



## AMI Zeroes in on Year 2000

*By Hal Guarnieri, Managing Director*

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**A**s you know, we at AMI began our Year 2000 (Y2K) campaign with the V6.3 release of TIME-D. We added programming that allows for the insurance crossover from commercial to Medicare and enables the automatic crossovers to take place at a date in the year 2000 or later. Having gained some valuable experience in Y2K, we plan to be entirely Y2K compliant in our next release—prior to the end of 1998. We are conducting rigorous date- testing, encompassing entries, arithmetic, comparisons, defaults, sorting, special date processing, and system date changes. From our application standpoint, Y2K really affects any date-sensitive record in the future, such as a medication or lab order, a standing order, and an appointment. As a consequence, we have designed the solution to be century-context sensitive. Therefore, you will not need to enter the century as part of a date—only the last two digits of the year. The rare exception when the century will be required is for the birthdate of patients born either in the 19th or 21st century. Entry of the birthdate, as you well know, is merely a one-time action on the Patient Registration screen.

Our research to date indicates that you may have a need to update your UNIX operating system and disk storage capacity in order to be Y2K compliant from a hardware and operating system basis. We are currently in the process of receiving assurances from third party software suppliers and from the dialysis machine manufacturers that they, too, will be Y2K compliant.

Our customers need to review and potentially upgrade their operating systems. IBM has notified AMI that release 4.2x of UNIX is Y2K compliant. Hewlett-Packard has notified AMI that release 10.20 of HP-UX is Y2K compliant. Customers who are running operating systems with lower versions of UNIX will need to contact AMI and request a quote to upgrade their operating systems and their disk space. AMI will analyze your system to determine whether additional memory is also required with the operating system upgrade.

## From the President

By Elizabeth A. Evans

Many of our customers have requested that AMI re-institute its newsletter. Here it is—AMI TIME-S—soon to be on our website at [www.amihealthcare.com](http://www.amihealthcare.com). The feature article in this edition is the Year 2000, AMI's solution and timeframe. Shortly, there will be a Year 2000 area on our webpage for your information and on-line inquiry.

And so another acronym—TIME-S. It has two specific meanings. The first—today's era or age—our times. The second—AMI's Suite of TIME products and services.

### New Products and Services

In addition to the AMI TIME System for the UNIX and Windows platforms, and our Data Warehouse, we have a series of *new products and services*. They are, in alphabetic order:

- ◆ BackOffice Billing Service
- ◆ Document Management—scan, store, index, and retrieve
- ◆ Education Services
- ◆ HL7 Interfaces
- ◆ Point-of-care Decision Support
- ◆

### 3Qtr'98 and 4Qtr'98 Announcements

- ◆ Fax-Records to external entities
- ◆ Physician Practice Management System for Windows
- ◆ Scheduling
- ◆ Treatment Planning

I am proud of AMI's ability to produce information solutions that keep us ahead of the times. As we actively partner more and more with our customers, our growing partnership with them insures that the information solutions AMI creates will be the ones you must have in order to meet the healthcare industry's ever-changing needs.

AMI is pleased to take this opportunity to introduce

## Employee Profile

By Elizabeth Van Huffel

you to our Director of Information and Managed Care Services, Anne Webber, RN, MHA. Anne is one of the newest and most unique members of our staff. Born and raised on a large cattle ranch in Oregon, she learned the value of hard work and dedication at a very young age. After high school, she received her undergraduate degree in Nursing from the University of Portland (Oregon), and a Master of Health Administration from the Medical College of Virginia/Virginia Commonwealth University.

Anne now has 20 years clinical and medical informatics experience. Her clinical experience includes seven years as a clinic nurse manager in a busy pediatric medical office. She then supervised medical review, hearings/appeals and beneficiary services for a multi-state Medicare fiscal intermediary (FI). Federally mandated FI budget cuts made it imperative for the FIs to transition from manual to automated medical review processes. Working with information technology staff she designed the necessary automation and started to explore utilizing data systems to achieve clinical objectives. Just prior to accepting a position with AMI, she directed quality improvement project activity and data system administration for a Peer Review Organization (PRO). The quality improvement projects focused her attention on analyses of Medicare administrative and patient-specific clinical data to measure adherence to accepted clinical guidelines. The measures were then used to promote process improvement by participating providers.



Anne welcomes the opportunity to meet you, and may be reached either by calling (804) 285-9090 or by sending her e-mail at [arwebber@amihealthcare.com](mailto:arwebber@amihealthcare.com).

## **New Automated Attendant**

*By Larry Brown*

There is a new voice answering the phones at AMI Healthcare. No, it's not a new employee; it is our new Automated Attendant. In the plans for about a year, she debuted May 6<sup>th</sup>. After a few rocky days, the Automated Attendant is now flying high and trouble free.

