

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 - Banu	
Approved By	General Manger - Udhaya	
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	Sr. Manager	Rajeswari Asaithambi	rajeswari@annexmed.net	1-866-780-0669	217	1:30AM to 10:30AM
	Level 3	Gen. Manager	Ushasree	ushasree@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	VP	Avinash Kumar	avinash@annexmed.com	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.

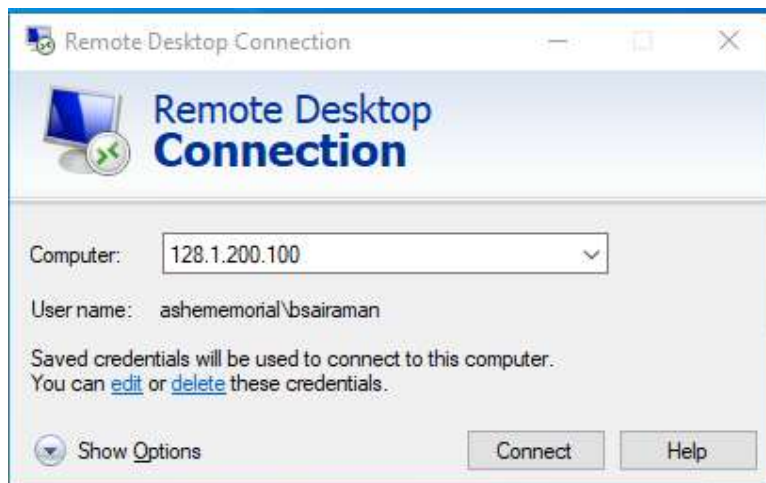
Login Process:

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

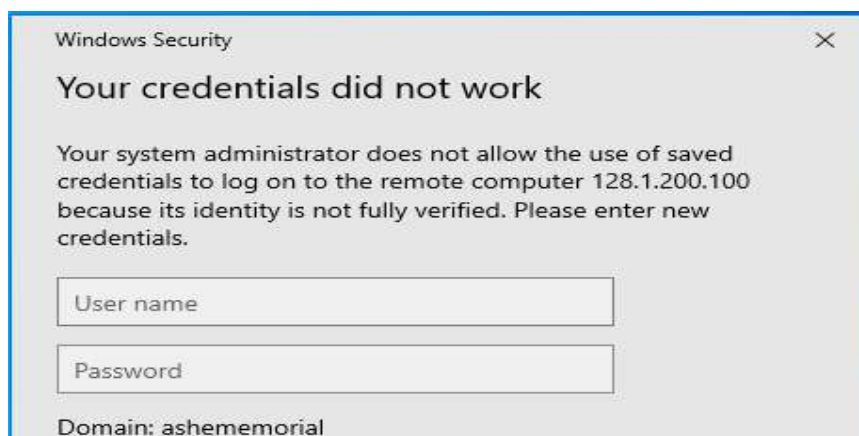
1, Enter the username and password

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

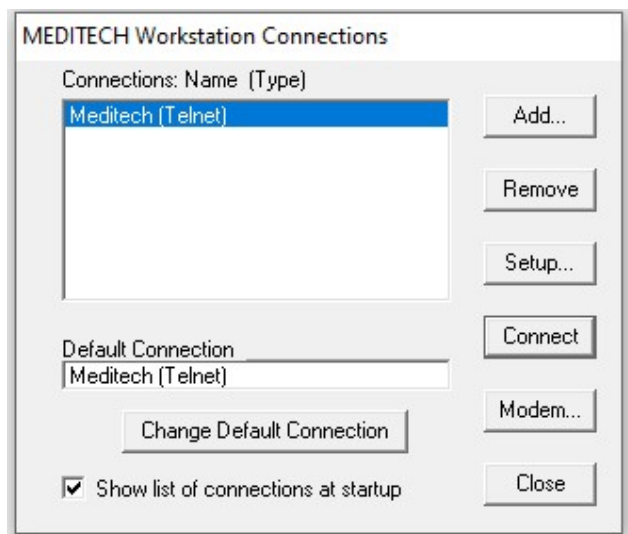


For Meditech

Click the Magic Work station



Connect to the Meditech work station.



Select 1 for Live.

