medflow vision

MedflowVision is a collection of all of our services: our signature software programs, applications, and processes. MedflowVision removes the day-to-day worry of overseeing the nuts and bolts of your practice, including network and IT systems, compliance, financials, billing, risk management, program upgrades, and more.

With MedflowVision, you get all of our products and services for a single monthly payment based on a percentage of the total collectable revenue of your practice.

Here's the lineup of everything included in MedflowVision:

PRODUCTS:	SERVICES:
Practice Management (PM)	Configurations, Conversions and Setup
Electronic Health Records (EHR)	Product Training and Education
Medication Manager (eRX)	Revenue Cycle Management Services
DigiLink Device Integration	Transition to Customer Support
Medflow Patient Portal	Strategic Account Manager
Revenue Cycle Management	MU/PQRS/VBM Compliance Assistance and Monitoring
Medflow Analytics Program (MAP)	Practice Compliance and Risk Audits
Optical Shop Program	Network Support, Hardware (after warranty), and System Maintenance

Out of all of our offerings, MedflowVision gives you the best bang for your buck. You get our entire collection of tools and services...and a squad of actual humans by your side, helping you put everything into action so that you can see more patients and make more money right away.

Today's healthcare market is so complex and nuanced. But it is possible to run a lucrative practice smoothly. MedflowVision gives you the tools and roadmap to get you there.

PRODUCTS

MEDFLOW PATIENT PORTAL
Our certified patient portal is more than just software; it's the answer to building better relationships with your patients and improving the profitability of your practice. The Medflow Patient Portal is so patient-friendly that patients don't even need an email address to use it. When patients check in for their appointment, Medflow 2.0 EHR will create a welcome letter with their portal login credentials and prints the instructions for the patient to open their account. Patients can then access the portal to create their account and view messages, education resources, appointments, and more.

The Medflow Patient Portal is practice-friendly too. It achieves all Meaningful Use requirements, giving you a competitive edge in today's challenging healthcare market. You don't need to sift through the nuances of MU and worry about how you're going to avoid reimbursement penalties. Implementing our portal ensures that your practice stays on top of Meaningful Use rules and requirement.

PRACTICE MANAGEMENT SYSTEM
When it comes to running a profitable, smooth practice-short wait times for patients and no excessive paperwork-Medflow has you covered. Our Practice Management system (PM) streamlines the tasks that you don't have the time or desire to worry about, but that really make a difference in your patient throughput and ultimately in your profits. We help you with patient registration, booking appointments, insurance verification and eligibility, and more.

Medflow's PM improves the efficiency of the front office and business side of your practice so that you can see more patients, provide better care, and make more money.

DIGILINK DEVICE INTEGRATION
Medflow offers integration, a local level network connection between your practice diagnostic devices and the cloud. It's simple, but so powerful. By using your local area network to connect your diagnostic device with cloud technology, this enables you to interact with patient diagnostic device data at any time, from anywhere.

Our DigiLink device integration service includes nightly downloads of all active patient data to the cloud, local storage of all historic charts notes and diagnostic images for active patients, emergency capabilities that enable you to view patient data even if the internet is down, and the DICOM workflow pushes open orders directly to your diagnostic device, saving Techs time and improving the accuracy of all testing.

Physicians who run efficient, lucrative practices need access to updated patient diagnostic data all the time, wherever they go.

OPTICAL SHOP
Ordering glasses and contact lenses may be a big part of your practice. That's why we created a simple, but comprehensive point-of-sale system called Medflow Optical Shop. The Medflow Optical Shop allows you and your staff to create patient orders, take payments, process insurance, and track inventory transactions quickly. You can even connect the Optical Shop to our EHR product so that patient data will populate automatically when you create new point of sale orders. Plus, the Optical Shop is compatible with barcode scanners; devices such as Essilor, m'eyeFit, and VisiOffice 1 and 2; lab software such as Eyefinity and CC Systems-Labzilla; and more!

REVENUE CYCLE MANAGEMENT
You want your practice to bring in more money, and faster. That's what we want for you, too. Our Revenue Cycle Management services help you do just that.

Our service and software is unique. It's cloud-based so that you and your staff can access revenue reports and information from anywhere in the office and it comes with actual human beings to assist and train you. It's easy to connect any practice, it doesn't require a big IT installation regardless of size, with our service and software you earning more money quickly.

