

ASHE MEMORIAL HOSPITAL

STANDARD **OPERATING** PROCEDURE

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STANDARD **OPERATING** PROCEDURE



Reliability, Performance, **Quality & Affordability**

Built on strong values and a culture of service, our team is known for its world class capabilities and high level of consistency.


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Amendment history

Vertical Name -		Coding
Project Name		Ashe Memorial Hospital
Process Go – Live Date		10/12/2022
SOP Release date		10/05/2022
Prepared By		Operation -Team Leader - Balakrishnan
Reviewed By		Assistant Manager - Ram
Approved By		General Manger – Usha shree
Approved Date		10/05/2022

S. No.	Date	Revision Status	Reason for Amendment
1	10/05/2022	Initial Version (1.0)	Initial Draft (Software navigations)

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Practice Details

S: No	Practices Name	Scope
1	Surgery	General Surgery
2	ER	ER
3	Ancillary	Lab/Radiology

Contact Details

S: No	Practices Name	Contact	Email address
1	Ashe Memorial Hospital	Robin Bare	'Robin Bare' < robin.bare@ashememorial.org >

Annexmed - Escalation matrix

Department	Levels	Role	Person/Group	Email ID	Contact#	Ext#	US Shift - EST
Operations	Level 1	Asst. Manager	Ram	ram@annexmed.net	1-866-780-0669	217	1:30AM to 10:30AM
	Level 2	Manager	Prabaharan	prabaharan@annexmed.net	1-866-780-0669	217	1:30AM to 10:30AM
	Level 3	Sr. Manager	Rajeswari Asaithambi	rajeswari@annexmed.net	1-866-780-0669	217	5:30 AM to 2:30 PM
IT	Level 1	IT Team	IT Group	systemadmin@annexmed.net	-		Round the clock
	Level 2	IT Head	Praveen Kumar	praveen@annexmed.net	1-224-252-3936		11:30 PM to 8:30 AM
Client services	Level 1	Gen. Manager	Ushasree	ushasree@annexmed.net	1-866-780-0669	217	5:30 AM to 2:30 PM

Software Details

Software Name

Meditech

SLA Details

Specialty	Target
Surgery	40
ED	80
Ancillary	20
Quality	98%
TAT	24 hrs.

Reports to be shared with client -

- Daily Production Status
- Monthly Audit Report

Inventory -

- Client will be sharing the Inventory with us through the FTP Path.
- Working on the pending review responded by the client on daily basis.

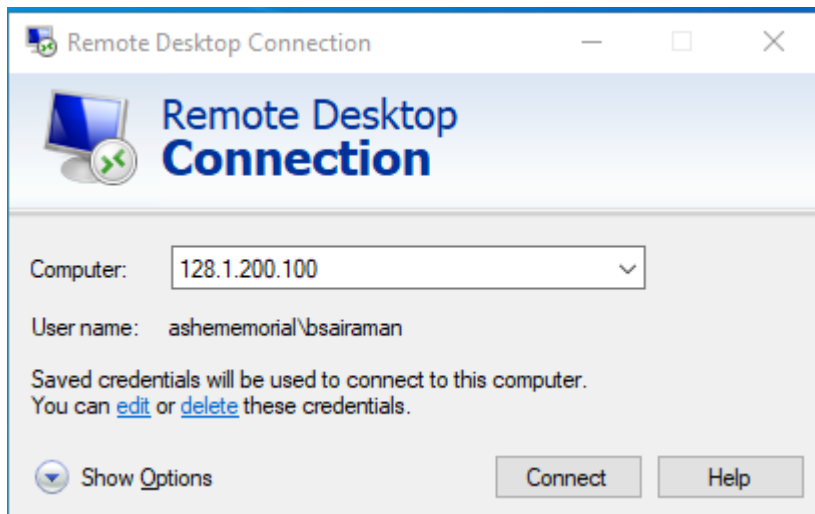
Login Process:

