

# ArcBI TS Newsletter

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## ArcSys Hot Tip

The winner for the 2017 Egg Hunt contest was Alexandria with Salt Lake Orthopedics. As luck would have it, she was a relatively new employee having been there for over a month. (Probably curiosity was the major factor in her winning!) 36 people from 15 sites were competing

So, it is a new year! Watch for the new icons to appear on the menu.

Who knows, you might even get entered into the drawing.

## 2017 Trivia

- Here are the averages for Red Planet clients and an analysis of their accounts receivable. You may want to compare with you're a/r.

Average A/R	729,929.24
A/R Ratio	1.3541
Daily Charges	13347.18
Days To Collect	61.4

- Aging % - Current:45.5 Over 30:13.6 Over 60:5.3 Over 90: 4.5 Over 120: 27.2
- Here's how many times the 7 Menu buttons were pushed during past 2 years:

Red planet/special icon:	18,809	Change color:	7,214
Message center:	111,379	New session:	1,726
Reports:	567	Release notes:	843
		Power-User Tools:	621

- These buttons are pushed most frequently on Tuesday and Wednesday, each 21%.
- A total of 150,894 appointment reminders have been sent to Updox.
- Total number of work order tickets processed by ArcSys in 2017: 3,046.

## 2018 Resolutions

- If you haven't started to use USPS address verification and ZIP+4 lookup, contact us for assistance.
- Ever tryout the Pivot Reports? It's a great way to slice and dice what is happening with your business.
- Did you know Updox is a great tool for sending reminders for things other than appointments?
- No time like the present to start looking at 2018 MIPS measures and deciding how to improve your scores.
- Consider using Updox for your inbound/outbound faxing needs. No more paper! Keep your fax number, too. Shuffle those faxes from person to person in your office electronically.





## Recent Enhancements

### Version 2.2.48

- \* 12/11/17 - EMR - If a note has been signed, it is now permissible to change the Type of visit. This is because the ability to re-enter the template is prohibited after signing. (Requested by Casey @ St. Lukes)
- \* 11/30/17 - MU - A number of enhancements have been made to the program which prepares the data file that can be sent to the patient portal or to outside physicians. Some of these changes came about through the recommendations of outside entities such as Aledade and Updox. The ability to send the file is invoked through the use of the Summary button in the Dashboard screen. The second field of that screen allows you to direct the output to Direct (another provider), Portal (go to the patient), Folder (for batch processing), or Browser (how it will appear if ever sent outside).
- \* 11/22/17 - EMR - A common name like Michael Anderson brings up to many matches when uploading prescription information from Allscripts. More filtering is now done and the list of patients displayed includes last appointment date, last med date and name. This should make it easier to find the right "Michael". (Requested by Annette @ Brigham Medical)
- \* 11/15/17 - GENERAL - An alert message will appear for the first power-user to log on to advise when Updox reminders were last sent. This will hopefully advise the person in charge that maybe someone forgot to send reminders on the previous day. (Requested by Vicky @ Mountain Vista)
- \* 11/14/17 - GENERAL - Malicious hacking attempts will be reported for the first power-user to log on. Additionally, the log of the attempts will be deleted so as to not give the impression the hacks are ongoing. Malicious attempts are people in the outside world trying to figure out how to log into your system. Although *extremely* rare, it is important to know that your Red Planet firewall is doing its job to block them out.

### Version 2.2.47

- \* 11/08/17 - APPOINTMENTS - When performing an Updox Check Appointments process, a check will be made to see if there were any "errors" from the last set of appointments that were sent. If there were more than 5, then you will be given an option to resend those that had "errors". The exact reason for an "error" is uncertain, and it is recommended by Updox that re-sending will be successful. (Requested by Angie @ Rocky Mt)
- \* 11/01/17 - GENERAL - When creating Adobe documents, the size limitation for the file has been increased from 95,000 to 950,000 bytes.
- \* 11/01/17 - GENERAL - The standard backup process will now toggle between using Incremental1 and Incremental2 for the interim file. This covers the situation where your system dies in the middle of an incremental backup. You at least have access to the previous incremental file.
- \* 10/31/17 - REMITS - Additional remittance advise codes have been added. Old codes have been removed since the insurance companies will no longer report on them. (Requested by Denise @ Salt Lake Ortho)