Perfect Care®

Chart Maker®

The Right Choice for Medical Practice Software
STI Has All The Pieces — Hardware, Software, Support

STI has everything you need for successful practice management, now and in the future. The STI Medical Practice Software Suite Includes: Practice Management/Electronic Billing, Appointment Scheduling, Electronic Medical Records, and Document Management.

If you are looking for a complete, affordable, integrated solution to your practice software needs, you’ve come to the right place. There is no need to look any further.

The STI Medical Practice Software Suite is the most comprehensive medical office management system available today. It has all the features you need for electronic claims processing, appointment scheduling, managed care, reports, document management and electronic medical records. All of our software products are true Microsoft Windows® applications.

Since 1979, we have dedicated our company to meet the requirements of the physician software marketplace, and to understand its unique needs. We first installed Perfect Care®, our practice management system in 1979. That practice remains a customer to this day.

We introduced ChartMaker® in 1997; years before most practice management vendors understood that there was a need for an EMR in the ambulatory environment. Our programming staff is working today on tomorrow’s practice software solutions.

Your software investment is protected because we are committed to the physician software market. There is no need to work with other software vendors; STI has all the pieces that you need.

STI is a stable vendor with over 125 employees dedicated to the best possible service. Our goal is to provide you with the software tools you need to operate a more efficient, productive, and profitable medical practice today and in the future.

Each practice is unique and one software solution does not fit everyone so STI has designed it’s software suite into modular components so that you can select only the pieces that you need today, and you can feel secure in knowing that you can add additional components when and if you need them.

In this brief tour we will show you why STI is the right choice for your medical office. Whether you own an individual practice or an integrated health system, STI combines all the elements of a successful medical office management system such as: practice management, electronic medical records, client/server technology, the power of an SQL database, true Microsoft Windows® GUI interface, and local system support into one extraordinary product. Now, and in the future, STI offers you the best value.

Medical Practice Software Suite Features, Services and Options:
- Custom Charge Slip/Super Bill Printing
- Claims Scrubbing
- Free Electronic Claims Submission
- Authorization Checking
- Procedural Follow-up and Recall
- Electronic Patient Statements
- Patient Inquiry
- Security & Audit Trails
- HIPAA Compliant
- Payment Profile Checking
- Full Range of Practice Reports
- Managed Care Module
- RVU Analysis of Profitability
- Internet Access Capability
- Automatic Telephone Reminder System
- Prescription Management
- Laboratory Management
- Device Interfaces
- Insurance Card Scanning
- Eligibility Checking
- Equipment
- Support
- Upgrades
- User Group Meetings

The STI Medical Practice Software Suite Includes:
Practice Management/Electronic Billing
Electronic Medical Records
Appointment Scheduling
Document Management
Perfect Care for Windows® is the primary component of the STI Medical Practice Software Suite. Perfect Care® handles all of your electronic insurance billing. You can electronically file your insurance claims directly to Medicare, Blue Shield, Medicaid, and most commercial insurance carriers with no clearing house fees. It's easier, faster, involves less work for your staff, and you get paid faster with electronic claim filing. STI has never charged a per-claim or monthly charge for electronic claims to participating insurance companies.

Appointment Scheduling
Perfect Care® offers an integrated Appointment Scheduling module capable of accommodating multiple providers, locations and schedules. You can quickly access notes or patient balances for anyone requiring an appointment. The system also automatically reminds you of insurance approval status by date or number of visits remaining, as well as global follow-up days for surgical patients.

Electronic Eligibility Checking
Perfect Care® can quickly verify patient eligibility directly from our Appointment System or on a per-patient basis. Sending and receiving electronic insurance referrals also is available with Perfect Care® Your computer can automatically and quickly post your Medicare EOMB, saving your staff hours of work each week. Perfect Care for Windows® can electronically bill your patients as well.

Complete Practice Management
Other functions included are computerized patient recall reminders for procedures like flu shots, tests, medications, x-rays, or physical exams. Perfect Care® can quickly access any patient with a certain diagnosis, or show you how different insurance plans pay you for any procedure. Our insurance and financial reports give you the information you need to compare insurance payments, track and analyze capitation payments. RVU analysis helps you to negotiate fees with your insurance carriers. You can maintain your patient accounts receivable records on the computer. Perfect Care® can send out your patient bills as required, and automatically re-bill patients that have not yet paid. In fact, the computer can easily prepare your day sheet and bank deposit slip for your daily receipts.
Perfect Care for Windows is easy to use. You won’t waste time looking up codes, sorting through complex screens, deciphering abbreviations, or constantly flipping through pages of a reference manual. Perfect Care for Windows is designed to help you do your work.