VPN Connection: mx100-unit-2-cvbjtrcnm.dynamic-m.com

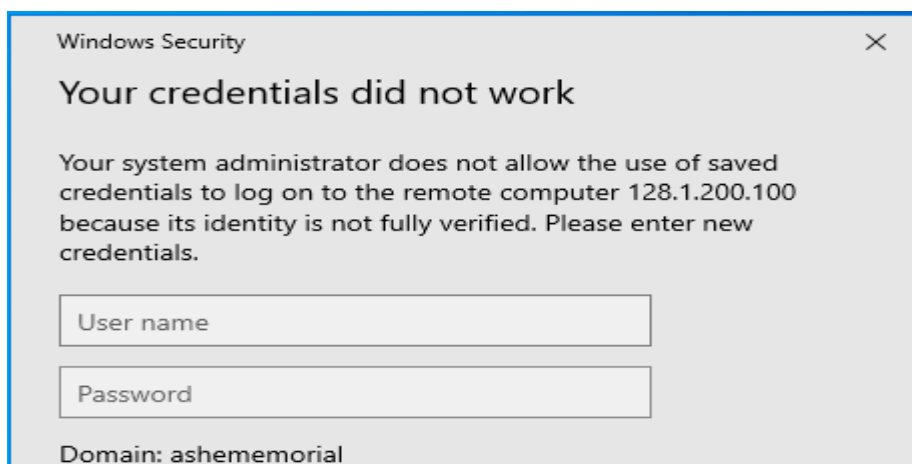
1, Enter the username and password

Remote Desktop: 128.1.200.100 this is client given IP Address use for specific User

Connect to remote desktop.

