ASHE MEMORIAL HOSPITAL

STANDARD **OPERATING** PROCEDURE

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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ASHE MEMORIAL HOSPITAL

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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.**
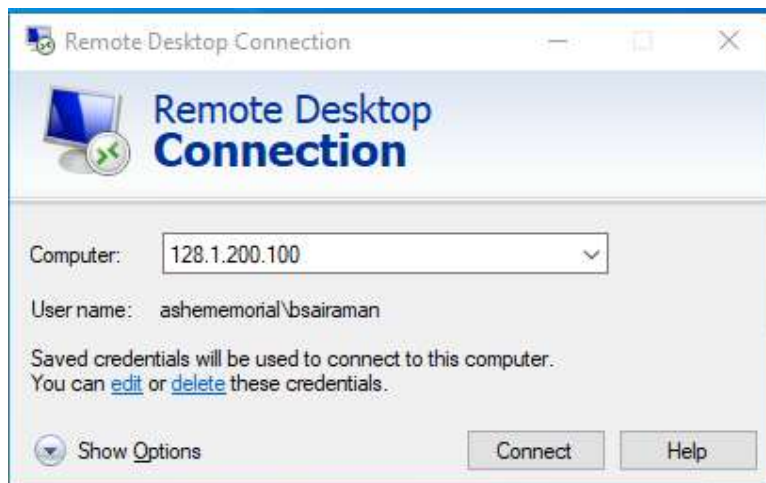- **Working on the pending review responded by the client on daily basis.**