Screen Layouts
Perfect Care for Windows® screens are easy on your eyes. Each screen contains all the data you need, grouped in a logical and readable format. The field labels are descriptive and explanatory, not cryptic.

Look up Windows
Whenever a code or a patient’s account number is required in a field, Perfect Care® provides a look-up window. A single mouse click displays a window that lists the codes’ descriptions, or the patients’ names. Simply select the desired code or account number from the window; you will never need to refer to printed lists.

On-line Help Windows
Help windows are available at each and every prompt. Display these windows in any screen with only a single keystroke. The help messages specify exactly what information is required in that field. In addition to the field specific help, Perfect Care® has an extensive topic-driven help directory. Accessing this help directory will take you through each step of the process you need to perform.

Mouse or Keyboard
Perfect Care for Windows® guides the novice user easily to all its functions. Unlike many other systems you have the choice to use the mouse or keyboard “quick keys” to quickly enter and find information.
Perfect Care for Windows has all the features you need now and in the future. Don't worry, the Perfect Care for Windows System can grow with your practice.

Perfect Care for Windows®:
- Is available in single or multi-user configurations,
- Works with Microsoft Windows® compatible computers, and Microsoft Windows® network management systems,
- Includes a user-defined pop-up message feature that allows you to notify your operators of important information at user defined intervals during data input or inquiry,
- Handles unlimited multiple practices and providers, patients, insurance companies, employers, procedures, diagnoses, etc.,
- Includes electronic billing to Medicare, Medicaid, Blue Shield, and most commercial carriers,
- Generates walk-out statements to handle payment at the time of service,
- Supports billing cycles and monthly payment plans in patient billing,
- Automatically calculates paid amounts from insurance carriers; plus separate write-offs for each payment,
- Features more than 50 standard reports; plus you have the ability to customize your own reports,
- Allows patient recall data to be entered from within the charge screen, an efficient way of maintaining a recall system,
- Features a separate and complete Collection System that tracks charges in collection on a charge by charge basis,
- Provides unlimited levels of password protection for security,
- Maintains a solid financial audit trail for financial integrity,
- Provides a Word Processing Interface for simplified communication with patients and referring doctors,
- Features an Inquiry Section for handling patients’ questions,
- Provides a clinical module to track user-defined information,
- Provides an optional Appointment Scheduling Module that maintains separate schedules for each practice & provider, stores appointments years in advance, and automatically generates charge slips,
- Provides optional document management and a full-functioned Electronic Medical Record (EMR) System,
- Insurance Card Scanning,
- Export Reports to Microsoft Excel,
- Automatic Appointment Reminder Module,
- Includes Client/Server technology,
- Includes the power of an SQL database,
- Provides a true Microsoft Windows® GUI interface,
- Includes local system support.
Perfect Care for Windows® has the intelligence to spot human errors before it is too late. Pop up notes and warning messages appear to avoid common data entry errors.

Insurance Payment Entry

Perfect Care for Windows® figures the amount paid on each charge when you enter an insurance payment, taking into consideration allowed amounts, covered percentage, and amounts applied to a deductible.

Tracks Paid Amounts

Perfect Care® includes a unique Insurance Profile System to track paid amounts from insurance companies (based on actual payments). This feature allows you to accurately predict insurance receivables, and to insure you are being paid correctly.

Charge Entry

When entering charges, Perfect Care® utilizes its intelligence to simplify charge entry. Place of service codes, units and fees are entered automatically based on the procedure. Insurance and diagnosis data are entered automatically based on patient data, and much more!

Billing

Perfect Care for Windows® does your billing with intelligence.

- Multiple prices, unit values and procedure codes can be stored for each procedure; Perfect Care® knows which price and code to use for each carrier in your system.
- Perfect Care® automatically manages the billing of charges from primary carrier to subsequent carriers, and then to the patient, all based on intelligence stored in the system.
- MEDI-GAP & crossover insurance situations are handled without operator intervention, and without error.
- If the patient’s insurance is delinquent, Perfect Care® allows you to globally transfer insurance balances to the patient.

Advanced Features

Perfect Care for Windows® has more advanced features than most systems regardless of price.

- User-defined pop up message features allow you to notify your operators of important information at user-defined intervals during data input or inquiry.
- Insurance Reporting to track capitated plans, RVU, payment, and encounter analysis. Reports include capitation analysis and procedure payment comparison by insurance carrier with an integrated report writer to query your database for information important to you.
- Case Management to separate patient insurance and reporting information by normal, workman’s compensation and accident cases.
- Managed Care Approval number tracking by number of times and date range with expiration warnings.
- Surgical Follow-up day tracking warnings for patients within a surgical follow-up period.
- Perfect Care® reminds you to attach an Op Note for specified procedures before you mail the claim form.
- Automatic Payment Posting for Medicare EOMBs.
- Patient eligibility checking option.
- Responsible Party billing for consolidation of bills, and much more.
**Flexible**

**Perfect Care for Windows does not force you to change your ways; instead, it conforms to the way you’re used to working.**

**Insurance Card Scanning**
Perfect Care for Windows® offers the option to scan and store patient insurance card and driver’s license information within the system. Both the front and back of the insurance card can be scanned saving you the time and storage space required to maintain Xerox copies of insurance card information. Multiple insurance cards can be scanned and viewed for each patient.