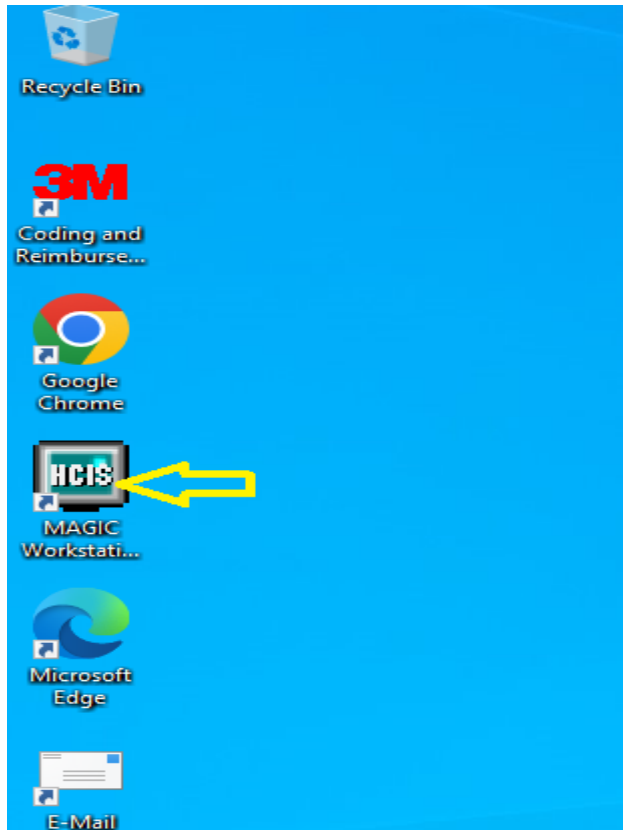


Enter your Windows credential login.id

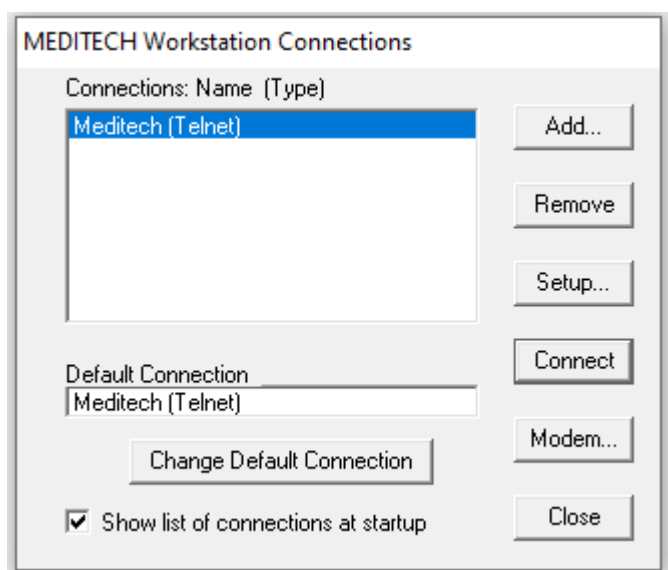


For Meditech

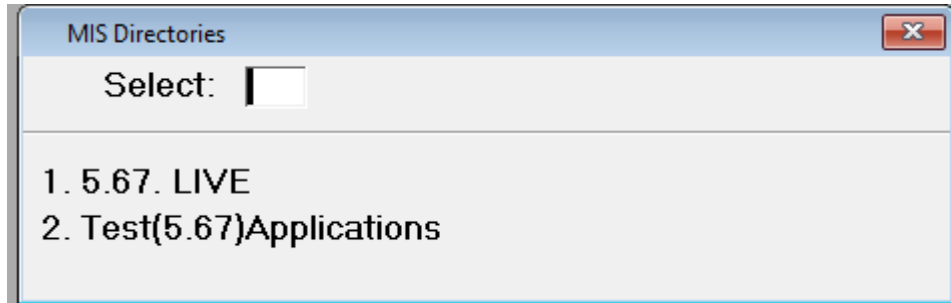
Click the Magic Work station



Connect to the Meditech work station.



Select 1 for Live.

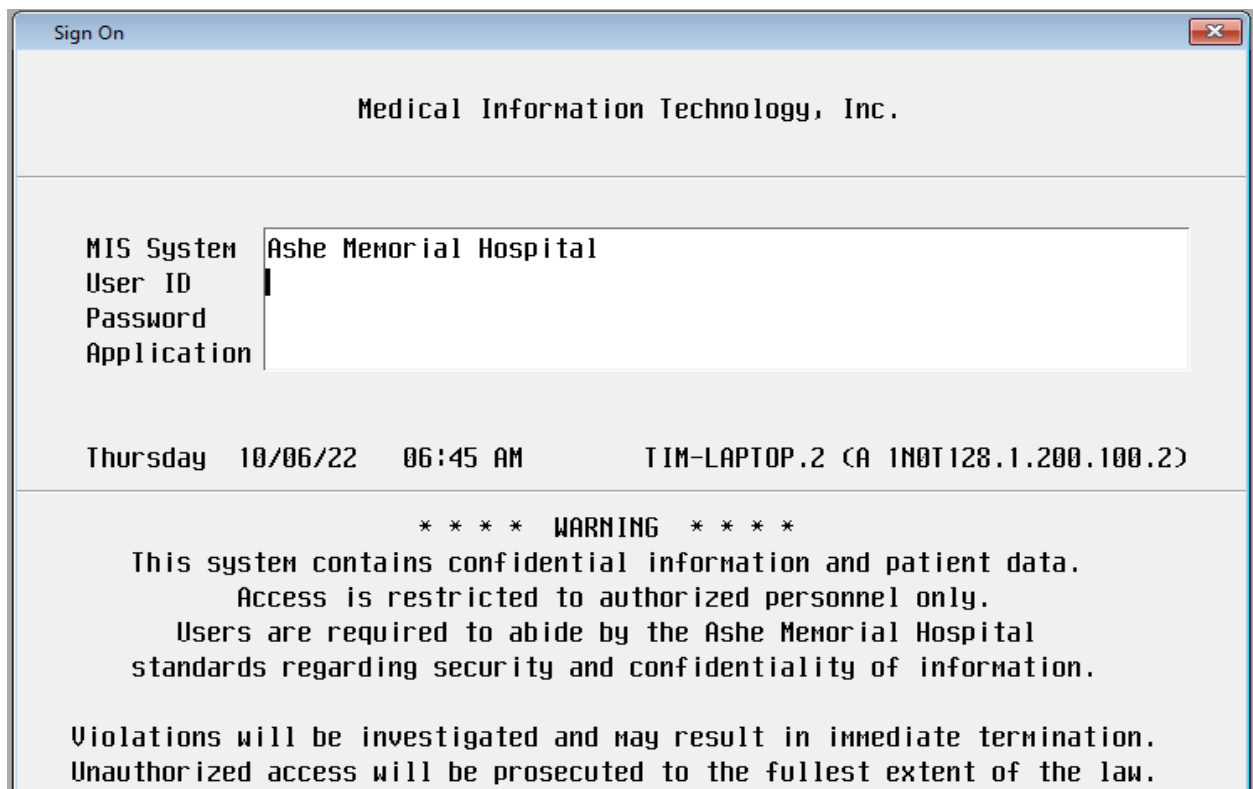


MIS Directories

Select:

- 1. 5.67. LIVE
- 2. Test(5.67)Applications

Enter your user id and password.



