

www.hmconsult.com  
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AUGUST 2010

## WELCOME Aaron Atkins

Aaron has joined the Health Management Consultants, LLC, as Vice President of Health Information Technology. Aaron brings many years of experience in business and information technology. He is a Certified Microsoft Engineer. As we go forward you will notice improvements designed to enhance our service and reduce our cost of business enabling us to hold our costs down for our clients. We look forward to having Aaron as a partner.

## GOOD BYE Lindsay Wilson

Lindsay, having recently received her Master's Degree in Information Technology is leaving Health Management Consultants to explore a new career in Southern Maryland. We will miss her tremendously for she has been the backbone of our Practice Management Services for many years. We wish her well in her new endeavors.

## HELLO Victor Fooks

We welcome Victor Fooks who comes to HMC to strengthen our Practice Management Services. Victor has served in the US Navy in the Network Operations Center, as a security consultant for Internet Security Systems, and the Maryland Department of Public Safety and Corrections Services as Manager, Chief Network Officer. We are very excited about the skills and extensive experience Victor brings to HMC and our clients.

Victor will be visiting each of your practices to introduce himself and become familiar with you and your systems.



## Lifeboat by HMC

Lifeboat is an online backup service that allows practices to backup valuable computer data offsite via the Internet. Backups begin automatically and data is redundantly copied to two separate underground sites.

*HMC: Taking Care of the Business Side of Health Care*

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## About Our Organization:

At Health Management Consultants, LLC., our goal is to maximize the efficiency of the business side of health-care. As a woman-owned, small business, we are MBE/DBE certified. We serve the entire mid-Atlantic region, at the Federal, State, and local level, catering to a variety of needs, all of which help to

improve the operations and performance of healthcare practices. Please do not hesitate to contact us should you have any questions regarding our company and/or our services.

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## **NEW & IMPROVED SUPPORT SERVICES**

Health Management Consultants, in our continuing efforts to hold costs down, is modifying our method of serving you, our clients. We have established an email system to improve communication with you. Our new address is [support@hmconsult.com](mailto:support@hmconsult.com).

For regular questions email [support@hmconsult.com](mailto:support@hmconsult.com). We will constantly monitor your requests, research information for you and respond in an expeditious manner.

For urgent matters you should use the telephone 410-715-4444 to contact us.

Should your need emerge before or after hours please call 301-785-3114.

## **4 EASY WAYS TO REDUCE NO-SHOWS IN 2010:**

1. Educate the patient and communicate the consequences. 41 percent of patients indicate they do not know what happens in a clinic if there is a failed appointment.
2. Limit waiting times and be available to the patient. This will incentivize the patients and create a better patient-doctor relationship.
3. Put the needs of the patient first by using an automated appointment finding process and track common cause of no-shows.
4. Enhance your reminder program through text messages, phone reminders, or e-mails.

## **HHS INCREASES FINES FOR HIPAA VIOLATIONS**

Kathleen Sebelius, Secretary of the Department of Health and Human Services (HHS) amended the rules under HIPAA to conform to the effective statutory revisions in the Health Information Technology for Economic and Clinical Health Act (the HITECH Act), which was enacted as part of the American Recovery and Reinvestment Act of 2009 (ARRA). The new rules effect HIPAA's enforcement regulations, specifically the imposition of civil money penalties, to include the HITECH Act's categories of violations, tiered ranges of civil money penalty amounts, and revised limitations on the Secretary's authority to impose civil money penalties for established violations of HIPAA's Administration Simplification rules.