**Insurance Claims**
Perfect Care® provides electronic submission to most insurance carriers, plus you have the option to generate insurance claims on the CMS 1500 universal form or UB92.

**Patient Statements**
With Perfect Care®, you have many options for customizing the patient statement; some apply to all patients, some to individual patients only.

**Electronic Statements**
Perfect Care® offers the option to generate and send an electronic batch of patient statements. Electronic statements are printed, prepared, and mailed by a third party, saving your office both the time and money required to manage this function in-house.

**Pop-up Notes**
Attach notes to patients, insurance companies, procedures, diagnoses and more. Set up notes to remind users about insurance procedures & requirements. Remember important information about patients and have it “pop up” when you need it.

**Billing Cycle**
Perfect Care® assigns a billing cycle date automatically for each patient.

**Payment Plans**
Perfect Care® can also manage a monthly payment plan for the patients’ convenience.

**Managed Care**
Perfect Care® allows you to track capitated procedures, approval numbers, insurance payments, encounters and “risk pool” withholding amounts from HMOs.

**PDA Option**
Perfect Care® is PDA capable. Use your Windows CE® PDA where ever you travel to view your appointments or capture charges away from the office. When you return to the office, Perfect Care® synchronizes with your PDA to upload charge information for billing.
We’ve designed Perfect Care for Windows® to work in an intuitive and logical manner making it an easy transition to move from a manual office or old system to a modern, efficient computerized system.

Appointment Scheduling System

The integrated Appointment Scheduling System is an optional component of the STI Medical Practice Software Suite. It can be used with both the Perfect Care® and ChartMaker® modules. You have the ability to schedule appointments separately for all your providers and practices, for years in advance! The unique feature of the Appointment Scheduling Module is its combination of flexibility and rigidity. The system gives the physician or office manager tremendous flexibility in specifying not only when, but also how appointments are scheduled. Once this intelligence has been built into the system, even untrained operators can schedule appointments effectively and accurately.

Each day is depicted in a graphical format showing all available appointments and the name of the patients scheduled for each slot. These graphical depictions give the operator the ability to add appointments efficiently at a glance.

Within each time slot, you have the capability to specify the type of visit permitted. For instance, many doctors prefer to schedule all their consultations at the beginning of the office schedule. Perfect Care® permits you to store this intelligence into the system; next to each appointment slot is a listing of all “valid” visit types.

Extensive use of graphics makes the Appointment Scheduling System both easy to use and efficient. The calendar screen gives the operator an at-a-glance indication of how busy each day is. Color can be used to indicate the type of appointment scheduled. The find option helps to quickly find an appointment by many different criteria. The system also checks pre-certification authorization, surgical follow-up days and tracks missed or canceled appointments in the patients inquire file.

Check-in and Patient Tracking

A patient can be checked-in once they arrive and their time and location tracked throughout your practice. This information will appear on both the Perfect Care® and ChartMaker® screens. Once a patient checks out, reports can be generated showing the process time for patients.

Automatic Appointment Reminder Option

Perfect Care® has an optional module to automate your appointment and recall reminders. The Automatic Telephone Appointment Reminder System will automatically dial and remind your patients about their upcoming appointments and recalls.
Electronic Transmission of Insurance

Electronic billing with Perfect Care for Windows® provides practice benefits to avoid lost revenue and can pay for itself with improved electronic billing procedures and collections.

Here’s how Perfect Care® can help:

First, electronically submitted claims are scrubbed for errors by Perfect Care®. They are not keypunched or manually reviewed at the insurance carrier and therefore less likely to be rejected. Studies show that practices that bill electronically experience 21% fewer rejections (2).

Second, within 24-48 hours you will be electronically notified that the submitted claims have been accepted or rejected. If rejected they can be corrected and resubmitted the same day.

Third, electronically submitted claims are typically paid faster. “By law, Medicare must pay an electronic claim in 13 days. The same paper claim wouldn’t be paid until day 26.” (2)

Fourth, electronically submitted claims are automatically tracked with Perfect Care®. If a claim is not paid within the agreed to time, a report can be generated, the carrier contacted and the charge reviewed, and Perfect Care® can automatically resubmit the claim.