Sign On

Medical Information Technology, Inc.

MIS System Ashe Memorial Hospital

User ID

Password

Application

Thursday 10/06/22 06:45 AM TIM-LAPTOP.2 (A 190128.1.200.100.2)

***** WARNING *****

This system contains confidential information and patient data.
Access is restricted to authorized personnel only.
Users are required to abide by the Ashe Memorial Hospital
standards regarding security and confidentiality of information.

Violations will be investigated and may result in immediate termination.
Unauthorized access will be prosecuted to the fullest extent of the law.

Select the 6 for Medical Hospital medical records review.

Appl DB	Title
1 ABS.ASM	Ashe Memorial Hospital Abstracting **LIVE**
2 ADM.ASM	Ashe Memorial Hospital Admissions **LIVE**
3 BAR.ASM	Ashe Memorial Hospital B/AR **LIVE**
4 ITS.ASM	Ashe Memorial ITS **LIVE**
5 MOX	Ashe Memorial Magic Office *LIVE*
6 MRI.ASM	Ashe Memorial Hospital Medical Records **LIVE**
7 NUR.ASM	Ashe Memorial Nursing *LIVE*
8 OE.ASM	Ashe Memorial Hospital Order Entry *LIVE*
9 PCI.ASM	Ashe Memorial Hospital Patient Care *LIVE*

Select 16 for View documents.

- 0. Sign-Off
 - 10. Enter/Edit Patient
 - 11. Verify Daily Assignments
 - 12. View Patient
 - 13. View Patient (Summary)
 - 14. Print Patient
 - 15. Scan Documents
 - 16. View Documents
 - 17. Clinical Review
- Patient Routines —
 - 21. Print Missing Data List
 - 22. Print Unit Number Assignment Log
 - 26. Fast Search
 - 27. List PMM Visit Data File
 - 30. Additional Patient Routines
- Incomplete Records —
 - 40. Process Incomplete Record
 - 41. Suspend/Resume Process
 - 42. Complete For One Doctor
 - 43. Print Record
 - 45. Print Notification Letters
- Record Locator —
 - 70. Sign Out & Reserve Record
 - 71. Return & Sign Out Reserved Records
 - 72. Sign Out For One Recipient
 - 73. View Record
 - 75. Print Reminder Letters
- 50. ICR Lists
- 60. Additional ICR Routines
- 80. Locator Lists
- 90. Additional Locator Routines

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Enter the patient's name in the below box and open the search box again enter 2 times.

Check the patient's name and DOB, visit date.

Then enter 1 in see more data.

Unit #	Name	B'Date	SX MN	Last Visit
1	[REDACTED]	10/20/98	F DIXIE	09/28/22 CLI

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Confirm the patient details Click to Yes.

Master Patient Index Search


1. Exact Name Match

HINES, ALEXANDRIA D

Unit #	Name	B'Date	SX MN	Last Visit
1	HINES, ALEXANDRIA D	10/20/98	F DIXIE	09/28/22 CLI

<End of list>

Yes/No Confirmation

 Is this the one?

Based on visit type (Clinic, ED, SDS) and DOS we need to review the documents, to open the documents use the navigation keys (Right and left arrow) to open and close the documents

View Patient Images - M000057485 HINES,ALEXANDRIA D

Function (<Enter> / → = View)

Account #	Document	Scan Dt/Tm	User	Image Info
H000100000000	CONSENTS	09/28/22 1435	DHP	OP
H000100000000	ORDERS	09/08/22 1530	ASHJA	US DOS SEPT
H000100000000	SIGNATURE	08/12/22 1639	CRYTA	
H000100000000	CONSENTS	08/11/22 2040	KIMCA	ED
H000100000000	INS ELIG	08/11/22 2039	KIMCA	
H000100000000	INS CARD	08/11/22 2039	KIMCA	
H000100000000	SIGNATURE	09/29/21 1047	CRYTA	
H000100000000	CONSENTS	09/22/21 0825	MELMO	ER

Coding Navigation:

Select the 1Hospital abstracting for coding.