This system of message retrieval has many advantages. Leaving your support issue on the Automated Attendant is more effective than telling it to the receptionist. It lets us gather more information and replay the message as necessary to transcribe it for the support log without interruption. Also, the Automated Attendant can record messages on all phone lines at one time, so there is no waiting on hold to leave your message.

AMI generates significant telephone traffic. During the past 29 business days, our system handled over 14,000 calls—over 7,000 of them incoming. A call came in, on average, every 1.9 minutes! Without the Automated Attendant, many of our callers would have listened to the music on hold for an extended period.

The Automated Attendant immediately sends an alert when there is a support call in the mailbox. Each call is entered into the Support Log and reviewed by our Support Staff when received. This method ensures timely responses from the person best suited to resolve the call.

We ask that you not leave new support calls in an individual's mailbox. That person may not be on support when the call is received, or may not be the one best qualified to deal with the support issue, or may be out of the office or in a meeting. Most importantly, there is no support call alert mechanism on individual mailboxes. For these reasons, we do not provide the extension numbers of support personnel.

We have put a great deal of effort and training into our new Automated Attendant and we hope that you will find it as effective as we believe it to be. So, when you hear that friendly Automated Attendant pick up the

## **AMI University in Session**

*By Arthur Todras*

phone, please leave your message after the tone.

AMI University officially got underway in October of 1997 with the System Administrator Core Course and the first AMI Data Warehouse Developers Course at the AMI training facility. In less than a year, 16 trainees have enrolled in the System Administrator Core Course, which is now in its third cycle. Two of these trainees, Angela Parker of Renal Care Group of Mississippi and Jan Brown of Alabama Dialysis Services, have finished the course and received their certification. Approximately half of the remaining trainees have completed the coursework and are preparing to take the final exam.

Seven trainees took the Data Warehouse Developers Course, to be held again at AMI August 24-26. Advanced Data Warehouse Reporting, a follow-up to this course, will be taught for the first time August 27-28.

AMI University also introduced its Financial Administrator course in June, to be followed by another first-time offering, the Clinical Administrator Course, at the end of July. Two additional new courses are to be released before the end of the year. The independent study component of the AMI Master Trainer Course will be available October 28, and the System Administrator I/O Devices Course will be available December 9.

All the Administrator courses are independent study, affording the convenience of taking them during off-hours or at home and of practicing their programmed exercises on a local AMI system. We plan to make several of them available in an interactive tutorial format available on CD or on the AMI Web site.

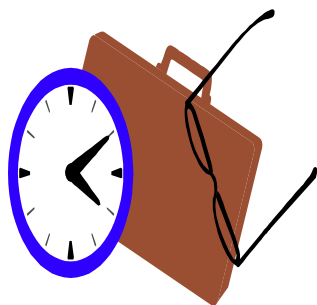
In only slightly more than a year, we will have created seven courses. With our experience in instructional design, we can also help you put together

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## TIME Pieces

*An AMI News Digest*

an AMI TIME-based course to fit your organizational needs. For complete information on our curriculum, contact Art Todras, the AMI University Director, at (804) 285-9090, or visit our Web site at [www.amihealthcare.com](http://www.amihealthcare.com).



**TIME-W**, AMI's Windows-NT® based system, provides point-and-click capability for point-of-care clinical charting, rapid record retrieval, graphing, and other advanced features to produce a unified medical record—regardless of the treatment source. The desktop consists of tabs, each of which, at a click of the mouse, opens a window into an area of the patient record. Among the tabs are a Problem List, Lab Results (including high/low panic values and real-time date-sensitive graphs with statistical options), Lab and Med Orders, Absence History, Documents (including scanned abstracts), and Alerts (based on DOQI standards and unit protocols).

## TIME-ly Tips

*By Sandy McCleaf*

Have you ever noticed a delay when you were trying to access the screen to type progress notes? Using the Progress Notes and Reports option of the Medical Records Menu, you can reduce your wait time when accessing the entry screen. Here's how.

On the Progress Notes constraint screen (the one where you specify Chart Number) do **not** enter a Specialty, Start Date or End Date. Just RETURN through these fields after entering the chart number and the system will select ALL records for the patient. Letting the system choose all records is a very quick action. Once all records have been chosen, simply press F7 (CLEAR-TO-ADD) and begin your normal entry routine.

Of course, if you are trying to view a specific subset of records you should enter a Specialty and/or date range to take advantage of the system's capability to select only the records you want to see.

## Information Pleeze...

Got any suggestions for our next issue? Send them to our mailing address (attention: Art Todras), fax them (804-285-9167), or email us: [www.amihealthcare.com](http://www.amihealthcare.com).