Fifth, after you are paid, Perfect Care®, checks your contracted fees to ensure that you are being paid correctly, and automatically bills your secondary carrier or the patient.

Medicare, Blue Shield, Medicaid

With Perfect Care®, direct electronic transmission of insurance claims to Medicare, Blue Shield and Medicaid is included with the basic system.

Commercial Carriers

Perfect Care® files electronic claims to most commercial carriers. Unlike most other practice management systems that use a costly third party clearing house, with Perfect Care® there is no monthly or annual physician fee or per-claim transmission charge for electronic commercial claims.

The Paper Chase

With Perfect Care® you can electronically bill most commercial carriers as well as Medicare. If you do not bill all claims electronically you face an additional labor cost in tracking hard-copy commercial claims. With hard-copy claims there is no way of knowing if the commercial carrier received your claim or its status without a telephone call for follow-up. The STI Payer Inquiry module allows you to obtain Insurance Authorizations, patient eligibility and claim status. In addition, if you are a PCP, this module allows you to generate your patients’ referrals. As a specialist’s office, the STI Payer Inquiry module would be used to obtain your patients’ referrals. This module can be used in conjunction with the Appointment System. This enables you to obtain patient eligibility and referrals for patients coming into your office on a certain date of service(s). This feature will save your staff many hours of work. Of course, individual patient querying can be done.

Auto Posting

Perfect Care® electronically posts your Medicare EOMB automatically, checks your profiles for correct payment accuracy, and balance bills your patients, saving most practices hundreds of labor hours each year. Medicare automatic posting is included with the system at no additional charge.


“The Center for Medicare Services (CMS) has reported that it rejects 26% of the claims it receives. While that number is astonishing, more astonishing is the fact that 40% of those rejected claims are never resubmitted. Using Medicare’s statistics, the lost revenue per physician is about 10%. On a per physician basis, this ranges from approximately $25,000 to over $50,000” (1).
Data Inquiry
With the Perfect Care® “Patient Driven” Inquiry section, you have access to all patient information in a logical format in one place, making it easy for even the novice Perfect Care® user to find needed information.

Data Entry
Perfect Care® provides for the entry of patient charges, recall requests, co-pay payments, and clinical information from within the charge entry process, the logical place and time when this information is fresh in the operator’s mind.

Courtesy Statement
Both a walk-out statement or a non-assigned (courtesy) CMS 1500 form can be quickly generated for your patients.

External Billing Referrals
Perfect Care® provides automatic patient referrals to participating insurance providers through its electronic “Payer Inquiry” module.

Automatic Payment Posting
The Medicare electronic interface and Automatic Payment Posting module within Perfect Care® saves your staff countless hours of tedious posting and eliminates many of the errors associated with manual posting.
All The Pieces

Working Together To Give Your Patients

Managed Care

Schedule Appointments

Total System Technical Support

Perfect Care®
for Windows

Practice Management and Electronic Billing

Prescription Management

Insurance Billing
ChartMaker® includes on-site training in the software price, not as an expensive option.

ChartMaker® is an optional component of the STI Medical Practice Software Suite. You can create, scan and review patient charts on your computer with our integrated Electronic Medical Record (EMR). Immediate information displayed includes the current problem list, allergies, medications, and miscellaneous patient information, as well as the most current chart notes for each patient in your practice.

You can easily scan a document or select a template(s) and complete an evaluation. Notes can be entered either by mouse, pen, transcription, or spoken directly into the ChartMaker® voice recognition module. Prescriptions or laboratory work is monitored through the system. You can quickly create any required correspondence to a referring physician based upon the information found in the system. Plus, you can improve your level of chart documentation with our E&M Coding Assistant.

Unlike other EMRs, ChartMaker® includes on-site training in the software price, not as an expensive option. ChartMaker® shares the same SQL database as all of our products so there is no duplicate data entry. Since the system is fully integrated, you will never need to worry about the uncertainties of a costly interface to another company’s software product.

*ChartMaker® EMR benefits include:*
- Eliminate paper charts and their related storage space.
- Eliminate lost charts and manual chart pulls.
- Get out of the office sooner and work or access your electronic charts from home or another location.
- Reduce errors and the time to document a note or referral letter.
- Provide printed patient handouts to reduce medical liability.
- Produce legible, and E&M compliant chart notes for proper billing purposes.
- Eliminate or reduce transcription costs.
- Quickly document notes from pre-designed templates by mouse click or pen tap.
- ChartMaker® provides templates that permit checklists for easy note input with a documentation by exception option.

