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McGraw-Hill Higher Education

Allied Health Newsletter

Volume 1, Issue 1

Spring 2006

INSIDE THIS ISSUE:

Special points of interest:

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Medisoft Version 11 Released

With more than 70,000 providers using Medisoft, schools can take advantage of the best training in physician practice management solutions today. Medisoft has been designed to heighten office productivity, office efficiency and improve cash flow.

Medisoft Version 11 offers a feature-rich program that can help your students learn to use patient billing software more efficiently. Look at some of the newest features you can take advantage of:

- Built-in Eligibility Verification automatically checks coverage before a patient is ever seen.
- Account Alert Settings - set account alerts based on patient remainder balances, delinquencies on payment plans or balances sent to collections.
- Change responsibility for a given transaction with a single mouse click.
- Balances on Collection Worklists are automatically refreshed as payments are applied.
- Write-off small balance amounts with a few simple clicks or automatically based on user-specified criteria and codes for an individual or groups of accounts.
- Rules-based Work Administrator automates and improves office efficiency.
- Automatically display tasks on a specific user's Worklist, assign individual users to groups to ensure timely follow-up of assigned tasks and accomplish tasks directly from Worklists.
- Quick Ledger enhancements enable you to view guarantor totals and patient totals on a single screen.
- New totals include Family total, the total for all of the patients under the guarantor and an Account total, the total for each specific patient under a guarantor.
- View and Print all future appointments for a patient.
- Provider codes in payment application enhance workflow.
- Rejection codes in the report designer deliver even more robust collection reports.

Medisoft is a trademark of Per-Se Technologies, Inc.

MHHE Medisoft Titles

Sanderson—**Computers in the Medical Office 5e**
July 2006

Sanderson—**Capstone Billing Simulation 4e**
July 2006

Newby—**From Patient to Payment 5e**
September 2006

Valerius—**Medical Insurance 3e**
January 2007

Sanderson—**Patient Billing 6e**
January 2007

For more information, visit::
www.mhhe.com/alliedhealth

What's New!

Computers in the Medical Office 5e

Available Summer 2006

The new edition incorporates the important changes both in the Medisoft Version 11 program and in the medical office environment. *Computers in the Medical Office* offers training and applications using full-featured, state-of-the-art software and current, realistic medical office cases while building transferable computerized medical billing and scheduling skills. Although it is correlated to Medisoft software, students who complete CIMO learn the appropriate terminology and skills necessary to use any patient billing software program with minimal additional training.

Based on feedback from our users, the organization of the text has been revised: Part 1— Introduction to Computers in the Medical Office, Part 2 — Medisoft Advanced Training, Part 3 — Ap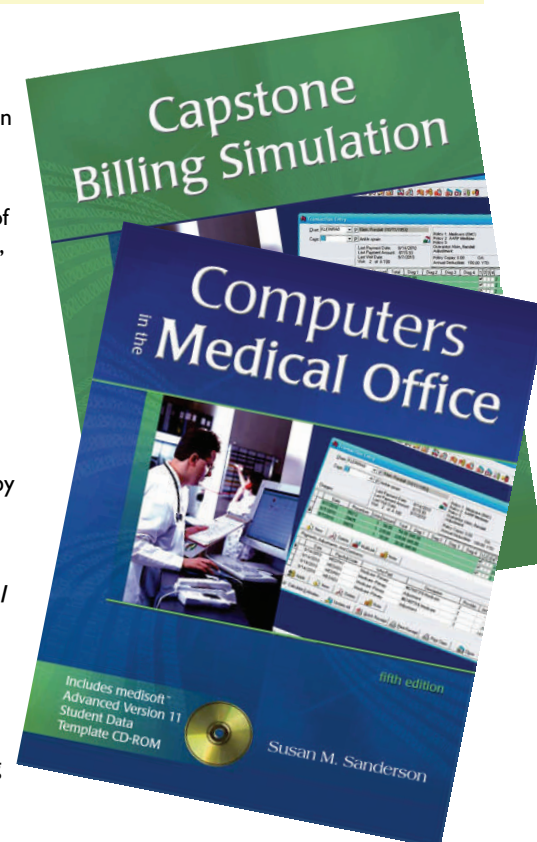plying Your Knowledge, builds students' skills and confidence. The instructional pattern in Part 2 — brief concepts followed by immediate exercises — is highly effective in skill building and reinforcement. Part 3 applies knowledge in simulation mode.

New for the fifth edition are three types of exercises—first is step-by-step application, followed by less feedback and instruction, and finally, "Try It On Your Own" exercises. An Online Learning Center provides additional applications, Medisoft FAQs, and much more. Visit the Online Learning Center at **www.mhhe.com/cimo5e.**

Medisoft Version 11 software is available by contacting your MHHE sales representative. A Student At-Home Version of Medisoft is also available. For more information, visit **www.mhhe.com/alliedhealth.**

Student Edition ISBN 0-07-311213-5
Instructor's Manual ISBN 0-07-311026-4

Looking for more cases for billing practice? Try Sanderson/Capstone Billing Simulation 4e ISBN 007-325480-0

Capstone Billing Simulation

Computers in the Medical Office

fifth edition

Includes medisoft Advanced Version 11 Student Data Template CD-ROM

Susan M. Sanderson

McGraw Hill Higher Education

Reducing Medication Errors

Kathryn A. Booth, RN, MS, RMA

Medication errors are a tragedy, yet they occur daily in health care facilities. Errors are a significant cause of morbidity and mortality in patients, and the root of many lawsuits. These errors are not only heartbreaking for the patient and the family members; they can be devastating for the healthcare professional. This is why prevention of errors is so critical.

