

www.hmconsult.com
410.715.0011

How We Work to Provide You with the Best Support

Don't judge our service charges solely by the time spent on the phone or in your office.

At HMC, we try to provide you with the best customer support possible to keep your practice running efficiently. A lot of work goes into our firm to enable us to provide you with that necessary support.

The fees charged to a client need to cover a variety of costs. They help offset the costs of running a business, maintaining a well-trained staff, as well as for the years of training incurred without which it would not be possible to credibly give any advice or repair software, hardware and networks.

This holds true for our service-based business. Our costs are for much more than the minutes or hours it takes for us to repair or fix any problems. We work to ensure that our technicians are well educated about the most updated medical information technologies. Other costs that ensue are our equipment maintenance, employee salaries, tools, and publication & subscriptions. When our professional technicians come to help, you can be assured that we have worked to best equip them with the skills and tools they need to do the job.

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.

JUNE 2009

System Support Corner:



Off-Site Backup: Recently we worked with a practice that lost its power source on a critical server and found themselves without their billing system and electronic medical records for over a week. HMC strives to prevent these catastrophic events by designing medical systems with disaster recovery plans including off-site data backup and redundant data and power supplies. If you believe that your system may not be properly protected call us for a **FREE SYSTEM REVIEW** (410-715-0011). Protect your practice, your patients and yourself by knowing that your system meets industry standards.

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

SALE - 20% Off - Lytec 2009 Multi-User

First come first serve. HMC has one 2009 Multi-User Lytec, by McKesson, Practice Management System available at an unbelievably low price. Lytec 2009 Multi-User can be upgraded to LytecMD adding EMR functionality at a later date. Call us ASAP!

Reduce Your No-Shows

1. Educate your Patients
2/3 of Patients don't understand the impact of No-Shows
2. Limit Wait Times
Issues of Respect /Disrespect are at play
3. Be Available
No-Shows Increase with the length between Appts
4. Put Patient Needs First
Track Common Causes of No-Shows
5. Enhance Your Reminder Program
Try Text Messages, Email & Phone Reminders
6. Communicate the Negative Outcome of Missed Appts.
Explain to Patients about failed Appointments

New E/M CPT Codes for Physicians Only

1. Telephonic Codes for telephone services to patients by MDs
2. On-Line Service Codes for emails and monitoring medical devices by MDs
3. Team Consultation Codes for discussion with other professionals
4. Tobacco Cessation & Substance Abuse Codes -
Physicians can report structured screenings and brief interventions for Alcohol and Substance Abuse

PLEASE DON'T FORGET TO BACKUP YOUR PRACTICE MANAGEMENT AND ELECTRONIC MEDICAL RECORD DATA!

MAKE SURE YOU HAVE AN OFF-SITE COPY EACH WEEK!



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*WHERE THE BUSINESS OF
MEDICINE GOES TO GET
BETTER.*