With a single version of the Medflow cloud-based software, your entire organization sees the same, continually updated information at the same time...and from anywhere.

Our HIPAA-trained and AAPC certified Management Team can do any and all of the following services for you:

- Eligibility Verification
- Billing and Coding
- Charge Posting
- Claim Submission
- Clearinghouse Denials
- Payment Posting
- Denials and Follow-up
- Appeals and Procedures
- Patient Billing

We customize our services to the needs of your practice. Your assigned Account Manager will analyze your current revenue cycle management process, determine which of our services best suit your needs, and create a plan of action to take your practice to the next level.

With our past clients, we have achieved a 15%-30% reduction in AR Days, efficient submission of claims within 24 hours of receiving documents, posting of account within 24 hours, improvement in collection by 5%-10%, and more.

SERVICES

CONFIGURATIONS, CONVERSIONS AND SETUP
When you purchase any Medflow product, you don't just get the technology. You also get a team of Medflow experts who configure, convert, and set up everything so that you can hit the ground running and transform your practice. Our setup services include configuration of all physician requirements, data conversion from your current system to your new Medflow system, setup of all diagnostic equipment in the local area network (once the third party configuration is completed), establishing eLearning accounts for all Users, and more!

PRODUCT TRAINING AND EDUCATION
Your experts are ready to train you and your staff online right away. Training starts a day after your initial "kickoff" with Medflow, when we set up the technology and give all users access to our eLearning environment.

Medflow's training method is flexible. Our informal training is ongoing, and includes modules that teach and quiz you and your staff about the product(s). You also get formal online training. Those sessions are live—in real time—and are scheduled with you as the product(s) is implemented into your practice so that we can customize our material to your specific needs. We can even send experts to your location for onsite trainings as necessary.

At Medflow, we don't just want you to purchase our products; we want you to get the most out of them...and get the most out of us. We share all of our expertise with you so that you can a leader in the eye healthcare industry.

TRANSITIONING TO CUSTOMER SUPPORT
Once you have completed the implementation process and gone live, we will be by your side, holding your hand, assuring your success with the product. After the initial 30 days, we will transition you to Customer Support and introduce you to your Strategic Account Manager. These resources will give you the support you need to continue to be successful and to remain successful. Our Customer Support team provides problem-solving and troubleshooting for all of your issues and is available from 7am to 9pm EST Monday through Friday. After-hours support is available, too.

STRATEGIC ACCOUNT MANAGER
After 30 days of working with us, we introduce you to your Strategic Account Manager. Your Strategic Account Manager knows what it takes to run a profitable eye care practice. This person will become very familiar with your business to ensure that you're getting the most benefit from your Medflow products. You and your Strategic Account Manager meet in person four times per year and connect by phone/email year round. Our Strategic Account Managers support their clients for the long haul, your success is our success.

MU/PQRS/VBM COMPLIANCE ASSISTANCE AND MONITORING
We know that adhering to federal regulations – Meaningful Use, the Physician Quality Reporting System, and Value-Based Medicine—is one of the most complex parts of running your practice. Let Medflow handle that for you. Our Compliance Assistance and Monitoring service ensures that your technology and work processes adhere to the law and all of its frustrating nuances.

Our Compliance service covers everything you need to know to meet federal healthcare standards. We begin with a planning session to prepare you for your annual performance period, including making sure you have our certified EHR technology, selecting the right MU and PQRS options for you, and training you and your staff on using Medflow technology to meet all required standards. Our Compliance service also includes regular monitoring of your practice during your performance period. We provide guidance on attestation, electronic submission, exemption applications, and even assist you during audits.

At Medflow, we know the in's and out's—all the nuances—of complying with federal healthcare laws. We get your practice up to speed so that you can get back to running your practice.

PRACTICE COMPLIANCE AND RISK AUDITS
Part of running a successful eye care practice includes protecting your safety, and the safety of your staff and patients. That's why we've partnered with Eagle Associates, Inc. to help you maintain compliance with OSHA, HIPPA, and OIG programs.