*ChartMaker® EMR features and options include:*
- Chart Organization with customized tabs
- Workflow Management
- Messaging
- Orders Management
- Document Management
- Transcription Management
- Voice Recognition
- Handwriting Recognition
- E&M Coding Assistant
- Prescription Management
- Query & Reports
- Flow Sheets over Time
- Custom “Flex Form” Feature
- Wireless Pen Tablet Input
- On-Site and Web Based Training
- Project Management
- Template Building Services
- Faxing Documents
- Illustration of drawings and photographs
- Security & Privilege System
- Patient Tracking System
ChartMaker® is an electronic medical record system that can help you save time and improve the documentation of your patient records. ChartMaker® is an easy-to-use, Microsoft Windows®, graphical product designed to make you more efficient and productive.

ChartMaker® creates your patient charts, as well as a computerized database of clinical information for history, analysis, and research purposes.

Most likely, you will more than justify the cost for ChartMaker® with reduced dictation time and cost, while improving the quality of your patient records, correspondence, and your practice image.

ChartMaker® can help you to justify treatment decisions to payers by analyzing and demonstrating the quality and efficiency of your medical care.

It may even reduce your malpractice costs through better patient records, and minimize the liability of incomplete records. Most importantly, ChartMaker® can help you to provide more and improved medical care.

Although the medical marketplace has been ready for a product like ChartMaker®, the programming tools required to make it a reality were not available until recently. Our staff used the most modern technology available and brought over ten years of computerized medical record experience to design and program ChartMaker®.

Most electronic medical record systems grow out of the desire to get clinical information into a computerized database. What you have to do to get it there is a nasty little detail.

We designed ChartMaker® from the opposite direction. Our plan is to use computers to make the creation of patient records easier and better than it has been before. Putting the data into the computer database is still the objective, but how easy it is for you to accomplish is a nasty little detail for our programmers, not for you.

ChartMaker® is backed by our dedicated support staff to help train you and your staff on how to computerize your patient records, and to support your future needs. Most importantly, ChartMaker® is designed to grow with you to meet all of your future patient record needs.

**Complete**

ChartMaker® is a system designed to create a complete, consistent, and legible patient record in substantially less time than required to maintain records manually.

**Flexible**

ChartMaker® is a flexible system that allows easy customization to meet your individual medical treatment style and unique needs through a user-defined template process.

**Organized**

ChartMaker® is a system that organizes all of your medical information in one clinical record including information from outside sources, such as medical lab results, reports, and correspondence.

**Automatic**

ChartMaker® is a system that automatically updates your medical information and provides you with all required clinical paperwork, automatically produces letters and correspondence, and provides for customized query.

**Easy to Use**

ChartMaker® is an intuitive, and easy-to-use system that does not require previous computer experience, and does not require you to type information into the system.

**Cost Effective**

ChartMaker® is a cost-effective system using the popular Microsoft Windows® operating system. It is designed to utilize new computer technology that can improve efficiency and grow with your patient record requirements.

Estimates are that for every hour of face-to-face patient time, a physician needs 18 minutes to maintain patient records.
ChartMaker® Entry Point is a low-cost, modular, Electronic Medical Record (EMR) System for medical practices.

ChartMaker® Entry Point shares a common database with Perfect Care for Windows® and allows for the storage and recall of patient notes in an organized patient medical file. ChartMaker® is designed to be installed in a phased implementation to move the medical practice from a handwritten, manual chart system to a legible, computerized, electronic medical record system. ChartMaker® Entry Point is step one and designed to overcome physicians objections to time consuming, computer data entry of patient data into the medical chart. Instead it focuses on EMR benefits and minimizes the amount of “hands on entry” required by the physician.

Installation Made Easier

ChartMaker® Entry Point uses a phased implementation approach that focuses on the human element in the EMR and addresses workflow concerns of moving a medical practice from their current paper based documentation system to a full electronic medical record system. In the past, implementing a complete EMR in a medical practice was an overwhelming process due to the introduction of new, unfamiliar technologies and a complete change in how physicians document their patient notes.

A Modular Approach

The ChartMaker® Entry Point phased implementation approach is designed to reduce physician stress, and overcome EMR complexities. The modular approach focuses on building patient content and providing your medical staff with immediate EMR benefits while you learn to use the system.

Building Valuable Patient Content

ChartMaker® Entry Point allows for the storage and recall of patient notes in organized patient medical files as well as scanning, prescription management, and laboratory data. ChartMaker® Entry Point includes the ability to track patient problems, medications, allergies, and recall reminders. Once ChartMaker® Entry Point has been fully implemented and your staff is trained and familiar with its use, additional modules can be added. For example, the ChartMaker® Template Editor module can be added to allow the physician and your staff to create or customize templates for specific needs and to provide personalized patient handouts and additional correspondence. But the critical issue is that with ChartMaker® Entry Point, you are building valuable patient content within the EMR as you learn to use the system.

