## Version 3.2

**Highlights**

- RCM Docs Encounter Management (Beta practices only). Manage, assign and track RCM Docs using Encounters on Qonductor

- Encounter group assignment. Assign encounter to practice group

- Track RCM Docs queries using Encounters

- Configurable Encounter generation rules for RCM Docs

- Enhanced RCM Document Dashboard

- Import Document and Legacy RCM Docs View

- Encounter lists HL7, Client Bill columns are replaced by icon/buttons on all the tabs

- Quick Search – By Encounter/Accession #, By Patient Name, By QClaim #

- Version update notification and release note integration

- SMS alerts
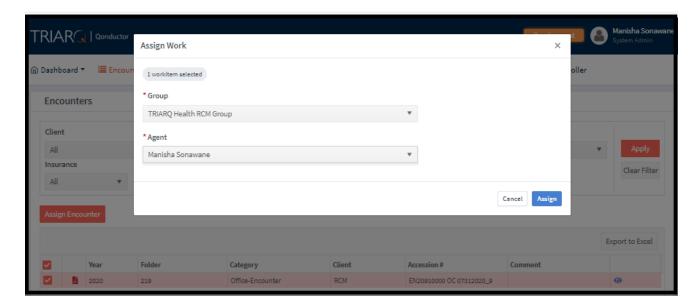
- Defined Encounter type with Icon

## ⬛ RCM Docs Encounters Assignment Workflow:

QPM Scan document will be processed in Qonductor through glo-collect and splitter service and encounter will be generated, that are available in Encounter tab with the file name as accession number. From Encounter tab, these encounters can be assigned to users & their status can be tracked in Qonductor.

- **Encounter tab:**

RCM Manager will assign the encounters to the RCM/NTT users, assigned encounters are available in My Encounters of assignee.
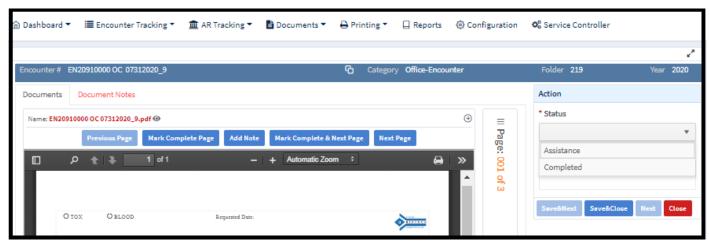
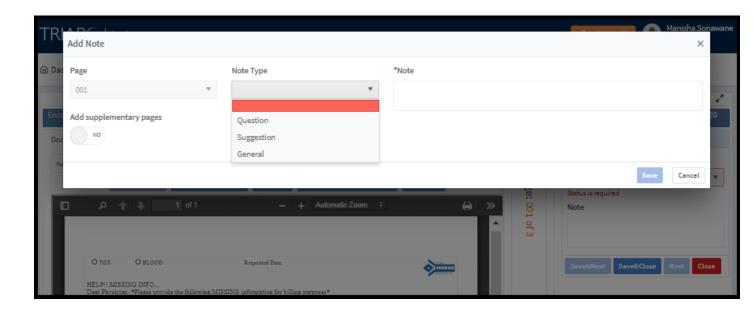

- **My Encounters**
  **Work Action Pane:**
  Buttons to navigate pages of assigned documents, mark page as complete & add note on a page are available on top. On Right hand side, action panel is available to change status of current encounter. User will work on the assigned document from this tab. Work done on document pages from RCM Docs screen will be synchronized between RCM Docs & associated encounter's work action pane such as page status (Complete/ Sent to Practice) & notes added/deleted.
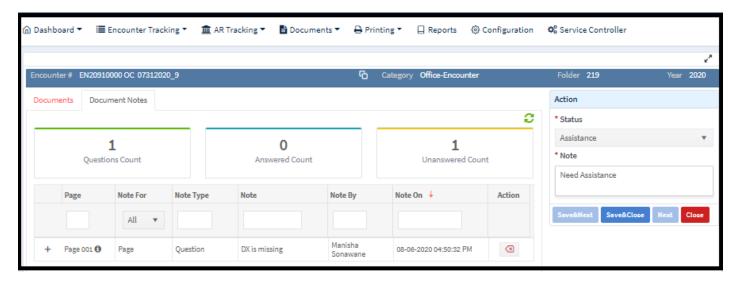
Like RCM Docs screen from work action pane also, user can add notes on pages and mark supplementary pages for that note. User can also view original document by clicking on "View original Document" button of the encounter assign to him/her

After adding notes/questions, encounter can be completed or added to assistance bucket to raise queries.



