

# Centricity Physician Office

Practice Management and  
Electronic Medical Records



imagination at work



# Centricity Physician Office — Bridging the divide between office and exam room

Uniting the best-of-class software in both electronic medical records and practice management, Centricity® Physician Office integrates clinical and financial data to help reduce expenses and improve patient care. GE Medical Systems Information Technologies started with the best clinical and practice management software available, then brought them together on GE's strong foundation. The new Centricity Physician Office package offers practices the best of all worlds: entrepreneurial innovation, GE's technological depth and strength, and comprehensive integration.

Centricity Physician Office includes two main components: Electronic Medical Records (EMR) and Practice Management (PM).

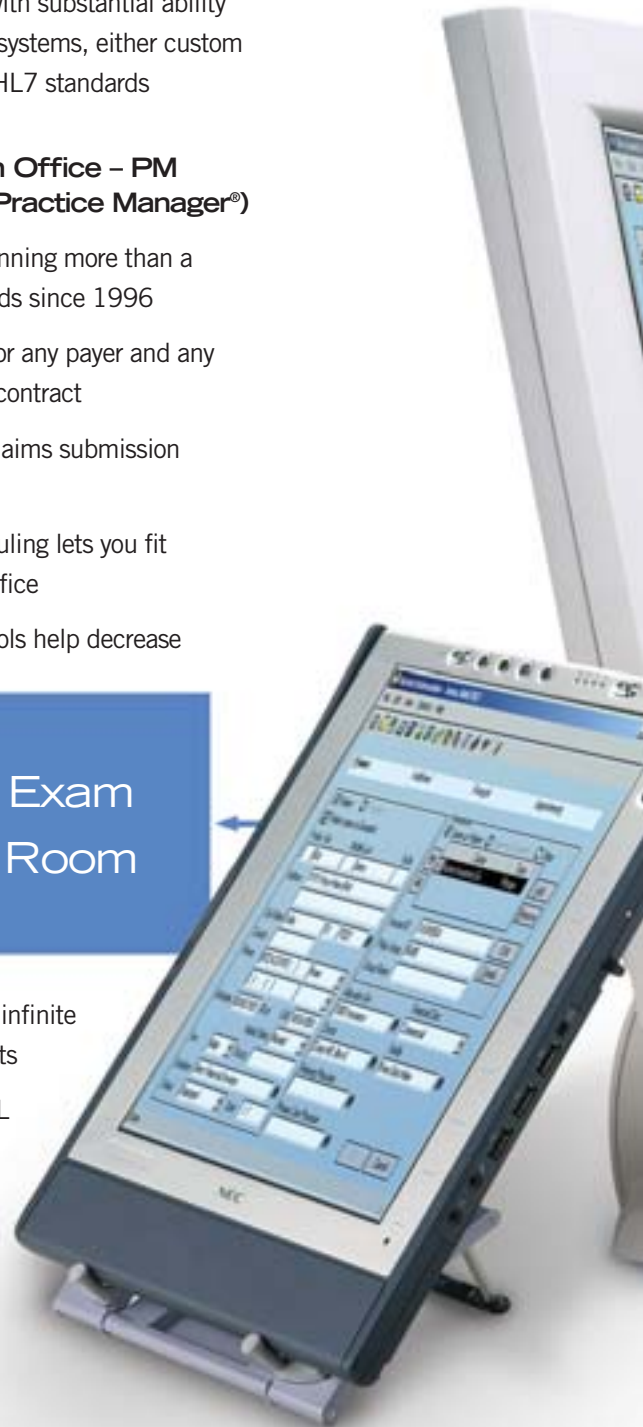
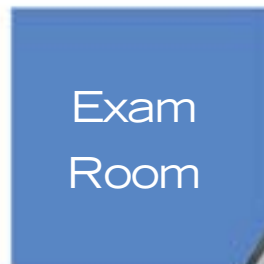
## Centricity Physician Office – EMR (formerly Logician®)

- The industry's leading EMR for ambulatory care for more than a decade
- Designed by clinicians for clinicians
- Familiar, problem-oriented format with a one-screen summary and detailed patient information available with a single click
- Information accessible by the whole care team instantly, while maintaining security and HIPAA compliance
- Lab results, transcriptions, radiology images and more automatically imported and attached to the patient record
- Comprehensive medical record – securely accessible when you need it, where you need it, helping to reduce or eliminate costs associated with transcription or chart pulls while correctly coding for the care you provide