Electronic Document Management

Electronic Document Management is the first critical function to eliminating paper charts in an established medical practice. Before you can become paperless, old paper documents need to be scanned into the EMR so that they are electronically manageable and accessible. ChartMaker® Entry Point involves scanning of paper charts into user-defined “tabs” within the ChartMaker® EMR, and is the foundation of all future clinical data that is to be entered into the patient record.
We Can Get You There
Most physicians who commit to computerizing their practice medical records envision themselves using a paperless system and accessing all patient data on computer workstations throughout the office. All patient charts are kept on the computer and the computer prepares all required medical documentation such as prescriptions, laboratory orders, patient handouts, and correspondence to other physicians. Everything happens with the click of a computer button and at almost hyper speed.

That is our vision too, but realistically it does not happen overnight. We can get you there, but our approach is a pragmatic one. We realize that there are a lot of necessary steps required to transition your practice from a paper-based environment to a paperless one. There are necessary, sequential, and logical steps that you must take to get from point “A” to point “Z”.

One of our first goals is to build critical “patient content” so you will have patient information to access on your computers. Once we build patient content and you have confidence in using ChartMaker® Entry Point on a day-to-day basis, we can discuss additional options that meet your practice needs.

Less Financial Risk
There is less financial risk to the practice. Many practices implement costly EMR software without knowing if their staff or physicians will be comfortable with the system. Our phased implementation approach minimizes the amount of initial hardware required and your financial risk. You progress to additional modules only when you and your staff are ready.

Faster Charting Benefits
The learning curve is reduced. Physicians who try to input data during examinations often feel uncomfortable using a computer and maintaining eye contact with the patient. Typically that is because they are not familiar with the system. Since the phased implementation approach initially requires no initial physician data input, the physician is free to listen to the patient rather than “fiddle” with the computer. Eventually, physicians can learn to create ChartMaker® templates to input their own patient data after they gain experience using the system.

Affordable
The cost of the ChartMaker® Entry Point System is so affordable that even the smallest medical practice can now implement a complete Electronic Medical Record (EMR) system. Our phased implementation approach allows you to add additional software, training, and computer equipment only as your needs grow and as you learn to use the ChartMaker® EMR.
ChartMaker® Template Editor

The ChartMaker® Template Editor is an optional component of the STI Medical Practice Software Suite. Template Editor allows you to create or modify medical note templates in your EMR. ChartMaker® provides templates that permit documentation by exception if you prefer. Templates can also be created for patient handouts, instructions, and correspondence to other physicians. You can even improve your level of chart documentation with our E&M Coding Assistant. To save you time, ChartMaker® includes pre-designed specialty specific templates. With the ChartMaker® Template Editor you can learn to modify the provided templates or create your own. ChartMaker® allows you to customize templates on the fly either permanently or specifically for one patient encounter.

Template Data Input

The main advantages of templates are the ease and speed of medical data input. Because templates are pre-designed to meet the specific needs of a medical practice, by simply clicking or pointing within a checklist, selective medical text can be quickly entered into a patient’s medical chart. ChartMaker® provides for the use of pen-based, wireless tablet PCs so that you can quickly tap information into the EMR by using a stylus at the point of care. Templates also serve to provide your staff with medical alerts and reminders based upon the format of the template itself. Important steps within the examination are highlighted. Guidelines, such as an E&M checklist are also built into some templates. Data input costs are minimized because information is simply clicked into the computer using a stylus or mouse. Templates require minimal editing since most information is preset within the template and all you need do is check off positive or negative findings into the EMR.

Data Versus Text

One of the most important characteristics of the template input method is its ability to distinguish between numerical data and text information. Medical information is often based upon numerical data, such as vital signs or the results of medical laboratory tests. These numerical values need to be tracked over time.

ChartMaker® Template Editor benefits include:

◆ Produce legible, and E&M compliant chart notes for proper billing purposes.
◆ Eliminate or reduce transcription costs
◆ Reduce errors and the time to document a note or referral letter.
◆ Provide printed patient handouts to reduce medical liability.

Template Familiarity

Many procedures can be presented as lists that are readily computerized and reused. Many physicians currently use handwritten lists. ChartMaker® templates can duplicate these reminder sheets.

Consistency

The use of templates not only saves time, but results in a degree of consistency among notes written at different times or by several physicians. ChartMaker® allows for a structured record that can be customized to meet the expressive needs of an individual physician, but provides standardized terminology and content in each patient chart.

E&M Coding Assistant

The ChartMaker® Template Editor includes an E&M template that is designed to help a physician follow E&M guidelines and determine the coding level for the examination. The template serves as a reminder to the physician of the E&M guidelines and helps provide a “flow” to the examination. Templates include preset normal and abnormal findings that correspond to a data input form completed by the physician. Usually, normal text and typical abnormal findings are preset within the templates and only require a pen touch or mouse click to record a finding. The ChartMaker® E&M Coding Assistant includes a review window to help you select the proper E&M code based upon the extent of the examination. Medical histories, ROS, examination and other medical data are counted by the E&M template to help you conform with E&M guidelines and to provide proper documentation to support your coding levels.