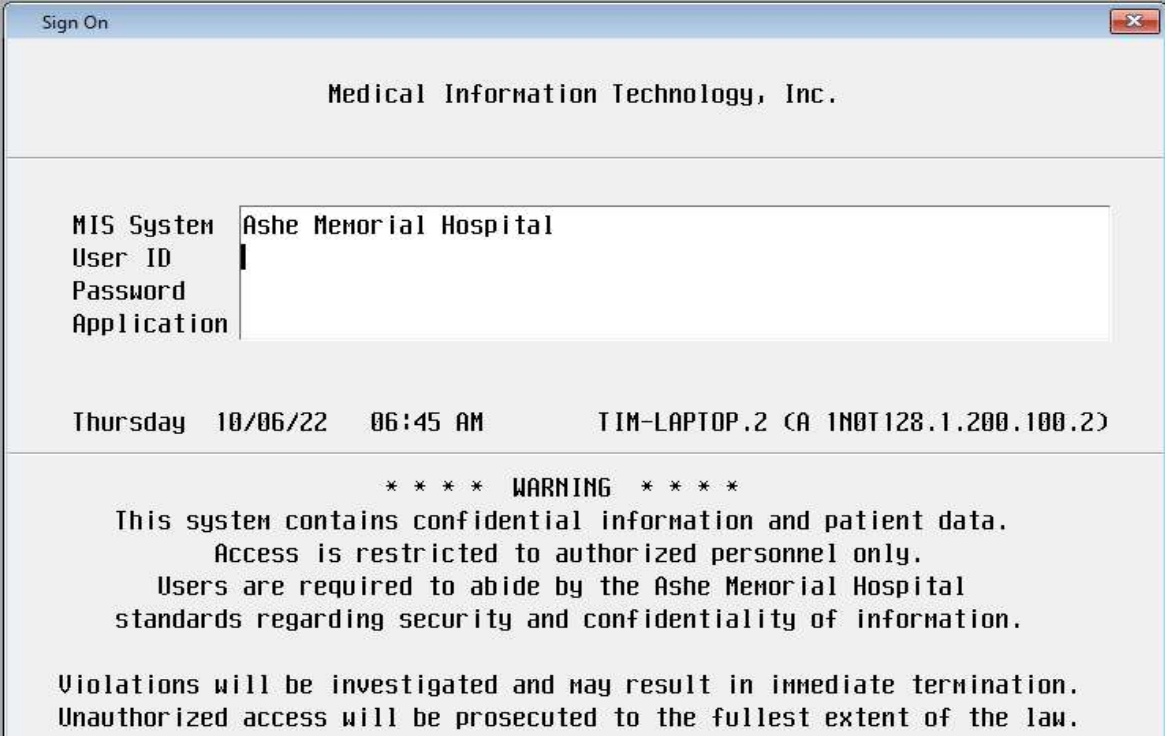


MIS Directories

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.

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Select the 6 for Medical Hospital medical records review.

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 16 for View documents.

MEDITECH Medical Records Module Main Menu

Select

0. Sign-Off

— Patient Routines —

10. Enter/Edit Patient	21. Print Missing Data List
11. Verify Daily Assignments	22. Print Unit Number Assignment Log
12. View Patient	26. Fast Search
13. View Patient (Summary)	27. List PMM Visit Data File
14. Print Patient	
15. Scan Documents	30. Additional Patient Routines
16. View Documents	
17. Clinical Review	

— Incomplete Records —

40. Process Incomplete Record	70. Sign Out & Reserve Record
41. Suspend/Resume Process	71. Return & Sign Out Reserved Records
42. Complete For One Doctor	72. Sign Out For One Recipient
43. Print Record	73. View Record
45. Print Notification Letters	75. Print Reminder Letters

50. ICR Lists

80. Locator Lists

60. Additional ICR Routines

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.

View Patient Images

Patient [Yellowed Name]

Search

Sex []

Birthdate []

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

Then enter 1 in see more data.

Master Patient Index Search

1. Exact Name Match

[Yellowed Name]

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

<End of list>

See More Data For # []

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Confirm the patient details Click to Yes.