- Highly customizable, with substantial ability to integrate with other systems, either custom or off-the-shelf, using HL7 standards

## Centricity Physician Office – PM (formerly Millbrook Practice Manager®)

- The industry leader, winning more than a dozen prestigious awards since 1996
- Fast, accurate billing for any payer and any kind of managed-care contract
- Integrated electronic claims submission and remittance
- Resource-based scheduling lets you fit the schedule to your office
- Powerful collections tools help decrease payment time and improve cash flow
- Reporting tools provide a wide array of built-in reports, plus the ability to create an infinite variety of custom reports
- HL7 and Microsoft SQL Server architecture provide easy integration with other systems



# Better together — The two sides of Centricity Physician Office

We all work better when we have the information we need, and the same thing is true of the systems that run your office. In the modern age of HIPAA compliance and decreasing reimbursements, you can't afford to isolate your back office and your exam rooms. Two great systems that work great together: Centricity EMR and Centricity PM.

What can you do with Centricity Physician Office?

- Share data effortlessly among clinical, appointments, demographic, and financial functions
- Eliminate redundant data entry
- Capture accurate, complete charges directly from the clinical record
- Create charts automatically from new patient appointment information
- Eliminate lost superbills



Office

# A day in the life of a Centricity physician office

## From the first call to the exam room...

- Sarah Oberheim calls in the morning saying she's light-headed. The triage nurse instantly calls up her chart and notes that Sarah is pregnant, with a history of gestational diabetes.
- She consults the schedule and fits Sarah in promptly for an appointment. Also checks for other tests that are due in the next two weeks.
- When Sarah arrives and is checked in, her insurance information is confirmed. Any changes made will update both the billing function and the plan-specific clinical decision support in Centricity EMR, guiding orders for tests and referrals, which helps ensure accurate formulary checking.
- Sarah may fill in pre-visit information, either on a secure Web site or on paper forms that can be scanned into the medical record, to provide structured data.
- Vital signs are captured and entered while the physician reviews the history. The nurse and physician can work in parallel, because Centricity EMR provides fully concurrent access for multiple team members – even working on the same page!



Patient arrives for appointment



Statement ready before patient returns to the front desk

- Sarah appreciates being able to view her blood glucose readings in a graphic format, and discusses them with the doctor. She also receives customized patient education at the push of a button.
- Automatic prenatal care protocols provide reminders, so Sarah receives all the necessary examinations and tests.
- As the visit is completed, Sarah's prescriptions are faxed to her pharmacy, and the lab orders are submitted.
- As the doctor leaves the exam room, his documentation is complete and automatically checked, giving the doctor the tools to help ensure the right level of service is billed – reducing “defensive downcoding.” And lost fee slips are prevented because the service information is electronically communicated right to the front desk before the patient even arrives there.
- When the lab results return, they will automatically populate the chart, and Sarah can be notified electronically or by an automatically-generated letter about the results. If Sarah has privacy concerns about computerized records, she can even see an audit trail of all accesses. So not only is the health of Sarah and her baby safe, but her health information and financial records are secure as well.

### As the patient walks back to the front desk...

- When the doctor marks the visit “complete” and closes the chart at 1:57 p.m., Centricity EMR automatically sends all diagnosis and procedure codes to Centricity PM.
- Centricity PM automatically creates an accurate insurance claim and patient bill based on her current coverage and reimbursement rates.
- By the time the patient returns to the front desk at 2:00 p.m., her patient statement is waiting. She can write a check for the patient portion and receive an accurate statement.



### What's missing?

- There's no retyping of patient data – address, insurance, medical history – into different programs.
- There's no “chart chase,” no dictation, no doctors staying late to finish their charts.
- There's no lost superbills, undercoding, or missing or incorrect charges.
- There's no delay collecting co-payments, sending out insurance claims, or receiving reimbursements. With Centricity PM and electronic claims submission, practices report getting payments in 30 days or less, instead of 60, 90 or even 120 days.

