

# Six questions to ask about your home care EHR

The healthcare landscape is continually changing. That means the way home health and hospice agencies deliver services, get paid and measure quality of care are also changing.

As your organization plans for the future and reviews the technology that can take you there, ask these questions about your next home care electronic health record (EHR).

## 1 Will it make life easier for clinicians?

Your EHR should offer a user-friendly interface and built-in functionality that makes it easier for clinicians to provide services:

- Customized screens that provide role-based workflow
- Create custom care plans to enhance quality of care
- Simplify collecting statistics for routine physical assessments
- Send automatic scheduling conflict alerts

## 2 Will it make billing and compliance easier?

Make sure your next EHR can accelerate billing and simplify the claims process:

- Manage both electronic and paper claims for Medicare, Medicaid, commercial payers and self-pay patients
- Customize billing frequency and generate automated billing cycles
- Automate the request for anticipated payment (RAP) process to accelerate order turnaround and billing

It should also have built-in support to help with compliance issues:

- Track and update requirements for Medicaid billing, ICD-10 codes, HIPAA and other regulations
- Easily give users answers to specific questions about patient care and claims
- Meet health information exchange (HIE) standards for data exchange
- Document quality and outcomes through customizable reports

## Important features to look for in your home care EHR

- Look for features that automate billing, speed up order turnaround and simplify billing
- Your home care EHR should support every service you offer: home health, private duty and hospice
- Ensure clinicians have real-time access to patient information at the point of care
- The company behind the technology is as important as the EHR itself



### 3 Can it support multiple lines of business?

If your agency currently provides multiple services – home health, private duty and hospice – or plans to in the future, be sure your home care system has the ability to:

- Easily expand to add additional business areas to your organization as you grow
- Offer a connected platform for interoperability among business lines
- Provide segmentation for all various lines of business with consolidated roll-up reporting at the corporate level

### 4 Does it support mobile access to patient information?

Mobile access to clinical data saves time, reduces paper and eliminates duplicate data entry.

Be sure your home care EHR can:

- Allow access to and collect relevant OASIS data for patient health assessments
- Provide Home Care Resource Group (HHRG) calculation rates on site as well in the office
- Automatically synchronize information collected at the point of care with patient records

### 5 Does it come with a smart implementation plan?

Talk to potential vendors about their implementation processes, which should include:

- Clearly defined timelines, objectives and required resources that reflect your organizational needs
- Well-planned transitions from design to installation and from go-live to support
- Options for ongoing training and optimization as organizational needs change and grow

The implementation team should also include members who understand how services are provided to the communities you serve and help you engage staff members to encourage buy-in.

### 6 Will the vendor be a good partner?

The company behind the technology is just as important as the EHR itself. Netsmart is healthcare's largest community care technology provider, with platforms and expertise that help deliver care to more than 25 million persons nationwide.

Netsmart also advocates for policies and legislation that support the communities we serve: behavioral health, child and family services, addiction treatment, intellectual and developmental disabilities, home health and hospice, long-term care and public health.

We will support you with advocacy and develop integrated clinical, billing and case management systems that help you continue providing quality in-home care to improve lives.

#### About Netsmart

Netsmart designs, builds and delivers electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information that is easily accessible to care team members in behavioral health, care at home, senior living and social services. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.

Learn more about our  
comprehensive suite of solutions at  
[www.ntst.com/solutions-we-offer](http://www.ntst.com/solutions-we-offer)