- **Assistance**:

  Encounters marked for Assistance status would land on Assistance tab. From here manager or concerned person can complete encounters using Mark Complete button.
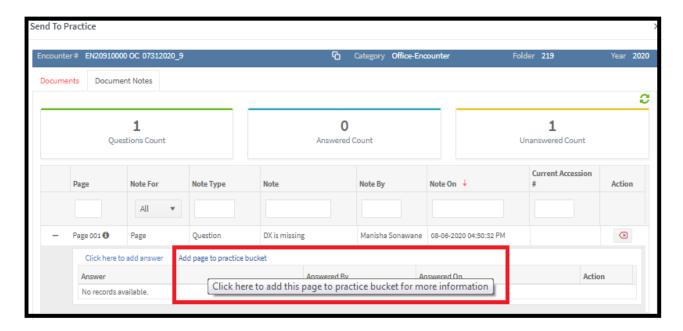
- **Send To Practice:**
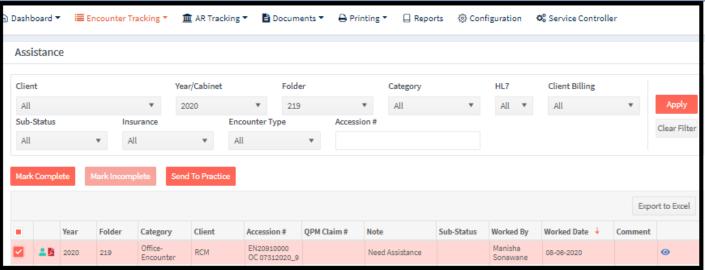
  Like RCM Docs screen & work action pane of assigned encounters, Documents & document Notes tab are available on Send to Practice screen also.
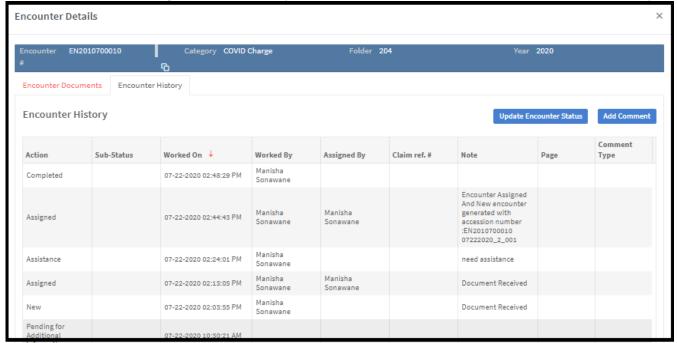


- From assistance tab, encounters will be checked, managers can give answers to questions asked or decide to send it to practice by using "Add page to practice bucket" button. Question can also be removed from practice bucket by using "Remove page from practice bucket" button.
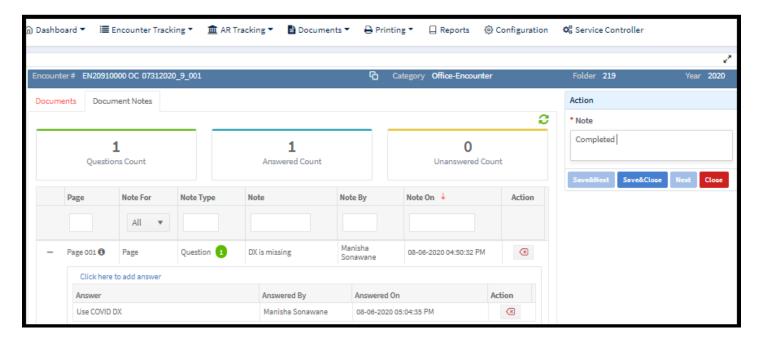
- **Encounter history**
  Actions taken on original encounters or practice encounters can be tracked from its encounter history tab.

**Encounter Details** ✕

| Encounter # | EN2010700010 | Category | COVID Charge | Folder | 204 | Year | 2020 |

Encounter Documents | **Encounter History**

### Encounter History

[Update Encounter Status] [Add Comment]

| Action | Sub-Status | Worked On ↓ | Worked By | Assigned By | Claim ref. # | Note | Page | Comment Type |
|---|---|---|---|---|---|---|---|---|
| Completed | | 07-22-2020 02:48:29 PM | Manisha Sonawane | | | | | |
| Assigned | | 07-22-2020 02:44:43 PM | Manisha Sonawane | Manisha Sonawane | | Encounter Assigned And New encounter generated with accession number :EN2010700010 07222020_2_001 | | |
| Assistance | | 07-22-2020 02:24:01 PM | Manisha Sonawane | | | need assistance | | |
| Assigned | | 07-22-2020 02:13:05 PM | Manisha Sonawane | Manisha Sonawane | | Document Received | | |
| New | | 07-22-2020 02:03:55 PM | Manisha Sonawane | | | Document Received | | |
| Pending for Additional Information | | 07-22-2020 10:30:21 AM | | | | | | |