Application Database Lookup

Select

User: SAIRAMAN,BALAKRISHNA **Last Sign On: Wed 10/05/22 11:56AM**

	Appl DB	Title
1	ABS.ASM	Ashe Memorial Hospital Abstracting **LIVE**
2	ADM.ASM	Ashe Memorial Hospital Admissions **LIVE**
3	BAR.ASM	Ashe Memorial Hospital B/AR **LIVE**
4	ITS.ASM	Ashe Memorial ITS **LIVE**
5	MOX	Ashe Memorial Magic Office *LIVE*
6	MRI.ASM	Ashe Memorial Hospital Medical Records **LIVE**
7	NUR.ASM	Ashe Memorial Nursing *LIVE*
8	OE.ASM	Ashe Memorial Hospital Order Entry *LIVE*
9	PCI.ASM	Ashe Memorial Hospital Patient Care *LIVE*

Select the 11-process patient abstract for coding.

MEDITECH Case Mix/Abstracting Main Menu

Select

— Basic Routines —

0. Sign-Off

11. Process Patient Abstract	51. View System Status
12. Patient Abstract Inquiry	52. Lab Discharge Summaries
13. View Patient Abstract	53. Iatric Flowsheet
14. Process Worklist	

— Menus For Other Routines —

10. Abstracting	70. Abstract Tapes
20. Compiled Reports	80. Archive
30. Forms	90. Dictionaries
40. Utilization Review	100. View Dictionaries

User: BALSA *LIVE* Mail: 40*

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Enter the Patient ID In the below box.

Check with ABS status and patient status.

Select the 3m code finder interface option and add the dx.

Select the CPT CODE for need to check charges.

Process a Patient Abstract

Patient ID

ABS Status

Pt Status

Pt Class

Admitted

Dischrgd

LOS

Unit #

Sex

Age

Location

ETNU

CLI

OUT.OTH

09/28/22

09/28/22

1

F

23

RAD

Select

1 Admission, Discharge & Physician

2 Demographics & Newborn

3 Consults, Svcs, SCU's and Locations

4 Maternity

5 Stillborn

6 Patient Insurances

7 Patient Financial Information

8 Other Patient Data

9 3M Codefinder Interface

10 All Operative Episodes

11 Diagnoses

12 Abstract & DRG Statuses

13 Print Form

14 Alter Descriptions

15 Other ICD9 Diagnoses and Procedures

16 Special Studies

17 Projects

18 CPT Codes

Screen for Option 8)

General Coding Updates

- The client will provide us with the daily inventory to process.
- Coding Specialties that Annexmed is responsible:
 - Emergency Room
 - Laboratory
 - Radiology
 - Surgery

Note: Physical Therapy, Speech Therapy, Respiratory Therapy and Occupational Therapy can code only when discharge time is mentioned.

