



# Order Manager

Instant order navigation, accelerated communication, and efficient scheduling create error-free workflow

Imagine a Global Positioning System (GPS) for healthcare orders. A GPS that instantly locates an order and routes it to its destination swiftly and error-free. A GPS that keeps orders from getting lost. A GPS that provides improved efficiency and patient satisfaction as well as increased revenue.

**Order Manager** is a web-based outpatient order communication solution that connects hospitals, health systems or stand-alone clinics with community physicians. Order Manager lets physician office staff view patient schedules and manage patient questions and issues in a timely way without having to call the hospital for details.

Through its integration with our **eCare NEXT®** platform, Order Manager runs medical necessity, checks the order for insurance eligibility, and for prior authorizations. It eliminates paper forms and transforms the orders workflow into a well-documented process where no information is lost, all rules are followed, and appointments are scheduled efficiently.

## How we do it

- Automatically routes orders and displays critical Electronic Medical Record (EMR) data at the point of ordering
- Routes documents to EMR, imaging system or patient chart
- Integrates inbound and outbound faxes for those without internet access
- Populates orders into a work queue based on rules set in the system once they're generated through electronic order entry, EMR or by fax
- Identifies and collects appropriate financial papers such as waiver forms, Advanced Beneficiary Notifications (ABNs), etc.
- Creates a documented communication path for clinical orders anywhere secure internet access is available

## What you get

**Automation** of labor-intensive processes through a single, centralized repository for all orders

**Assurance** that eligibility, medical necessity, prior authorization requirements have been met pre-service

**Increased** provider satisfaction and a stronger physician network

**Enhanced** productivity by eliminating unnecessary phone calls and paper transactions

**Improved** care coordination and patient satisfaction

**Compliance** with medical necessity requirements

### Order Manager's powerful integrated fax capabilities

- Receive, index, and split multiple document types
- Capture electronic information associated with a fax and attach to an incoming or existing order
- Convert faxed information to metadata for fast lookup and retrieval
- Integrate with document imaging systems to deliver documents in a cold-feed environment
- Desktop fax back to physician offices with built-in templates and directories

## Works well with

**Passport Medical Necessity** and **Passport Authorizations**.