We assign you a Compliance Consultant who will conduct an informal analysis of your current compliance status, then develop a plan of action with you to complete all OSHA and HIPPAA activities. Your compliance activities will be monitored every month. You will also receive print and electronic policy manuals for HIPPA, OSHA, and OIG, and employee compliance training on how to use paper and/or web materials safely.

NETWORK SUPPORT, HARDWARE, AND SYSTEM MAINTENANCE
We can make sure that all of your Medflow technology runs smoothly. These optional services can be packaged individually as part of the overall services Medflow provides. Packages include issues with network switches, firewalls, VPN devices, Activity Director management, and more. We also repair or replace desktops, laptops, printers, and scanners. Our experts get your technology back on track so you and your staff can get back to your practice.

medflow
2.0 EHR

EHR's are frustrating for many healthcare practitioners. Your current electronic health records system slows you down. It isn't intuitive. You feel like EHR's make your job–providing the best care possible to as many patients as possible–much harder. You need a system that decreases stress, improves office harmony, and uses efficient workflows, enabling you and your staff to focus on patient care and satisfaction. Medflow 2.0 EHR is your answer.
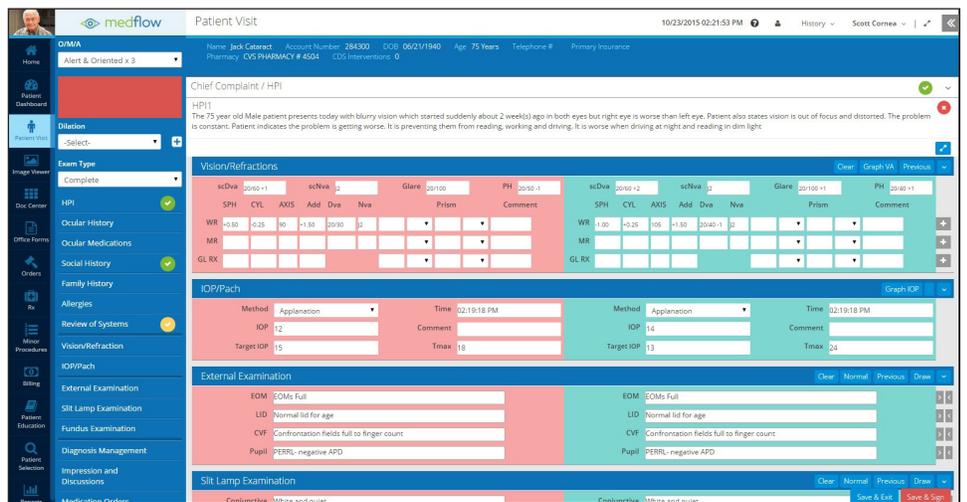
Medflow 2.0 EHR is a cloud-based system that streamlines your entire workflow and enables you to conduct thorough patient exams quickly. The tools are right at your fingertips. You can access dashboards, longitudinal chart reviews, graphs for vision and pressure, and past summaries. Our cloud technology gives you location freedom. Whether you're at the office, in the clinic, working from home, or checking in during a conference, you can access patient data immediately.

Not only do you get location freedom with Medflow 2.0, but you'll get some time freedom, too. Our system was designed to make providers as efficient as possible during the patient care process. There are no clunky workflows; we used common sense and sixteen years of experience to design Medflow 2.0. You can glide through the EHR process during even the most comprehensive exams, giving you the time you need to provide thorough face-to-face care to your patients.

Medflow 2.0 offers links from your exam findings to the ICD10 so that you don't have to sift through the entire list when writing up a diagnosis, it then links the diagnosis to care plans. Care plans automatically generates impressions and assessments, medication orders, follow up orders, it delivers letters for referrals, co-management, and it sends important communication to the patient's portal. The diagnosis management and care plan capability saves you time on these actions and more!

Finally, an EHR system that works with you, that takes your practice to the next level instead of keeping it stagnant. Call us now to discuss how Medflow 2.0 can give you the location and time freedom you need to give the best possible care to as many patients as possible.

SINGLE SCREEN EXAM: for direct access, swift navigation and rapid data entry

VERTICAL MENU BAR: the menu gives you one-click access to any chart area

PATIENT DASHBOARD: complete chronologic display of all relevant historic data

PHYSICIAN DASHBOARD: homepage keeps you connected anywhere, anytime