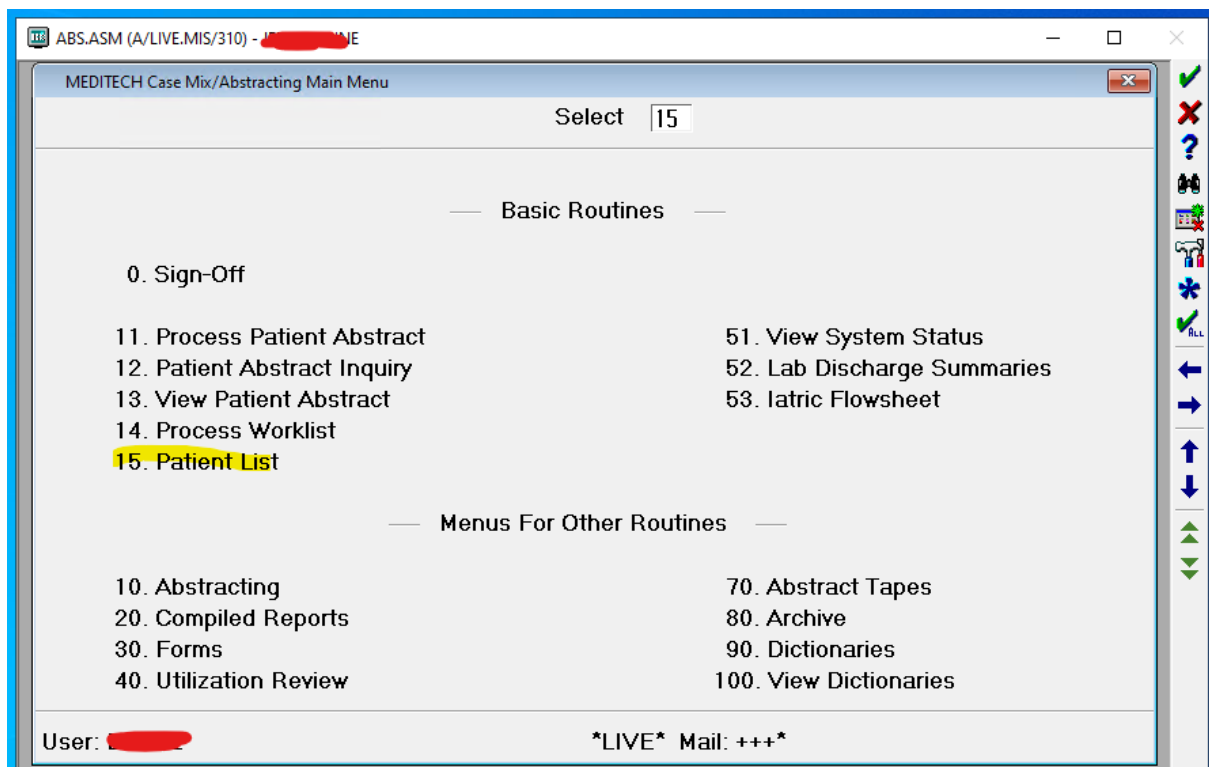
Note: Update on Medical necessity If we find medical necessity is failure under the CPT codes, we need to code any signs and symptoms from nurse notes to prevent denials.

Call/E-Mail UPDATES

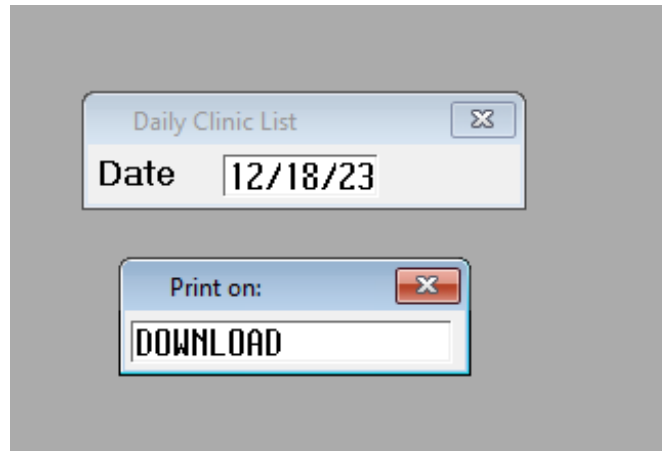
s.n o	Update received date	Update given by	Update received through	Global update (Yes/No)	Update descrip tion	Implement date

Inventory Navigation:

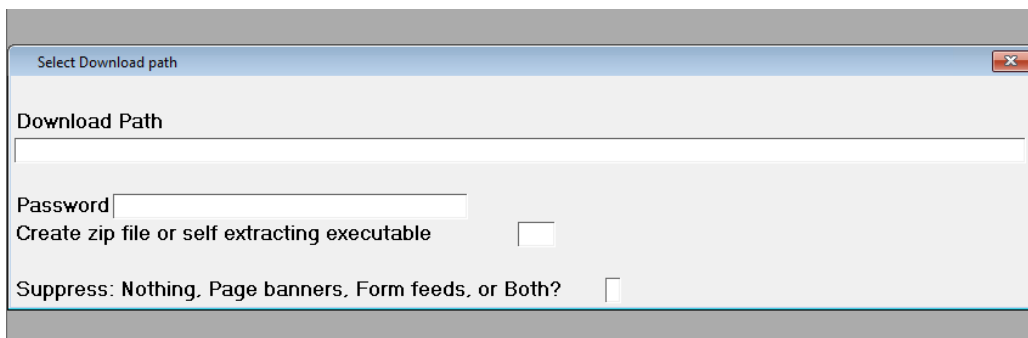
1. Follow the same from the navigation process till Abstracting main menu
2. Select S.no 15 for patient list



