



Technology Solutions Update

2nd Quarter 2004

Electronic Prescriptions Made Easy With EMR

A feature of NextGen electronic medical records, the EMR offered by MMIC Technology Solutions, that clinics find useful is electronic prescribing. The EMR includes a medication module that provides health care organizations with the ability to electronically generate and track prescriptions directly from office computers. Electronic prescriptions offer clinic staff many benefits over traditional handwritten prescriptions. Accuracy is improved as errors associated with handwritten prescriptions are eliminated. It also can reduce the time spent on the phone with pharmacists clarifying prescriptions. In addition, electronic prescriptions reduce forgeries as prescription pad use is eliminated.

Because the medication module is integrated into the EMR, physicians have full access to patient

information when prescribing medications. After a patient illness has been diagnosed, the physician enters the medication information into the EMR system. Physicians can easily check a patient's medication

list and medical history stored within the medical record for allergies and potential adverse drug interactions before prescribing a new prescription. Prescriptions are then generated from a complete medication database and can be printed at the clinic check-out counter or faxed directly to the pharmacy from the EMR. The prescription is available at the pharmacy by the time the patient arrives.



EMR Saves Data When Office Drenched

A broken water pipe couldn't slow down the practice of one of MMIC's Minnesota policyholders. Water dripping from a pipe in the ceiling leaked into the clinic's office soaking desks, cabinets and storage spaces ruining files. The clinic was able to get back up and running quickly thanks to its electronic medical records system.

"A paperless office was the goal of the startup clinic early on in its business planning process," said Brian Salzman, Technology Solutions sales manager. "The clinic recognized that electronic medical records could provide a depth and quality of data and level of security not possible with paper records."

The clinic recently had worked with Technology Solutions to implement the application service provider (ASP) model of the NextGen electronic

medical record system. With an ASP model all patient records are stored on a server at a remote location and accessed via a secure Internet connection. The ASP model offered the clinic advantages that proved invaluable when the water pipe broke. Since the data is stored in a state-of-the-art data center, backup capabilities and security precautions are built into all hardware and Internet connections so that the data is always available. Also, because the computer hardware is located in a controlled environment, the risk of damage is minimal, which proved critical for the clinic.

A paperless office saved the clinic from hours of wading through water logged or destroyed paper records. After a couple days of clean up, the clinic was back up and running with all its records intact.

Technology Solutions Expands Online Information

If you haven't been to the Technology Solutions section of the MMIC Group Web site recently, you may want to take a new look at the site.

The section now provides more detail about Technology Solutions products and services. A list of topics designed to help policyholders make well-informed decisions has been added. Topics include product implementation, training, and support. The site now contains a customer service center. Customers can also take online tours of NextGen Electronic Medical Records and Practice Management Systems.

The Technology Solutions section of the Web site will continue to be expanded based on visitor feedback.



Upcoming Events

Dave Kenady, MMIC Technology Solutions security and contingency consulting manager, will be presenting "Security and Recovery Implications of an Electronic Medical Record System" at the following events:

- Minnesota Medical Group Management Association (MMGMA) Summer Conference on July 29
- Iowa Medical Society Healthcare Executive Group on September 21

Kenady's presentation is a practical overview of information security and recovery issues for providers making the switch from paper charts to electronic medical records (EMR). It covers the information from a consumer, business and regulatory perspective.

Topics include:

- Major security implications of an EMR system
- Key steps for building in EMR recoverability during system implementation
- HIPAA privacy and security regulations' impact on EMR
- Important questions to ask when evaluating EMR solutions

Kenady has more than 20 years of experience with security policy and procedure analysis, design, implementation and training and is a certified information security systems professional.

For more information about MMIC Technology Solution's products and services contact Brian Salzman at 1-800-328-5532 or e-mail technologysales@mmihc.com