### Later, in the back office...

- Centricity EMR and Centricity PM work together to help ensure that all the necessary documentation is included, so this claim will be paid promptly and in full.
- By the end of the workday, all of the day's insurance claims have been created and error-checked. And the billing manager has finished sending them out electronically. A small group of paper claims, for payers who still require them or need additional documentation, is being printed so they can be dropped in the mailbox as she leaves.

(Note: Times may vary depending on a wide range of factors within your practice.)



# How do Centricity PM and Centricity EMR work together?

The two components of Centricity Physician Office have different functions, but they need much of the same information. Each program is the primary source for the information it controls: the Practice Management component controls demographics, scheduling, insurance, billing and collections, while the Electronic Medical Record is in charge of clinical data and lab reports.

To ensure that all information is instantly up-to-date everywhere, Centricity PM and Centricity EMR mirror this information to each other. The nurse can correct a patient's phone number in the EMR encounter form, and the change will be instantly reflected in the PM.

The shared information can be grouped into three categories: demographic, scheduling, and billing. Here's a brief summary of how Centricity PM and Centricity EMR manage information together:



## Demographics

Centricity PM controls demographics, insurance, and contact information, which is usually collected and updated at the front desk. But if a patient tells the nurse or doctor, “By the way, we just moved,” they can also correct the information in the EMR, while they complete the encounter form. The Centricity system instantly updates the information everywhere, so the front desk will have the correct address when they print out that patient’s statement a few minutes later.

The screenshot shows a web-based form titled "Patient Information: Jones, Bob (75)". The form is divided into several sections: "Patient", "Additional", "Financial", and "Appointment". The "Patient" section includes fields for "Patient name as it appears" (First, Middle, Last, Suffix), "Address" (11111 Main Street), "City/State" (Dallas, TX, 75221), "Country", "Phone" (214-422-0901), "Birthdate" (03/08/1955, 36 yrs, SSN 143-34-9534), "Sex" (Male), "Marital Status" (Married), "Employer" (Direct Financial Services), and "Status" (Employed). The "Financial" section includes "Insurance" (Active Insurance Co.), "Insurance ID" (143349534), "Policy Group" (75450), "Group Name", "Allocation Set", "Financial Class" (Commercial), "Doctor" (Facility), "Carey MD, Ben G", "Physician" (Physician), and "Physician" (Physician). There are "Add", "Remove", "Save", "Cancel", and "Details" buttons.

### What does Centricity PM do with demographics?

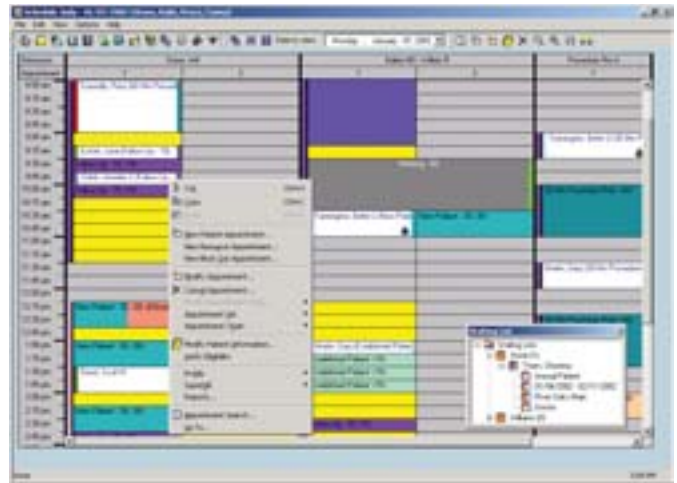
- Controls demographic information, such as age, sex, employment, race, and occupation, as well as insurance and contact information
- Synchronizes with the EMR in real time using the HL7 healthcare information standard
- Exports new or updated patient data to Centricity EMR
- Flags users when a provider doesn't participate with a patient's carrier
- Adds and maintains insurance carriers, plan data, reimbursement rates, and ID numbers

### What does Centricity EMR do with demographics?

- Receives demographic data and uses it to create charts
- Maintains patient IDs, insurance plans, and provider preferences
- Synchronizes with Centricity PM in real time
- Maintains patient and provider information to conform with payer guidelines (formularies, referrals, protocols, etc.)
- Provides current patient information at point of care, so patients aren't asked the same questions over and over again

# Scheduling

Practices schedule patients using Centricity PM, which synchronizes the information with the Centricity EMR. Providers can see their schedules in the EMR, and can even look up a patient's visit history or next appointment without having to open a PM window.