- **Practice encounter:**
  Practice encounters are the encounters assigned to practice group. Any user from practice group can work on the  encounter at a time. When question of page is send to practice then page status is changed to "Sent to Practice". User from practice group must provide answers to questions. Add note and send the encounter back.
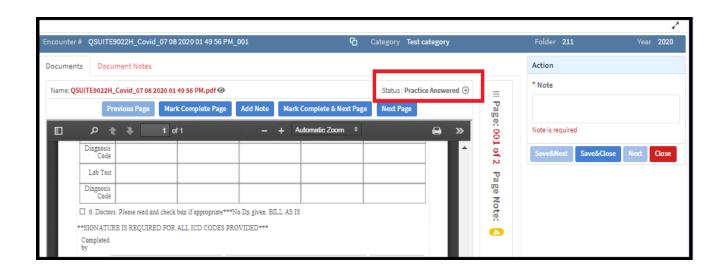
🏠 Dashboard ▾   ☰ Encounter Tracking ▾   🏛 AR Tracking ▾   📄 Documents ▾   🖨 Printing ▾   ▢ Reports   ⚙ Configuration   ⚙ Service Controller

| Encounter # | EN20910000 OC 07312020_9_001 | | Category | Office-Encounter | Folder | 219 | Year | 2020 |

**Documents** | Document Notes

**Action**

* Note

[ Completed ]

[Save&Next] [Save&Close] [Next] [Close]

| | 1 Questions Count | 1 Answered Count | 0 Unanswered Count |

| | Page | Note For | Note Type | Note | Note By | Note On ↓ | Action |
|---|---|---|---|---|---|---|---|
| | | [ ] | [All ▾] | [ ] | [ ] | [ ] | [ ] |
| − | Page 001 ⓘ | Page | Question ❶ | DX is missing | Manisha Sonawane | 08-06-2020 04:50:32 PM | ⊗ |
| | Click here to add answer | | | | | | |

| Answer | | Answered By | Answered On | Action |
|---|---|---|---|---|
| Use COVID DX | | Manisha Sonawane | 08-06-2020 05:04:35 PM | ⊗ |

- **Reassigned practiced completed accession to original user:**
  When practice user will add answer against the question send to practice group the page status will be changed to "Practice Answered
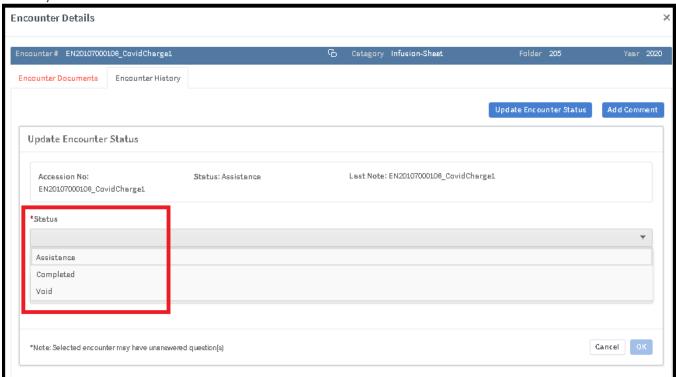
- **Update Encounter Status**
  Users can change the RCM Encounter status from View history. It is provided from assistance and search tab only.

**Encounter Details** ✕

Encounter # EN20107000106_CovidCharge1        Category Infusion-Sheet        Folder 205        Year 2020

Encounter Documents     Encounter History

Update Encounter Status    Add Comment

**Update Encounter Status**

Accession No:                Status: Assistance                Last Note: EN20107000106_CovidCharge1
EN20107000106_CovidCharge1

*Status

[                                                                            ▼ ]

Assistance

Completed

Void

*Note: Selected encounter may have unanswered question[s]        Cancel    OK

**Note:**
1. **RCM Encounters would only be allowed to land in one of the following status in Qonductor: Assigned, Assistance, Completed and Void.**
2. **Encounters which are sent to practice will be in Practice Assigned status. These encounter will only be Practice Completed & re assigned to original user instatnly.**
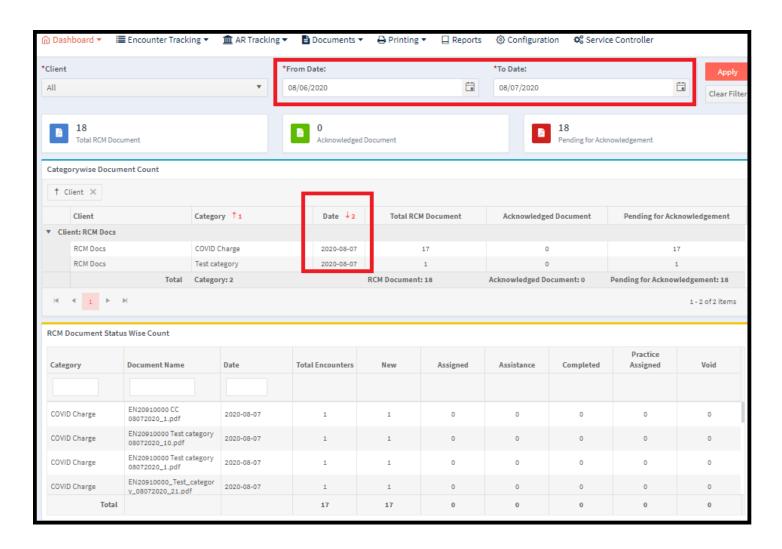
**RCM Dashboard:** *[Permission required to access the feature]*

Date column added on RCM dashboard grid and it is sorted in descending order by default.