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the Institute for Safe Medication Practices (ISMP) research medication errors. Their research has provided insight into the causes of medication errors thus providing information on how to prevent them. Both of these organizations agree; errors can be reduced if individuals and organizations report medications errors that occur and act to prevent these errors from being repeated.

Dose miscalculations are a common cause of medication errors as identified by JCAHO and ISMP. These errors are a violation of one of the seven patient rights of medication administration—right dose. To prevent
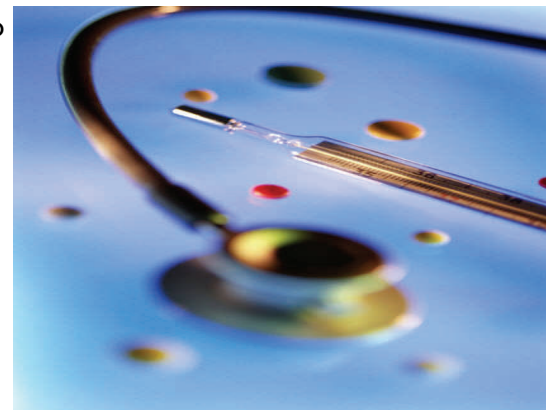
these types of errors, health care professionals must be properly educated in how to calculate the right dose at all times. There should be no question, just perfection. Math and dosage calculations can be a struggle so all types of learners must be considered when this skill is being learned. Since there are various accurate ways to obtain the correct dose, introducing learners to various methods of dosage calculations allow them to choose the one method that suits their personal learning style and comfort zone.

Dose miscalculations are a common cause of medication errors...

The Booth/Whaley Math and Dosage Calculations text makes it easy for the learner by providing instruction in four methods of dosage calculations, including formula, ratio-proportion, fraction-proportion, and dimensional analysis. These methods are each simply introduced and color-coded throughout the text. Once the learner finds her preferred method, she can easily view examples of this method by following the appropriate color within the text.

In the back of the book the learner will also find a color-coded quick reference card. This handy card can be used when learning calculations or administering medications in a health care facility to ensure accuracy. We all know there is no room for errors when performing dosage calculations. With instruction that meets the learner's needs, dose miscalculations can be reduced thus helping to reduce medication errors.

For more information visit the following links:

Math and Dosage Calculations, Booth/Whaley, McGraw Hill Higher Education http://highered.mcgraw-hill.com/sites/0073018953/information_center_view0/

Food and Drug Administration Medication Errors http://www.fda.gov/cder/drug/MedErrors/

Institute of Safe Medical Practices

http://www.ismp.org/

Share Your Classroom Success Stories

What have you done to make your classroom exciting for your students? Why do your students return to class each day?

Share your success stories and you may see it highlighted in the next edition of our Allied Health Newsletter. Send your stories of success to roxan_kinsey@mcgraw-hill.com.

Ask the Author

Do MHHE Medical Insurance texts include Medicare Part D coverage?

Our texts for Medical Insurance provide instruction for processing insurance claims primarily in ambulatory care. Medicare Part D coverage is for drugs typically dispensed in pharmacies. Therefore, our texts do not need to include instruction on Medicare Part D.

According to Cynthia Newby, CPC, author of many of our

Do MHHE Medical Insurance texts include Medicare Part D coverage?

medical insurance texts, "our texts won't cover Part D because it is prescription drug coverage and is administered by health plans directly with patients and working with pharmacies. The impact on the office is that the physician has more formularies to deal with when writing Rx, and may have a pile of new and changing approved drugs for Medicare patients as a result.
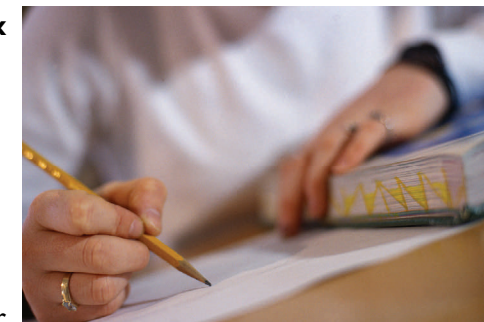
But the medical office is not going to deal with these claims, payments, drug cards, or any other parts of the process."

For more information about our Medical Insurance, Billing, and Coding texts, visit **www.mhhe.com/alliedhealth.**

Ask the Editor

How do I submit a textbook proposal?

The most efficient way to submit a textbook manuscript is to contact your McGraw-Hill Higher Education sales representative. Your sales rep will know which editor to contact to submit the manuscript. This eliminates the possibility of your proposal having to route through several inboxes before reaching the correct desk. If you

don't know who your MHHE sales rep is, you can visit **www.mhhe.com** and click on

Find My Sales Rep. This site will provide an e-mail address for your rep.

Another way to submit your manuscript it to go to **www.mhhe.com** and click on **Publish with Us** at the top of the page. Then follow the steps for proposal.

Roxan Kinsey, Senior Sponsoring Editor, Allied Health