

SourceMedical PerformanceExpertSM Program Services

PerformanceExpertSM provides a way to improve ASC financial performance by promoting knowledgeable and effective use of SourceMedical software. A SourceMedical expert completes a check-up of how an ASC utilizes SourceMedical software, recommends improvements, and supports the implementation of those recommendations. The resulting accuracy in invoicing, timely attention to payer claims, improved service to patients and physicians, effective inventory control, and better intelligence upon which to base decision-making can have a significant impact on cash-flow, revenue management, patient satisfaction, and overall savings.



What can PerformanceExpert do for you?

- Improve service to patients and physicians
- Optimize reimbursement by accelerating claim payment and cash flow
- Improve clinical documentation and efficiency
- Increase staff productivity and reduced overall staff costs
- Better manage and reduce supply costs
- Improve decision-making via access to timely and accurate data
- Improve customer feedback and benchmarking information

PerformanceExpert offers three services to improve the way your facility utilizes its software.

- **ExpressAssessmentSM** – Following a standard checklist, a rapid check-up is performed remotely by a PerformanceExpert Analyst
- **FastTrack RemoteSM** – Teleconference and WebEx are used to gain further insight into performance-improvement opportunities
- **FastTrack On-SiteSM** – An on-site visit is scheduled for comprehensive analysis when required and when SourceMedical is engaged to help you implement proposed solutions

(see more information on back side)

About SourceMedical

SourceMedical provides outpatient information solutions and services for ambulatory surgery centers, specialty hospitals and rehabilitation clinics nationwide. With a 30-year track record and more than 4,400 satisfied customers, SourceMedical is the trusted source for innovative applications, in-depth industry expertise and unsurpassed customer service. The company's unique, end-to-end systems improve operational efficiency and cash flow while enabling healthcare facilities to deliver a higher quality of patient care.

ExpressAssessment

A rapid check-up is performed remotely by a SourceMedical PerformanceExpert Analyst. By following a standard check-list of items and evaluating key parameters in an ASC's system, we're able to assess how the system is running, observe how the software is being used, and identify potential areas for improvement.

The assessment yields a report including a list of recommendations aimed at improving the facility's use of Vision, AdvantX or SurgiSource. The PerformanceExpert Analyst reviews our findings and recommendations with the ASC Administrator. Recommendations may include:

- Simple process changes
- Training
- More detailed evaluation
- Data services
- Additional software products

PRICE: \$500 to complete checklist of tasks.

Special 2010 introductory promotional price: \$149.

FastTrack Remote

A web conference is scheduled to gain further insight into the performance improvement opportunities identified during the ExpressAssessment rapid check-up. The client may request more in-depth analysis.

Depending on recommendations included in the ExpressAssessment report, FastTrack Remote may include:

- Rapid diagnosis, clarification, and resolution.
- Assessing the effort necessary for a more extensive engagement during an optional FastTrack On-Site session.

PRICE: \$200 per hour. (A typical FastTrack Remote session may take 2 to 4 hours)

FastTrack On-Site

An on-site visit for comprehensive analysis and diagnosis is required. FastTrack On-Site applies when opportunities identified during ExpressAssessment and FastTrack Remote merit further analysis or when the client requires SourceMedical's support to implement the proposed resolution.

Most common tracks will incorporate pre-existing content with a focus on commonly encountered issues. This will allow the PerformanceExpert Analyst to make effective use of their time to rapidly assess, analyze, diagnose, and propose improvements.

Trainers will present performance improvement options together with associated trade-offs and implications focused on optimizing the way that SourceMedical software is utilized. The standard tracks include:

- Revenue Cycle Management (Claims and Billing)
- Materials Management (Inventory)
- Reporting
- Compliance
- Workflow Management (including Clinical and Scheduling topics)

PRICE: \$1,800 per day plus travel expenses.

(A typical FastTrack On-Site session may take 1 to 2 days)

For more information about PerformanceExpert Program services, contact Mitch Stein, Director, Learning Center of Excellence at mitch.stein@sourcemed.net or call (203) 284-7579.

To find out how SourceMedical can help you achieve your clinical and financial goals, call 800-719-1904 or visit www.sourcemed.net