- **RCM Document Stauts Wise Count :** Status wise encounter counts are displayed for RCM Document.



| Dashboard ▼ | Encounter Tracking ▼ | AR Tracking ▼ | Documents ▼ | Printing ▼ | Reports | Configuration | Service Controller |

| *Client | | *From Date: | | *To Date: | | | Apply |
|---|---|---|---|---|---|---|---|
| All | ▼ | 08/06/2020 | | 08/07/2020 | | | Clear Filter |

| 18 Total RCM Document | 0 Acknowledged Document | 18 Pending for Acknowledgement |
|---|---|---|

**Categorywise Document Count**

↑ Client ✕

| | Client | Category ↑1 | Date ↓2 | Total RCM Document | Acknowledged Document | Pending for Acknowledgement |
|---|---|---|---|---|---|---|
| ▼ **Client: RCM Docs** | | | | | | |
| | RCM Docs | COVID Charge | 2020-08-07 | 17 | 0 | 17 |
| | RCM Docs | Test category | 2020-08-07 | 1 | 0 | 1 |
| | Total | Category: 2 | | RCM Document: 18 | Acknowledged Document: 0 | Pending for Acknowledgement: 18 |

|◄ ◄ **1** ► ►|   1 - 2 of 2 items

**RCM Document Status Wise Count**

| Category | Document Name | Date | Total Encounters | New | Assigned | Assistance | Completed | Practice Assigned | Void |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| COVID Charge | EN20910000 CC 08072020_1.pdf | 2020-08-07 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| COVID Charge | EN20910000 Test category 08072020_10.pdf | 2020-08-07 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| COVID Charge | EN20910000 Test category 08072020_1.pdf | 2020-08-07 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| COVID Charge | EN20910000_Test_category_08072020_21.pdf | 2020-08-07 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Total | | | 17 | 17 | 0 | 0 | 0 | 0 | 0 |

- **Encounter Stauts ->>Document count:** *[Permission required to access the feature]*
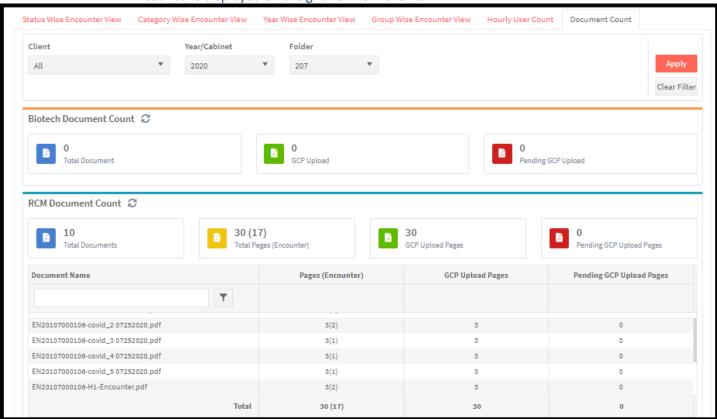
This section shows statistics of total documents received in the system & how many of them are uploaded on GCP.

1. **Biotech Document count**
   Total Document, Upload GCP and Pending GCP count are displayed on the grid for Biotech client.
2. **RCM document count**
   Document wise total pages, total encounter count, Upload GCP pages, and Pending GCP pages count are displayed on the grid for RCM clients.
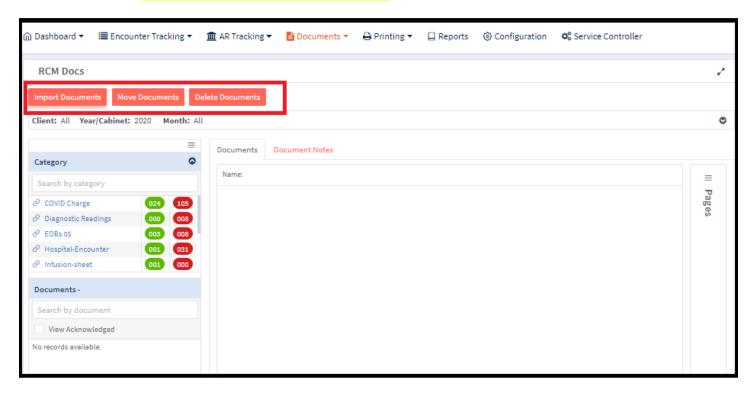
## 🏁 RCM DOC's Screen Enhancement

