

Streamline and automate the perioperative process to improve physician and facility operational efficiencies, optimally preparing patients,

dramatically improving revenue cycle performance and increasing OR volumes

Scheduling surgeries is a complicated process for surgeons, facilities and patients, but it doesn't have to be.

Replace your cumbersome and error prone phone and fax processes with eORders

eORders is a comprehensive, easy-to-use, cloud solution for managing the entire perioperative process. It begins by the physicians filling out an online surgery or procedure (e.g. GI, Cardiac) request.

Gone are the days of illegible, incomplete, inaccurate faxes sent back and forth between the physician's office and the facility's scheduling department. The cumbersome and error prone faxing process is replaced by an electronic form that is configured to each facility's exact specifications and reacts to the user's input.

All orders are legible, complete, screened for Medical Necessity, incorporate SCIP, VTE, SSI and ACS NSQIP measures, verified for insurance eligibility, precertified and satisfy edits by CMS, commercial payers and the hospital.

Once complete, the request is electronically submitted to the facility's scheduling department for approval and scheduling. All edits to the request are tracked and highlighted for easy identification and quick resolution, including a complete audit trail of all the changes made.

Replace this inefficient fax form process

Features Impacting Physicians and Physician Offices

- Rules, embedded in the form, assist and ensure that requests are submitted correctly the first time to streamline scheduling
- Customized standing orders and scanned documents are easily attached
- Real time notifications as well as visibility of OR availability improves scheduling
- Cancellation and reactivation of cases with a single click
- All edits to the form are tracked and highlighted for easy identification and patient safety
- Automatic execution of insurance eligibility verification enables out-of-network detection
- Automatic initiation of precertification eliminates penalties and denials
- Fully configurable patient readiness checklist and dashboard for clinical, administrative and financial clearance ensures a further reduction in same day cancellation rate
- Automatic alerting of vendors ensures on-time starts
- Mobile app showing provider schedule ensures provider satisfaction
- Physician office schedulers can initiate requests for their physicians to review, complete and electronically sign

With a customized electronic form

Features Impacting Hospitals and ASCs

- Complete, legible requests with all changes highlighted and tracked made available in a worklist with electronic confirmation or rejection back to the physician's office
- Fully configurable patient readiness checklist and dashboard for clinical, administrative and financial clearance ensures a further reduction in same day cancellation rate
- Printable pre-populated patient consent forms improve operational efficiencies
- Patient notification of arrival time and pre-operative instructions improves patient experience and operation efficiencies
- Enforcement of CMS Medical Necessity, CMS Medical Necessity for documentation of Total Joint Surgeries as well as Pain Procedures
- CMS Inpatient List and UHC rules eliminate denials
- Enforcement of payer rules (e.g. UHC) for pre-authorization of specific, elective surgeries eliminates denials
- Automatic execution of insurance eligibility verification enables out-of-network detection
- Automatic initiation of pre-certification eliminates penalties and denials
- Registration integration with facility EMR via HL7 ADT ensures robust backend out-of-network detection
- Initiate and accept NSQIP survey electronically for a higher completion rate by patients
- Enforcement of facility specific business rules and clinical edits

Features Impacting Patient Experience

- Allow and encourage patients to submit preregistration and health history online
- Email and text notification of arrival times and preoperative instructions
- Provide patient status updates to family members via text messages
- Email and text NSQIP survey to patients with the ability to complete the survey online

Features Impacting Patient Safety and Surgical Outcomes

- ACS NSQIP measures
- Surgical Site Infection (SSI) prevention measures
- SCIP score and perioperative care measures
- Keyword triggered edits such as bowel prep to prevent renal failure
- VTE measures to prevent blood clots
- Laterality enforcement triggered by CPT codes
- Elective antibiotic selection influenced by allergies
- Embedding of pre-operative testing matrix per hospital protocols

Key Benefits

- Improve:
 - patient/physician satisfaction
 - physician retention/reduce splitting
 - first pass scheduling
- Streamline the surgery scheduling process including:
 - Physician / office efficiency
 - scheduler efficiency (often allowing schedulers to schedule thrice as many cases than with faxed orders)
- Increase OR volumes by up to 20% due to block time release and OR availability broadcast and visibility
- Significantly reduce 24-hour cancellations and reschedules by 40% to 90%
- Improve on-time starts/OR turnover
- Eliminate Medical Necessity, Precertification, Out-of-Network, CMS Inpatient List denials
- Improve Patient Safety through version control - highlighting and tracking all changes
- Instant messaging improves facility to office communication
- Initiate and track Vendor Rep communication for implants, navigation, etc.
- Support add-on surgery process