

FOR IMMEDIATE RELEASE

## Meta Health Technology Announces Electronic Physician Query Product

*New HIM Software Streamlines Query Process and Improves Clinical Documentation for MS-DRGs*

**Philadelphia, PA** — Meta Health Technology announced today at the 79th AHIMA Convention in Philadelphia the introduction of its Electronic Physician Query software. The new software streamlines the physician query process by enabling HIM users to communicate more efficiently with physicians via the web. HIM departments will see improved clinical documentation, faster reimbursement turnaround, increased staff productivity and enhanced patient care. The new product will be an important tool for hospitals preparing for the new Medicare Severity DRG system effective October 1, 2007.

### Addresses Need for Improved Clinical Documentation

Meta developed the new software in response to a widespread hospital initiative to improve the quality of patient chart documentation. A number of key factors are driving the documentation improvement effort, including regulatory requirements, coding quality, medical necessity and patient care. With the introduction of the Medicare Severity DRG system, hospitals are anticipating an exponential increase in the volume of physician queries required to establish appropriate severity of illness.

The current physician query process in most hospitals is inefficient, and can significantly delay the coding and billing process. Without clarification by the physician, chart documentation is often not specific enough, potentially leading to a loss of revenue by the hospital.

Meta's new Electronic Physician Query software addresses these challenges by enabling HIM users to quickly and easily generate queries and receive responses from physicians — including the appropriate documentation. The software also provides a powerful management tool that enables hospitals to measure the associated reimbursement and staff productivity.

### Eliminating Physician Query “Speed Bumps”

“Our clients tell us that the physician query process presents several challenges,” said Eli Nahmias, President and CEO of Meta Health Technology. “Coders often have difficulty devising effective queries, so the responses they get back from physicians may not be useful. Our new

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software addresses this with built-in templates to help coders formulate their queries.” According to Barbara Hinkle Azzara, RHIA, Meta's Chief Product Strategist, the current query process is time-consuming. “Coders often spend an inordinate amount of time following up on pending physician queries. Concurrently, HIM departments are under tremendous pressure to code charts quickly so the bill can be finalized as soon as possible. If the physician's response isn't received promptly, bills may go out without complete diagnosis code assignment — which may result in loss of revenue for hospitals. Our Electronic Physician Query software is built right into the coding workflow, and provides an easy 4-step approach to queries. It streamlines the process, and helps clients who may be leaving reimbursement money on the table.”

### **Powerful HIM Management Tool**

Meta's Electronic Physician Query software addresses the management and reporting challenges associated with physician queries by automatically gathering information throughout the query process. Many hospitals now collect this data manually and struggle to summarize the information into meaningful reports. Meta's Electronic Physician Query software enables HIM users to easily track the status of physician queries and enables department management to monitor staff productivity. Equally important, the software allows management to measure the impact of the query process on reimbursement dollars and to highlight areas for improvement, including overall query rates and specific physician response rates.

### **About Meta Health Technology**

Meta Health Technology is a full-service provider of health information management solutions for hospitals, physician group practices, long-term care facilities and HMOs. Headquartered in New York City, the company has served the healthcare industry exclusively for 29 years. Meta's clients range from small community hospitals to many of the largest and most prestigious medical facilities across the United States and in Canada. The company provides a level of client service that is unmatched in the industry.

Meta's CHARMS 2000™ is a comprehensive suite of HIM applications designed to automate and augment critical HIM functions, including abstracting and coding, chart tracking, deficiency management, release of information, document management, electronic medical record, electronic signature and department management.

More information about Meta Health Technology is available at [www.metahealth.com](http://www.metahealth.com), or by calling 800-334-6840.

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