Three new buttons are added on RCM Docs screen.
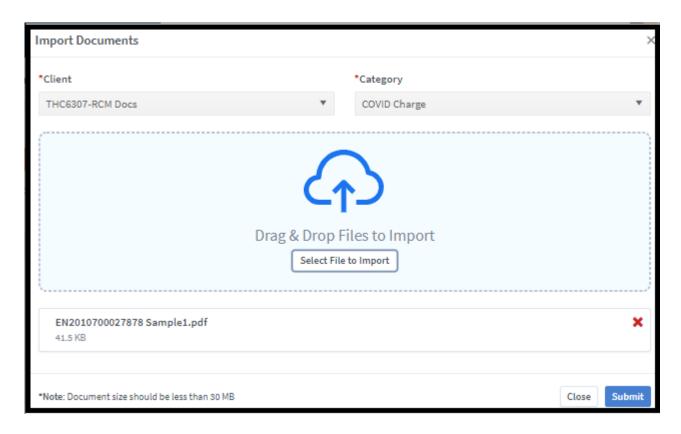
1. Import Document
2. Document ->>RCM Doc's Import Tab
3. Move Document
4. Delete Document

**Document Import:** *[Permission required to access the feature]*

## Import Documents

| | |
|---|---|
| **\*Client** | **\*Category** |
| THC6307-RCM Docs ▼ | COVID Charge ▼ |



Drag & Drop Files to Import

Select File to Import

EN2010700027878 Sample1.pdf
41.5 KB ✖

*Note: Document size should be less than 30 MB  Close  Submit
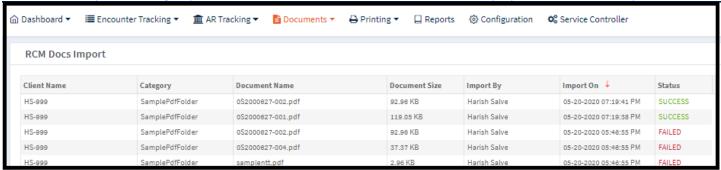
Import Documents feature allows user to upload documents on FTP. Files will be uploaded for selected client in specified category. Files of size up to 30 MB can be uploaded. When SFTP Slitter service scheduler is executed, these imported documents would also be processed.

**RCM Docs Import Tab** *[Permission required to access the feature]*
Files imported using Import Document feature of RCM Docs tab will be displayed on RCM Docs Import screen.
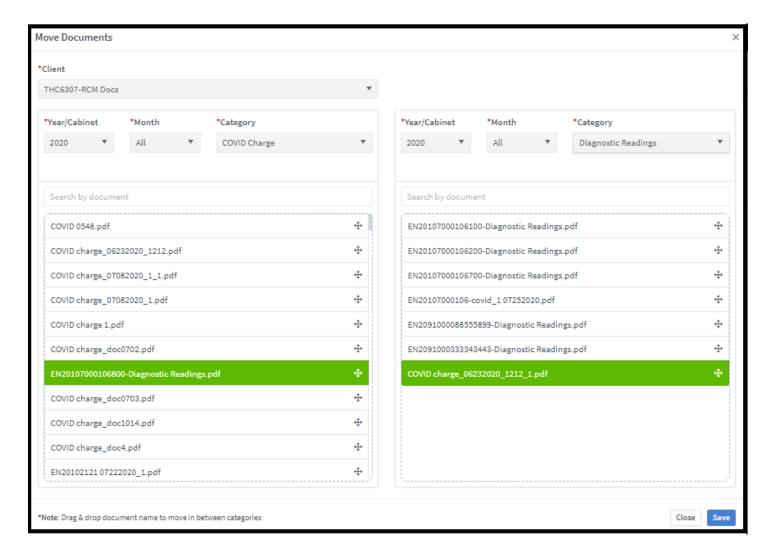
🏠 Dashboard ▾   ☰ Encounter Tracking ▾   🏛 AR Tracking ▾   📄 Documents ▾   🖨 Printing ▾   🖵 Reports   ⚙ Configuration   ⚙ Service Controller

### RCM Docs Import

| Client Name | Category | Document Name | Document Size | Import By | Import On ↓ | Status |
|---|---|---|---|---|---|---|
| HS-999 | SamplePdfFolder | 0S2000627-002.pdf | 92.96 KB | Harish Salve | 05-20-2020 07:19:41 PM | SUCCESS |
| HS-999 | SamplePdfFolder | 0S2000627-001.pdf | 119.05 KB | Harish Salve | 05-20-2020 07:19:38 PM | SUCCESS |
| HS-999 | SamplePdfFolder | 0S2000627-002.pdf | 92.96 KB | Harish Salve | 05-20-2020 05:46:55 PM | FAILED |
| HS-999 | SamplePdfFolder | 0S2000627-004.pdf | 37.37 KB | Harish Salve | 05-20-2020 05:46:55 PM | FAILED |
| HS-999 | SamplePdfFolder | samplentt.pdf | 2.96 KB | Harish Salve | 05-20-2020 05:46:55 PM | FAILED |