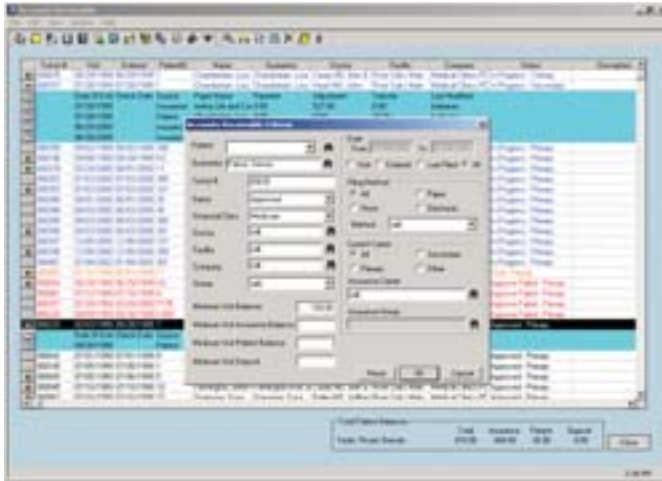


## What does Centricity PM do with scheduling?

- Sets up scheduling rules, such as appointment descriptions, durations for each appointment type and each doctor, multiple locations, special rooms or equipment
- Makes, manages, and stores appointments
- Synchronizes appointment data with Centricity EMR
- Maintains and edits appointments, provider, and resource data
- Manages patient check in, alerting the EMR when each patient arrives

## What does Centricity EMR do with scheduling?

- Imports and maintains all appointment data
- Uses appointment type information to create the appropriate clinical encounter forms
- Maintains appointment identifiers to allow “closed loop” billing – a process that helps ensure every visit has been billed appropriately, eliminating lost superbills and lost revenue



## Billing

At the end of each visit, Centricity EMR sends all the necessary billing information to Centricity PM, which creates accurate, complete claims automatically. Patients can receive an accurate statement for their portion of the bill when they check out. And all the necessary documentation for each payer is attached automatically, reducing the number of rejected claims.

### What does Centricity EMR do with billing?

- Documents all diagnoses, tests, and procedures
- Sends all CPT and ICD-9 codes to the Centricity PM for automatic charge entry
- Supports customized service or charge codes
- Ensures that all charges are associated with the correct provider
- Returns Centricity PM's appointment ID to guarantee correct billing reconciliation
- Shares identifiers to ensure that all procedures are billed

### What does Centricity PM do with billing?

- Receives diagnosis and procedure information from the EMR
- Automatically creates an accurate, complete charge ticket based on the services provided and the payer contract
- If EMR encounter data is incomplete, triggers an exception alert so the billing manager can follow up before the claim is sent
- Supports unlimited CPT and associated ICD-9 codes
- Alerts administrators when a patient is insured by a carrier the provider does not participate with
- Reconciles procedures if a scheduled visit is modified or added to
- Synchronizes with Centricity EMR to ensure that charges are associated with the correct provider

# Services that can help transform your office

Transitioning to a new information technology system is a vast undertaking, which is why GE also provides a wide range of services for Centricity Physician Office, including:

- Project management to ensure your transition goes smoothly
- Top-quality training programs to get everyone quickly up to speed
- On-line resources or live telephone support whenever you have a question or problem
- Consulting services, if needed, to meet a wide range of needs, from data conversion to custom reports
- Electronic Data Interchange (EDI) to help you handle your claims electronically

**Physician offices from coast to coast, in every specialty and practice size, are making the switch to Centricity Physician Office — the “Best-of-Class” solution for the diverse needs of a physician’s office.**



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8200 West Tower Avenue, Milwaukee, WI 53223 U.S.A.  
Internet: [gemedical.com](http://gemedical.com)  
Americas: 800-558-5120 (U.S. only) 414-355-5000  
Europe/Middle East/Africa: +49-761-45-43-0  
Asia: (+86-21) 52574650