional? Are they aware of new concepts and practices to the healthcare industry? Can they explain complicated processes and workflows into layman's terms? Do they have access to third party resources?

9. Is the software platform flexible? Does it allow hosting of approved third party software? Does the system integrate/interface with external vendors?

While administrators and providers may prefer to have the billing services on site, the same accountability and access to your billing representatives can be achieved with open and consistent communication. By delegating your medical billing to a Billing Service Company, you allow your management team to concentrate on the care of patients while they are at your facility.

Management Resource Group, LLC [www.mrgllc.net](http://www.mrgllc.net) is a medical billing and consulting firm which provides billing and software support services to over 80 practices and surgery centers consisting of over 350 providers located in 9 states. Clients range in size from one doctor practices to large multispecialty groups, hospitals and surgery centers. In addition to billing and collections, Management Resource Group, LLC provides a comprehensive list of services including credentialing and consulting. 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.

Pia Bordelon, Director of Operations  
and the Management Team of Management Resource Group, LLC.

[www.mrgllc.net](http://www.mrgllc.net)

**Empowering your Patients:**

Intuit Health Group (Formerly Medfusion), subsidiary of Intuit is dedicated to providing robust and easy-to-use solutions to doctors and other providers and their patients that address the clinical, administrative and financial side of Ambulatory Surgical Centers, Surgical Hospitals and other affiliates of AmkaiSolutions.

AmkaiSolutions' customers will now be able to redirect hundreds of hours of paperwork and phone time to patient care by allowing patients to use the Internet to set up an "account" to provide the facility with their demographic and medical history. This will improve accuracy and streamline the entry of important information into AmkaiOffice, and AmkaiCharts, the company's management and EMR systems.

Facilities will also be able to provide patients with "Protected Health Information "(PHI) using Medfusion's Secure Messaging solution to expedite patient-physician communications like health maintenance, lab results, pre and post operative directives and appointment reminders. Plus, additional forms can be added to the portal to provide various types of information to a single patient, group of patients or to all of a center's patients as a general broadcast. The benefits of the portal extend beyond the front doors of the surgical centers and into each one of the participating physicians practices. Physicians utilizing a ASC for procedures will know be able to direct their patients online to conveniently complete and review all aspects of their pre operative and post operative needs.

"Our mission and focus is always about finding the right partnerships to enhance our comprehensive software solutions for outpatient healthcare. By adding Medfusion's patient portal to our full spectrum approach, we are able to offer our customers a patient portal solution that will empower them to optimize their office efficiencies and provide value to their patients," said Joe Macies, CEO of AmkaiSolutions.

AmkaiSolutions' clients are already taking advantage of this partnership. Rush SurgiCenter in Chicago, Ill was one of the first AmkaiSolutions clients to offer a Medfusion Patient Portal. Barb Ramsey, Administrator at Rush had this to say when asked why they decided to embrace portal technology, "Rush Surgicenter has always dedicated itself to being ahead of the curve when it comes to healthcare technology. Moving towards a patient portal was a natural progression for us....our staff, doctors, everyone here has always been involved in this initiative, now it's the patients turn. A patient portal provides a new avenue for educating our patients. It creates assured communication system where there are no gaps of lost pre op and post op instructions. In an environment where our providers and staff are always busy, communicating via phone has become cumbersome. The portal provides an advanced

technological way of passing information to the patient and allowing them the ability to conveniently participate in their healthcare experience while still within the preoperative timeframe."

Web portal services are shown to reduce patient no-shows, decrease print and mailing costs and boost office productivity. Clinics offering interactive website options significantly enhance the overall experience for patients in a practice. Patients perform a number of self-service tasks without having to pick up the phone to reach the practice or fill out redundant paperwork.

For more information Medfusion has set up a unique website just for affiliates of AmkaiSolutions and can be found at [medfusion.net/amkai](http://medfusion.net/amkai).

Patrick Gocke at (877)599-5123 ext 211 or  
Patrick\_Gocke@intuit.com

### **AmkaiSolutions™ Launches Client Services Enhancements:**

Waterbury, CT --- June 17, 2010 ---AmkaiSolutions<sup>®</sup> announced today the launch of AmkaiCommunity<sup>®</sup>, AmkaiTracker<sup>®</sup> and AmkaiWiki<sup>®</sup>. "With our mission to be the premier provider of effective software solutions for our clients, these programs enable us to offer our clients transparency and efficient knowledge sharing, said Joe Macies, CEO of AmkaiSolutions<sup>®</sup>."

**AmkaiCommunity<sup>®</sup>** offers our client, in a secure environment, the opportunity to have web enabled interaction with other AmkaiSolutions<sup>®</sup> clients and our staff. The site is enabled for "live chat" as well as be the portal for best practice tips, question and answer indexing, interesting applications and more, all provided in a community spirited environment focused on maximizing the benefits of the AmkaiSolutions<sup>®</sup> software.

**AmkaiTracker<sup>®</sup>** offers our clients the opportunity to track product development and functionality enhancement requests online. AmkaiSolutions<sup>®</sup> believes in transparency and this program will make the interaction between our clients and our staff more efficient.

**AmkaiWiki<sup>®</sup>** offers our clients help files, systems guidelines, white papers and other documentation for all AmkaiSolutions<sup>®</sup>. Providing this on a Wiki based platform allows AmkaiSolutions<sup>®</sup> to maintain up to date information to our clients in a convenient and familiar web based portal.

"These programs have been developed based on requests from our clients and the early adopter feedback has been very supportive, said Dean Moroniti, Vice President, Client Services of AmkaiSolutions<sup>®</sup>." "We are constantly striving to improve client services and we believe these programs will be tremendously helpful to our clients," continued Mr. Moroniti.

**AmkaiSolutions™ welcomes new clients:**

Long Island Hand & Orthopedic Surgery Center  
Huntington, NY

Somerset Surgical Center  
Bridgewater, NJ

### Up Coming Events:

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](http://mdstrategies.com/2010_symposium.htm)

September 9-10, 2010  
Las Vegas, NV

### About AmkaiSolutions™

**AmkaiSolutions™** offers administrative systems through AmkaiOffice™, EMR systems through AmkaiCharts™, complete enterprise systems through AmkaiEnterprise™, and specialty-specific software for GI, Pain, Orthopedic and Ophthalmology operations. Customers can acquire these solutions on a centrally hosted subscription plan, called Amkai OnDemand™ as well as via license acquisition.

**AmkaiSolutions™** systems are installed across the country in ASC, Surgical Hospital and physician practice settings. "AmkaiCharts was recently ranked #1 among EHR systems for ASCs by Parsons Institute of Information Management," noted Craig Veach, senior vice president at AmkaiSolutions™. "Additionally, AmkaiCharts has been surveyed successfully by The Joint Commission, AAAHC and CMS."

For further information, visit [www.amkaisolutions.com](http://www.amkaisolutions.com) or call 866.265.2434.

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Sincerely,

Craig Veach  
**AmkaiSolutions**

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