**Document Move:** *[Permission required to access the feature]*
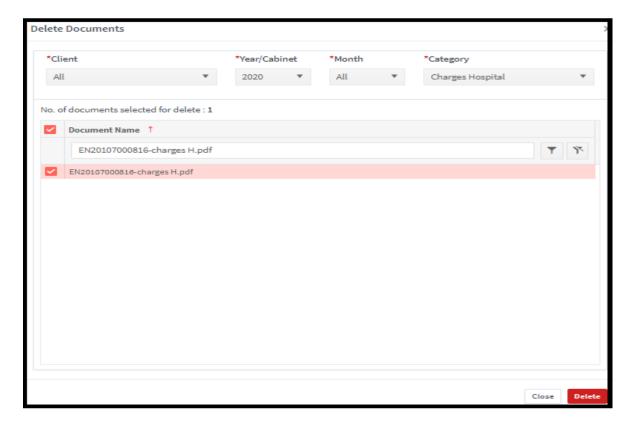


Move Document feature allows user to move documents from one category to another category.
Note will be added in Encounter history once category of an encounter is changed.

**Delete Document:** *[Permission required to access the feature]*
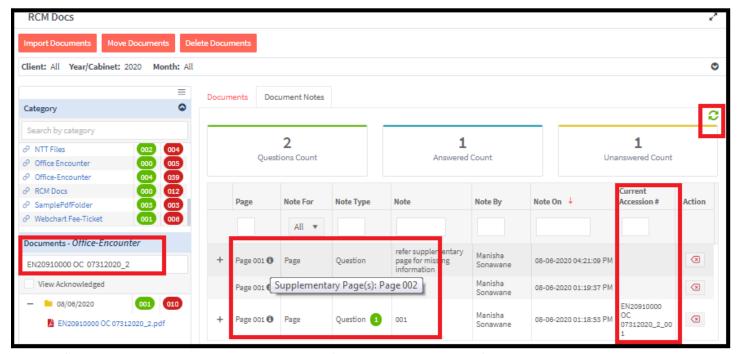


Delete Document feature allows user to delete duplicate or incorrect documents. On deleting a document, encounters associated with that document will also be deleted.
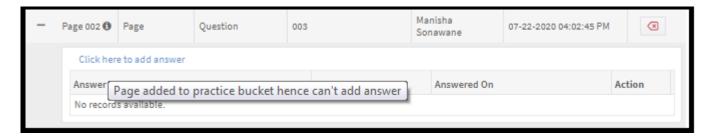
**RCM Docs Screen UI Changes:**
1. 'Search by document' feature is added to search a document by its name.
2. Supplementary pages are displayed on mouse hover on page number of page note.
3. Refresh button is added on top right corner to refresh document notes.
4. Filters are added on notes grid.
5. Current Accession#: This column is added on notes grid which shows accession number of the encounter in which the question is sent to practice currently.
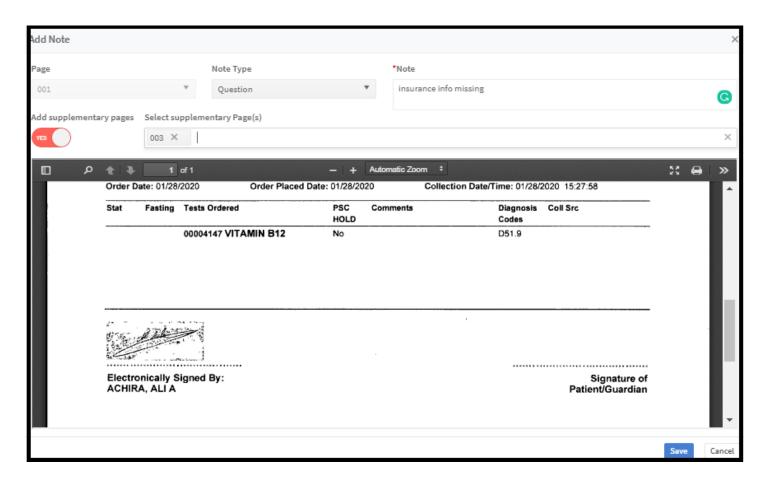
6. If a question is added to practice bucket then 'Click here to add answer' option is disabled.
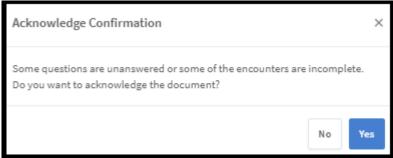


7. Option to add Supplementary from RCM Docs screen

**Add Note**                                                                                               ×

Page

001 ▼

Note Type

Question ▼

*Note

insurance info missing

Add supplementary pages     Select supplementary Page(s)

YES ⬤

003 ×  |                                                                                            ×

◻ | 🔍 ⬆ ⬇ | 1 of 1 | — + | Automatic Zoom ↕ | ⤢ 🖨 | »

Order Date: 01/28/2020          Order Placed Date: 01/28/2020          Collection Date/Time: 01/28/2020  15:27:58

| Stat | Fasting | Tests Ordered | PSC HOLD | Comments | Diagnosis Codes | Coll Src |
|------|---------|---------------|----------|----------|-----------------|----------|
|      |         | 00004147 VITAMIN B12 | No |  | D51.9 |  |

Electronically Signed By:
ACHIRA, ALI A

Signature of
Patient/Guardian

Save   Cancel

8.  Acknowledgment Confirmation: If a document has some unanswered questions or any of the encounters associated with that document are not complete, then user gets a confirmation dialogue box while acknowledging the document.