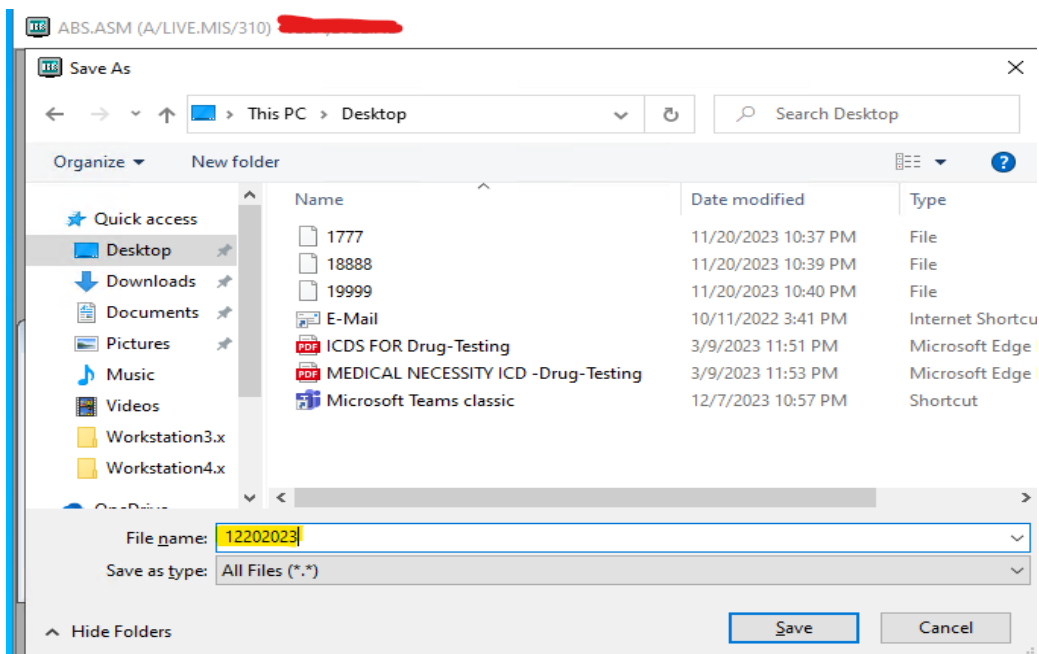
3. Select date and enter.
4. Type download in print on box



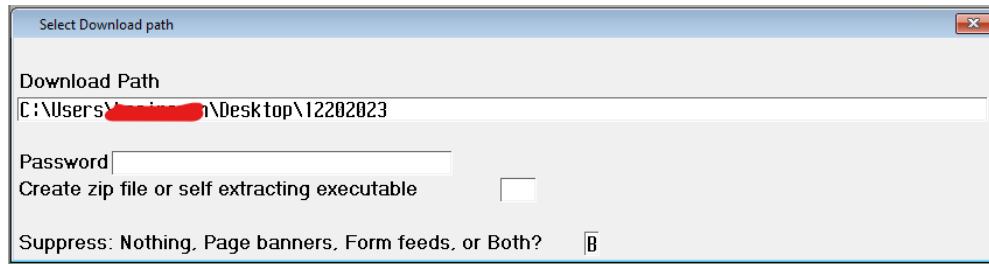
5. Use F9 on the download path.



6. Place the file in the 'Desktop' and type DOS as file name (E.g. 12202023) and then click on save.



7. Type “B” or “P” in the Suppress column and enter.



Select Download path

Download Path
C:\Users\...n\Desktop\12202023

Password

Create zip file or self extracting executable ☐

Suppress: Nothing. Page banners, Form feeds, or Both? ☒

8. The file will be saved on desktop. Open it with **NOTEPAD**.
9. Copy this file to Excel and then convert it into columns by following the below steps.

Click on A1 Column ➡ Choose “Data” ➡ Text to columns ➡ Next , Next , Next , Finish.

Ashe call recording:

- For radiology in process report have to wait four days for get a complete record.
- In chemo record there is no codable Dx have to check HCPCS code J1756 if it's there have to code ICD D50.0, D60.9, D63.1 along with AY modifier.
- For SDC path and H&P record missing have to wait two days for get a complete record.