Master Patient Index Search


1. Exact Name Match

CONFIRM

Unit #	Name	B'Date	SX MN	Last Visit
1	[REDACTED]	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
[REDACTED]	CONSENTS	09/28/22 1435	DHP	OP
[REDACTED]	ORDERS	09/08/22 1530	ASHJA	US DOS SEPT
[REDACTED]	SIGNATURE	08/12/22 1639	CRYTA	
[REDACTED]	CONSENTS	08/11/22 2040	KIMCA	ED
[REDACTED]	INS ELIG	08/11/22 2039	KIMCA	
[REDACTED]	INS CARD	08/11/22 2039	KIMCA	
[REDACTED]	SIGNATURE	09/29/21 1047	CRYTA	
[REDACTED]	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

Sex F

Age 23

ABS Status	Pt Status	Pt Class	Admitted	Dischrgd	LOS	Unit #	Location
LTNU	CLI	OUT.OTH	09/28/22	09/28/22	1		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.

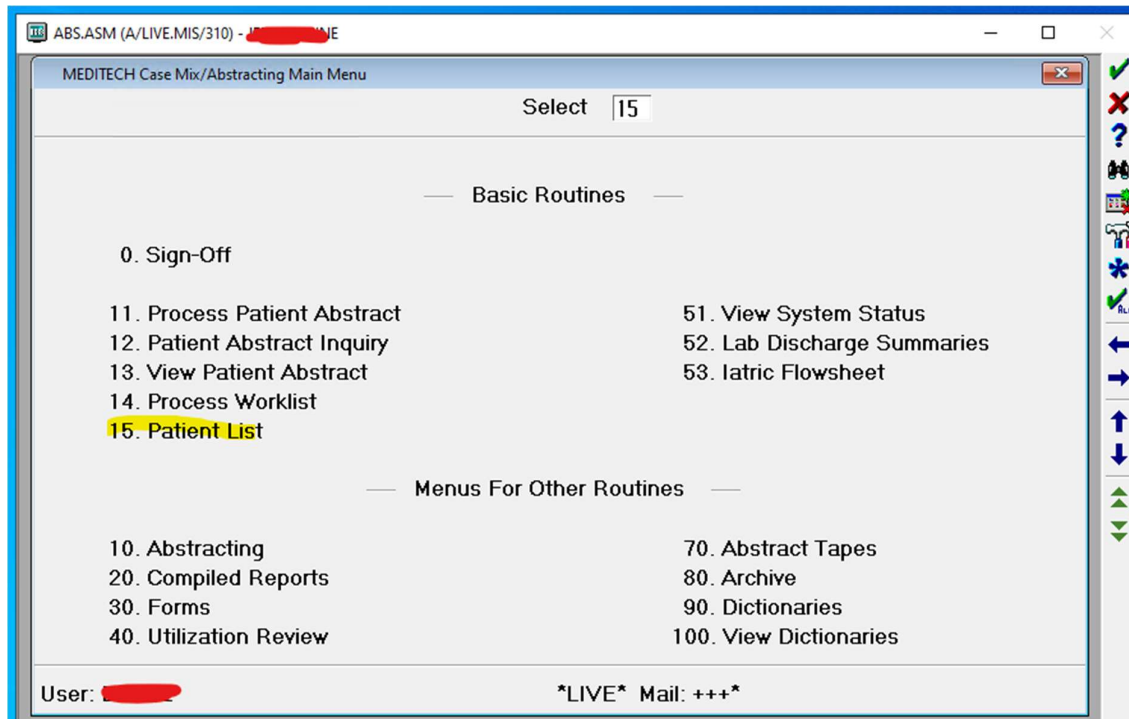
Note: Update on Medical necessity If we find medical necessity is failure under the CPT codes, we need to code any signs and symptoms from nurse notes to prevent denials.

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

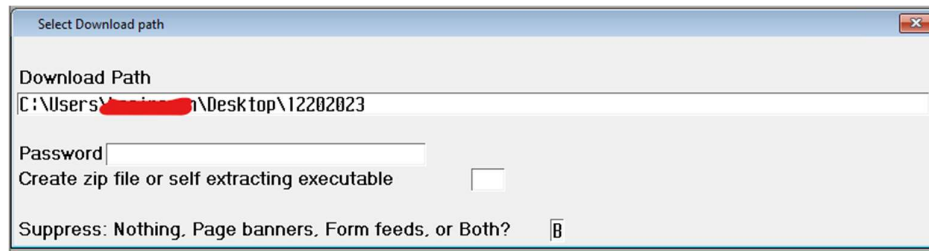


3. Select date and enter.
4. Type download in print on box

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.



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.