FCG Transition Services

Congratulations, your practice has taken the first step in implementing a new software! Your practice has selected a new electronic medical records system and now you must implement the system and start undertaking all those wonderful things the salesperson spoke about, right? In fact, there remains the tasks of installing the software and possibly modifying your day-to-day processes.

Customer Communication

Forms the foundation for how customers perceive and make decisions regarding an organization and its offerings. FCG understands that customer communication drives the quality of our customer experiences and serves as the basis for the resulting relationship. Therefore FCG will have the following communication touchpoints during your transition process.

- ***Kickoff Meeting*** – Is the official start of a customer's transition process. The purpose of this call is to introduce the customer to their consulting team, lay the framework of the transition, and set the expectations for both the Fisher Consulting team and the customer's team.

- ***Weekly/Bi-Weekly Status Calls*** – Provide an opportunity each week to meet with the customer to discuss in more detail each upcoming phase of the transition. Status calls help guide the customer through the transition process while aiding the customer with any loose ends or follow up items.

The Transition Plan

The FCG team develops several concurrent transition tasks. Including workflow review, best practice training, system administration configuration, clinical setup, billing, and EDI assessments. The key to a positive transition is understanding and developing what you want the new software system to accomplish while making decisions during the process of how the practice will support these goals.

Workflow review – One of FCG's most important tasks is analyzing resource roles to better understand how daily activities are accomplished. The FCG consulting team spends a significant amount of time reviewing existing processes and workflows, looking for opportunities to improve efficiency. During this process, the FCG team will analyze your practice's workflows that occur from the moment your patients step through the door until their claim is reimbursed and closed. This process encompasses a review of all

practice management, billing, and front office functions as well as clinical and patient care functions.

Software – Most software can be configured to fit any practice. However, the more flexible, the more work required to configure the software to meet your needs. The FCG Consulting team is there every step of the way guiding and training resources on how to best configure the system to meet their needs. Below are some common items discussed during configuration sessions:

- Security
- Practice & Billing Configuration
- Clinical Configuration
- Entering Legacy Data
- Best Practice Workflow

Clinical Configuration – As a Federally Qualified Health Center, FCG recognizes there may be many initiatives that you currently participate in that require numerous structured data elements for reporting. As such, FCG will work with your staff to understand these initiatives so that items required for reporting are properly configured and implemented during your transition. Other items included with Clinical Configuration include documentation templates, code sets and views for orders as well as task list setup and management.

EDI Enrollments/Audit & Credentialing – Because FCG understands the importance of receiving payments in a timely and accurate manner, it is FCG's policy that all clients should be set up for electronic remits, claim submission, and eligibility with every available payer. During your transition, the EDI consultant will review your system for opportunities to set up additional payer relationships. We will assist with completing all paperwork for you based on the information you provide us and send the completed forms to your office for final review and signature.

Project Management – Transitioning to a new EHR system can be a huge undertaking and very challenging. Projects of this scale are not easy to implement, however success is vital from both a financial and patient care perspective. Success requires focus on numerous activities simultaneously that are connected to the EHR implementation. Many projects fail because of lack of planning or anticipation of unforeseen events. FCG seasoned resources are experienced in handling complex and difficult tasks of managing vendor relationships and responsibilities by defining project scope, planning, scheduling, status reports, change management, and mitigating risks.

Best Practice and Feature Setup – One of the most important components of our FCG Services is the training we provide to help your practice optimize your system. During the transition, your practice staff will receive our Best Practice Workflow training. This training covers important processes from both a systems and clinical perspective. Systems training focuses on items such as collecting patient payments upfront, entering accurate policy IDs and referrals, using the card scanner, and working claims. Clinical training focuses on providing optimal patient care through efficient documentation, proper orders management and follow-up, and exceptional clinical quality outcomes.
Baseline Assessment – FCG Consulting teams will perform a baseline summary report that will establish a reference point for customers. The report will compile various data to compare project achievements with the project plans.

Revenue and Productivity Assessments – One of the most critical aspects of purchasing software is not the cost alone but the lost productivity and associated lost revenue, which can be impacted by several factors which are part of the FCG project management strategy:

- Reduced schedule while all staff (front desk, clinical, etc.) all learn the nuances of the system. This can impact your revenue flows by up to 50-65% in the first month and 40-50% over a period up to 90 days.
- Reduced productivity is based on the learning curve and adaptability of all providers and related staff, which typically mandates drastically reduced schedules for the first 30-45 days, and eventually ramping up to full productivity within a 90 day window, although some worse scenarios have been known to happen.
- Budgeting and process flow analysis relative to global costs and implementation costs!

The Result

The outcome of the transition process and a smooth transition into your new software system will be a customer prepared to meet the expectations and requirements of a rapidly changing marketplace, while maintaining healthy financials, and providing quality, efficient patient care, through a highly motivated and stress free staff (not inclusive of the CEO and CFO.....smile)