Pass Charges to Perfect Care®

Once you determine the proper E&M code from the ChartMaker® E&M Coding Assistant, you can select and pass the procedure(s) and diagnosis(es) automatically to the Perfect Care® Billing System with a pen touch or mouse click.
EMR ADVANTAGES

The benefit of using ChartMaker is obvious when you consider that according to a recent study, the average time spent by physicians writing or dictating notes in patient charts is one third of total work time.

Stored by Hand
The paper chart has a large number of deficiencies. It must be stored and retrieved by hand. After it is used it must be refilled.

Lost Charts
Paper charts are easily misplaced and can be lost when most needed. Estimates of the cost to resolve a misfiled chart are as much as $75.00 per incidence.

Expensive to Store
The paper chart takes a great deal of office space and is expensive to maintain. One estimate of the current cost for a physician to maintain one active patient record is $49.00 per year.

Accurate Information
On the other hand, computerized charts allow for more accurate information. Storage is concise, efficient, and can be paperless.

Chart Query
The electronic chart can automatically summarize information logically, and allows for quick and easy chart query.

Centrally Located
The electronic chart is centrally located in the main computer server and is available for use by more than one person at a time. The chart can be electronically accessed remotely when needed.

More Informed Decisions
The computerized chart helps improve the quality of healthcare by giving you access to historical information to make better informed decisions.

Medication Review
ChartMaker allows you to easily and quickly review the medication history for each patient. The chart shows all medications currently prescribed. In history, you can review all past medications administered, as well as review drugs that were ineffective or caused adverse reactions.

Prescription Printing
When you see a patient for a problem, you can review any medications that you prefer to prescribe for this condition. With a mouse click or pen tap, you can prescribe and print or send the patient prescription, with dispensing and personal instructions, update the active medication list, and add the drug to the patient’s history.

Paper charts are expensive, unreliable, and difficult-to-use. ChartMaker makes your patient records more usable, efficient, complete, and accessible from anywhere you have internet access. Computerized patient records can save you money, time, and improve the quality of patient care.
**Electronic Access**

ChartMaker® electronic charts can be accessed by more than one person at a time, and they can be electronically transmitted thousands of miles in a matter of seconds to provide expert analysis for better patient care. You can retrieve your patient records from the hospital, or home, or any location with Internet access.

**Standardized Charts**

Standardization is intrinsic to ChartMaker®. Each patient chart has the identical look and feel. This makes it easier and faster for you to find information in different or unfamiliar patient’s charts. ChartMaker® brings together all the relevant facts in a standardized format. Physicians can now read each other’s notes, and quickly find information.

**Rules and Reminders**

ChartMaker® can remind you of required patient procedures, and to deliver preventive services such as immunizations, or tests. The system can provide quality assurance to review patients taking certain medications or with specific illnesses.

**Patient Record Security**

ChartMaker® includes an integrated patient record security system to maintain the privacy of your patient records. Handwriting recognition, and signature verification for patient record security and privacy are available.

**Less Paper Handling**

The computer reduces redundant information handling. When you enter the patient encounter into ChartMaker® you’ve completed the clinical note; printed a prescription, with patient instructions; updated laboratory orders and medication lists; typed a referral letter; and updated the patient’s diagnostic summary; checked for proper coding; and passed the charge information into Perfect Care® for billing.

**Voice Recognition**

Managing your time wisely is the key to increasing your productivity. Most people can talk faster than they can type. With the ChartMaker® voice recognition option you can use an enhanced version of the widely acclaimed Dragon Naturally Speaking speech-recognition software to input chart notes. You can even record notes anywhere, anytime with a handheld dictation recorder. When you are ready to transcribe your notes simply connect your recorder to ChartMaker® and your words will transfer to the ChartMaker® screen.

You can quickly create medical reports, patient notes, and correspondence. You can use the ChartMaker® voice recognition option in conjunction with ChartMaker® Entry Point or with the Template Editor to add narrative to your patient notes. You can eliminate most or all of the fees paid to an outside transcription service. There is no need to wait days for your work to be transcribed.

ChartMaker® automates the production of redundant medical information, reduces dictation time, and clerical time to handle and file charts. Medical records are kept consistent, timely, and to the point.
ChartMaker is designed to organize patient charts, save you time, and provide better medical care. All problems, reminders, medications, allergies and pertinent information are displayed on the first screen. The pen-tablet based ChartMaker System can be used like a clipboard, making it less obtrusive in the physician patient encounter.