**Acknowledge Confirmation**                                            ×

Some questions are unanswered or some of the encounters are incomplete.
Do you want to acknowledge the document?

No   Yes

9.  Restrict mark complete page: If a page has any unanswered question then it cannot be marked as complete.

## Qonductor Portal Enhancements:

- View button, hl7, client billing columns are replaced by icon buttons on all the tabs.



- Group assignment & Individual assignment icons are added to identify assignment types.
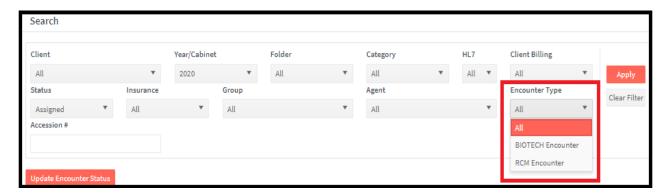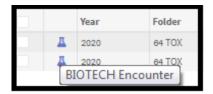
- Encounter type filter: User can filter encounters by their types.



- Encounter type icon: Icon is added to identify encounter type.



- New status on search tab drop down: Practice assigned.
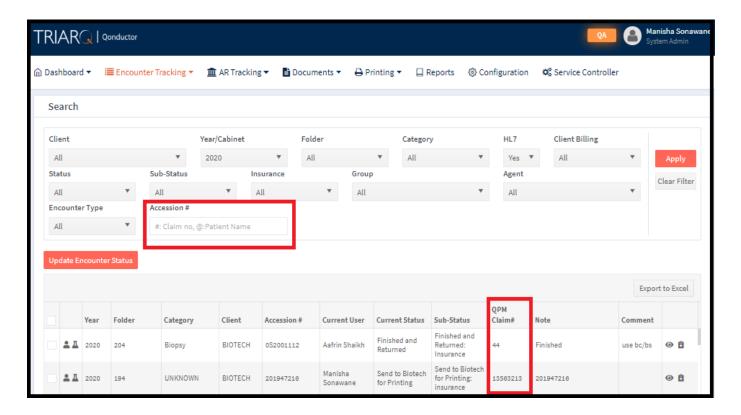


- Page status: RCM Encounter-> view -> page status (Completed / Sent to practice) Page status can be viewed on top right hand corner of work action pane and encounter details screen.


- **Search tab  : Search by claims and Patient Name**
User can search the encounter by claim # and patient name. Claim number column is added on the gird.
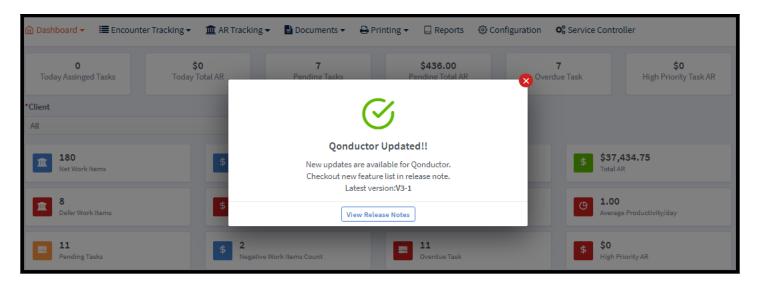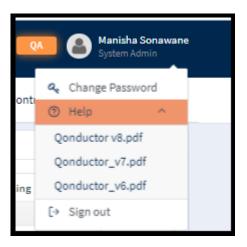
- **Version Update Notification**

  New feature is added to intimate the user when the appliction is updated to a newer version. It will show a document of realese note in brief. It will be shown on first login after the application is upadted .Help has a submenu which will list release notes of latest theree version upadtes.
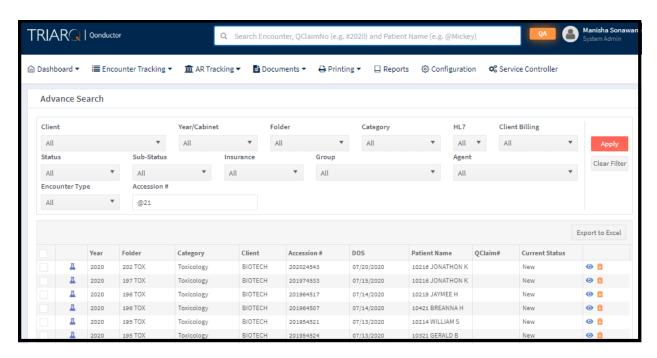
- **Advance search features:**