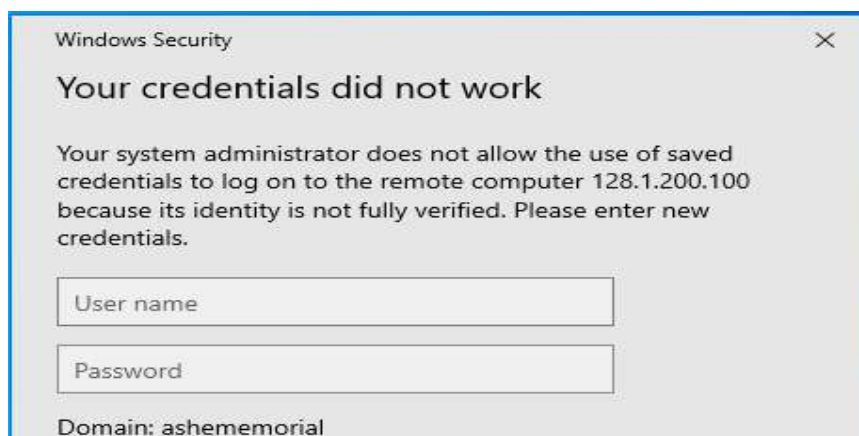**Login Process:**

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

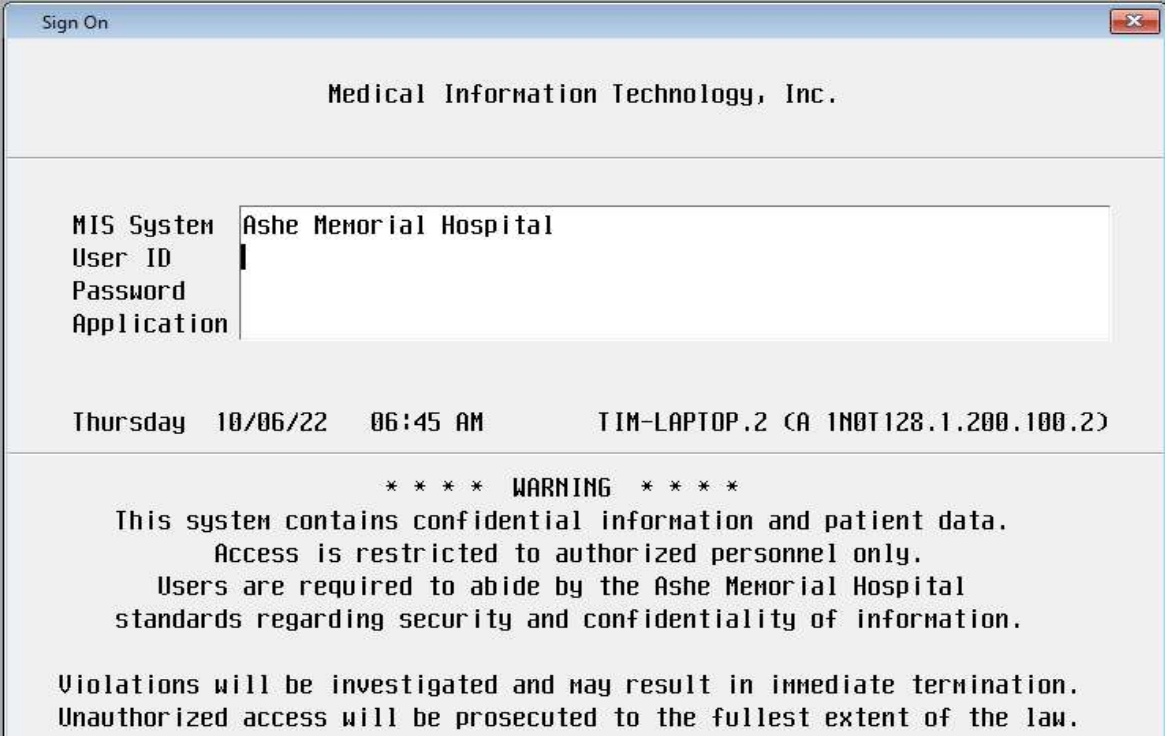

Connect to the Meditech work station.
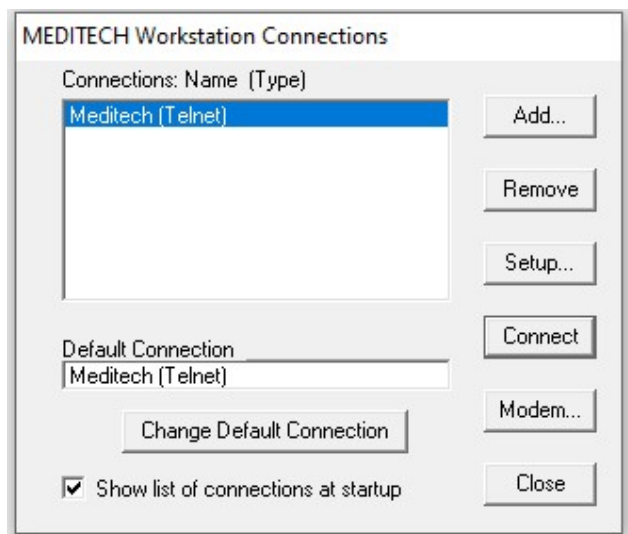
Select 1 for Live.

Enter your user id and password.

.

Select the 6 for Medical Hospital medical records review.

```
Application Database Lookup                                              [x]

  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                               [x]
                                   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  —            —  Record Locator  —
   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.

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

Then enter1in see more data.

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Confirm the patient details Click to Yes.

Master Patient Index Search

1. Exact Name Match

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

Yes/No Confirmation

Is this the one?

Yes   No

<End of list>

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
	CONSENTS	09/28/22 1435	DHP	OP
	ORDERS	09/08/22 1530	ASHJA	US DOS SEPT
	SIGNATURE	08/12/22 1639	CRYTA	
	CONSENTS	08/11/22 2040	KIMCA	ED
	INS ELIG	08/11/22 2039	KIMCA	
	INS CARD	08/11/22 2039	KIMCA	
	SIGNATURE	09/29/21 1047	CRYTA	
	CONSENTS	09/22/21 0825	MELMO	ER

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Coding Navigation:

Select the 1Hospitial abstracting for coding.

Select the 11-process patient abstract for coding.

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.

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.no	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
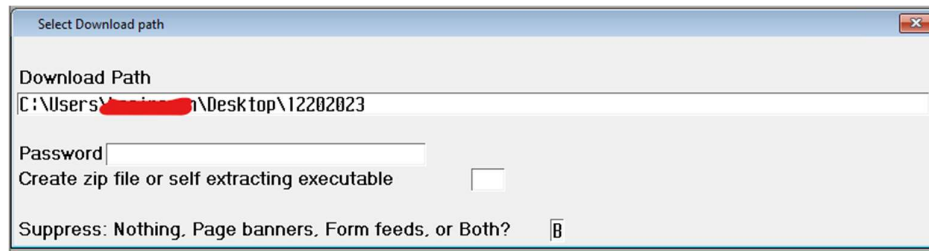2. Select S.no 15 for patient list
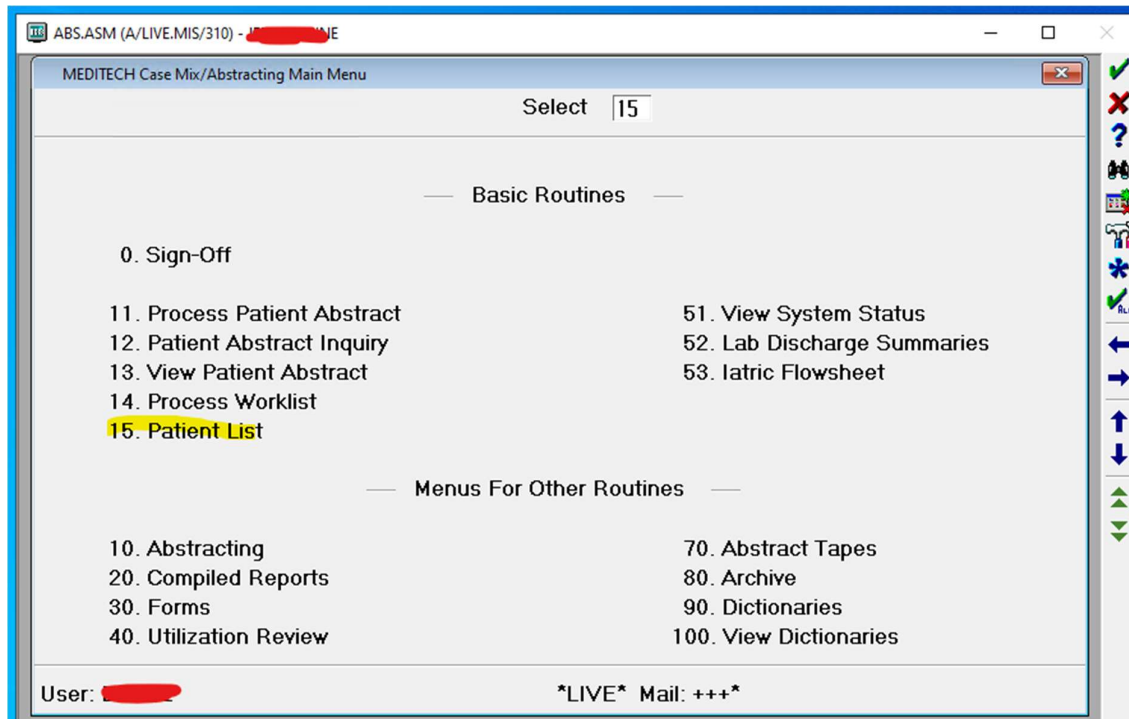
3. Select date and enter.
4. Type download in print on box

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.