Product Description
- Electronic Medical Record system using the Microsoft Windows® Operating System,
- Document management system with user-defined tabs,
- Pen based, dictation, voice recognition, and keyboard data entry options to produce a patient chart with progress notes, including a reminder section for the Problem List, Medications, Allergies, Laboratory Results, and Miscellaneous Patient Information,
- Patient history to maintain past problems and medications,
- Graphical display of laboratory results including dates, out-of-range, and upper and lower limits,
- Automatic chart generation and printing with user defined picture insertion and letter writing capabilities,
- Flexible, template option for user-defined progress notes,
- Voice recognition option with insertion into the patient chart,
- In office to-do lists include lab results, transcription, phone messages and miscellaneous message information that functions as an internal message and reminder system,
- Prescription writing and storage including patient instructions,
- Computer generated correspondence for referring physician letters,
- Windows OLE support to provide for in-place editing and insertion of sketches, sound recordings, or images into the patient chart,
- Database search of patient information to include query capability, numeric and keyword searches, and condition searches,
- Recall and reminders appear on the patient’s face sheet and in the physician’s to-do list when overdue,
- Fully integrated patient record security system.

Using ChartMaker® and Illustration
To access ChartMaker®, you must first pass through the Security System to prevent unauthorized access to the patient information. When you access your personal to do list, the first information shown to you after sign on are your urgent messages. ChartMaker® provides messages throughout the office and messages can be delivered ranked by level of importance. Examples are calls from other physicians, hospitals, or critical laboratory work requested. Once urgent messages have been reviewed, you can access other phone messages, check lab results, or review patient reminders and medications on your computer.

To review a patient chart, the patient’s name is highlighted on the screen and selected. Immediate information displayed includes the current problem list, allergies, medications, reminders and miscellaneous patient information, as well as the most current chart notes. You can electronically search old notes for information, or review the chart on the workstation screen. Laboratory information can be reviewed or presented graphically. As laboratory information is reviewed, ChartMaker® highlights results outside of normal values.

You can easily select a template(s) for the patient, based upon the chief diagnosis, and complete the evaluation. Notes can be entered either by pen or dictated directly into the computer. Medical clip art or photographs can be placed into the patient’s chart and annotated. Based upon your assessment of the problem a plan may be formulated and either prescriptions written or laboratory work ordered through the system.

With a ChartMaker® Correspondence Template you can quickly create and fax any required correspondence to a referring physician, based upon the information found in the chart. Once completed and reviewed, the chart can be electronically signed.
Specialty Modules

Allergy Shot Room: ChartMaker® has an optional allergy shot room module for ordering, formulating and administering allergy injections. This module allows you to send the charges directly to the Perfect Care® Practice Management System without additional steps.

Pediatrics: Growth Charts are part of the patient record. You can print out any of the standard growth charts as well as the data table. You can print up to 4 growth charts on a page.

Optical Module: Take control of tracking optical supplies and costs. STI offers an optional Optical Inventory Module that includes the ability to maintain inventory and optical prescriptions as well as billing for optical products from Perfect Care®.

Anesthesia Billing: Perfect Care® provides an option for Anesthesia Billing including the ability to automatically perform concurrency calculations. Perfect Care® aids in the tracking and calculation of concurrent anesthesia charges and applying proper modifiers.

Complete Hardware Configuration

STI's hardware team continually searches for the most cost-effective and reliable hardware components to run in your office. Years of knowledge and experience are yours when you purchase your hardware from us. But, you are also free to do your own shopping, or use your current system. We will gladly consult with you prior to making this investment.

Total System Support

STI constantly updates and enhances our software to keep you current. With annual support you'll receive system enhancement updates, additional training for new staff members, and unlimited telephone support. STI provides all installation assistance and initial training at your office location. We also provide free annual user group meetings to keep your staff up-to-date. Hardware installation and maintenance is also available.

Data Conversion

We have experience in converting other system's patient data. Data conversion saves your staff the time required to re-key patient information.

OnSite Training

Unlike other software systems, all modules of the STI Medical Practice Software Suite include on-site training in the software price, not as an expensive option.

Local Support

We are never more than a phone call away when you have a question, or when you need help. When software updates arrive, we provide the support you need to quickly implement them. Annual user group meetings are available. Our in-house hardware maintenance group provides on-site maintenance for your hardware. As part of your annual software support agreement, all upgrades are included.

The Right Choice

There are many factors to consider when choosing medical office management software. The STI Medical Practice Software Suite offers you the security of knowing that it will work for your practice not only because it has the features you need today, but also because STI's design anticipates your future needs. Combined with STI's reputation for unparalleled commitment to our customers, medical software experience since 1979, and local product support, STI is The Right Choice.