    Advance search feature is added on the title bar for universal search. User can search record by Encounter#/Accession#, claim #, and Patient Name. Once user enter search filed then he will be navigated to advance search tab.
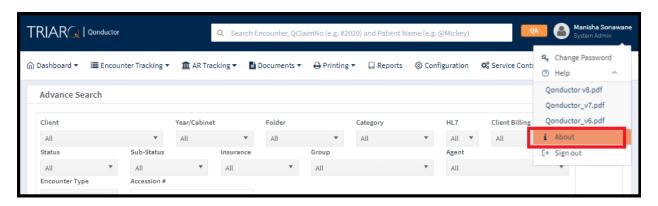
    User can search any records by applying available filters on advance search tab. Export to Excel option is also available like Search tab.
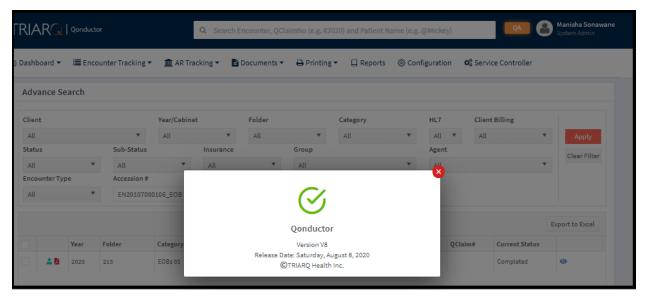
- **About Menu :** User can see the current Release version of Qonductor by clicking on "About" menu tab
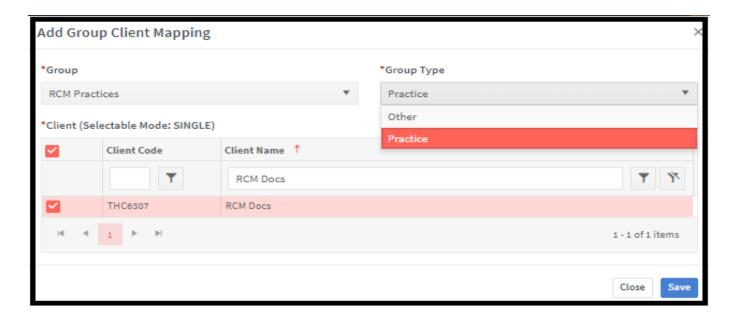
**⊹ Configuration Enhancement :**
- **Group client mapping:** *[Permission required to access the feature]*
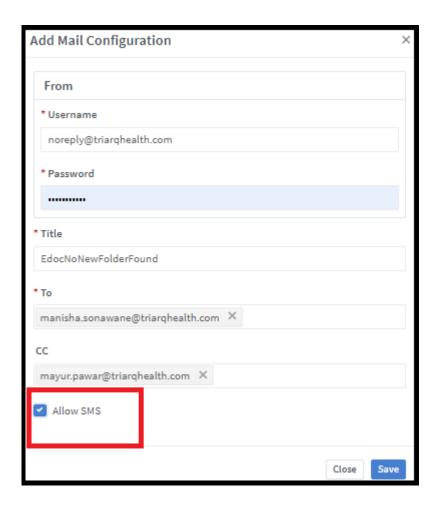


Group Type mapping is added on 'Group Client Mapping Configuration' screen. There are two types of group:
1. **Other**: Using this group type, user can set mapping types other than practice.

2. **Practice**: Using this Group type, user can set Practice mapping group for clients.
 Group type column is displayed on the grid to identify the mapping type.

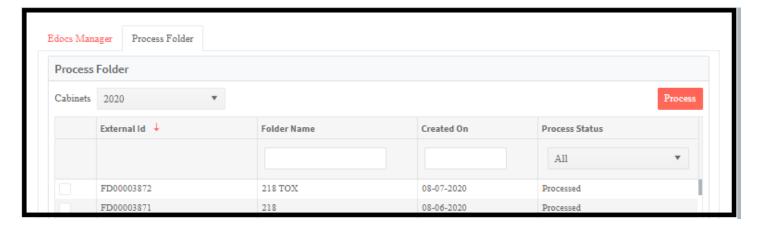- **Mail configuration:** *[Permission required to access the feature]*



On Mail Configuration screen, Allow SMS notification check box is added. If this setting is on, when email is sent SMS would be sent along with email. SMS column is displayed on the grid. If Allow SMS setting is on, it shows yes otherwise it is blank.

- **EDOC's Manager:** *[Permission required to access the feature]*



EDOC's Manager Configuration is divided in two tabs:
- Edocs Manger: User can see all cabinet list on Edocs Manger tab
- Process Folder: User can see all processed and unprocessed folder list on processed folder. And search filters added on grid.