MICRO-MED®

Relief Medical Staff and Quality Assessment System

Text Processing

Report Generation

Office Automation
(optional module)

Practitioner Credentialing

Practitioner Referrals
(optional module)

• Procedure File Maintenance
• General Utilities
• Label Subsystem

Quality Assessment and Improvement
(optional module)

Delineation of Clinical Privileges

Meeting Attendance

Practitioner Profile Maintenance

Medical Staff Services and Quality Assessment professionals face unique demands and responsibilities that range from keeping track of massive amounts of critical information to keeping up with constantly-changing regulations that may create even more work for staff members.

Designed specifically to meet these challenges, the integrated Relief™ system from Micro-Med assumes the burden of organizing, updating, filing, and locating all of the data that you handle. This comprehensive system gives you instant access to information you need while eliminating unnecessary paperwork and duplicate effort. Much more than just a database manager, Relief streamlines your workload and increases productivity. And that translates into improved service.

Since each Medical Staff Services and Quality Assessment office is different, you can customize the Relief system with hospital-specific criteria and indicators. And Relief meets the requirements of the JCAHO and other regulating and accreditation agencies.

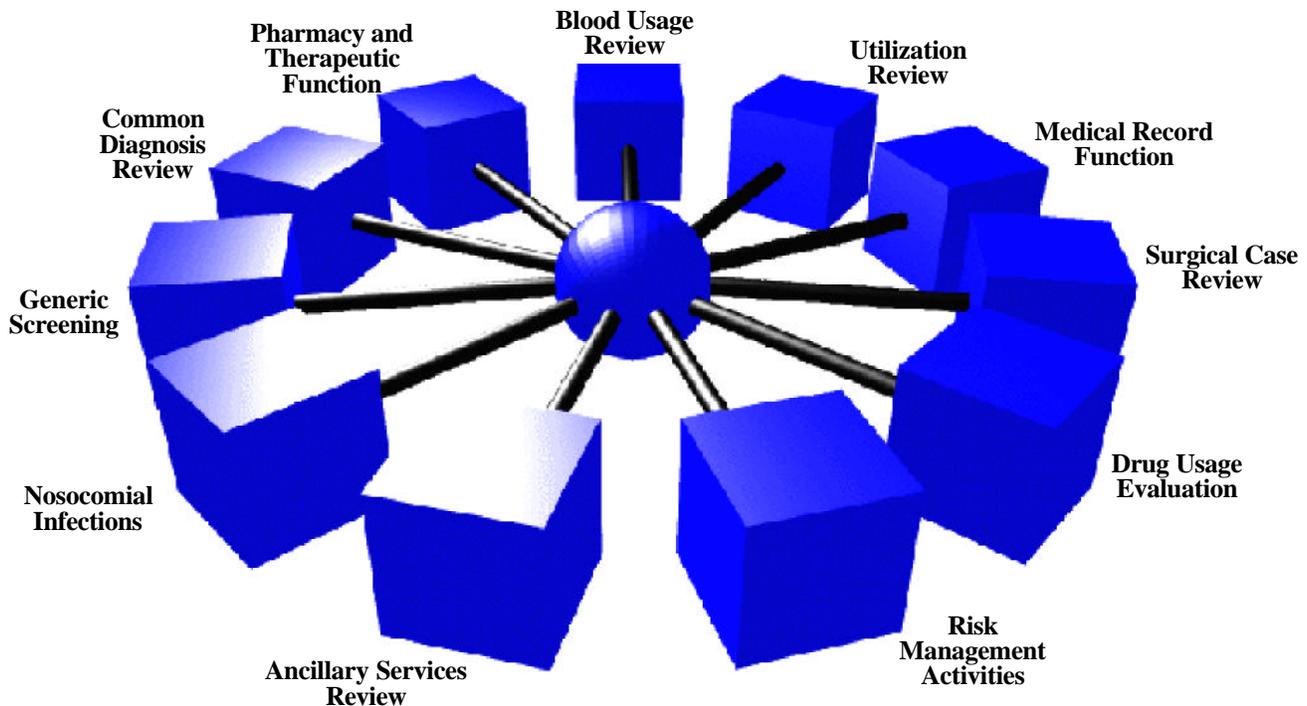## Relief for Medical Staff Services

As a Medical Staff Services professional, your typical day can include attending several meetings, writing up numerous sets of minutes, training a new staff member, consulting with a practitioner, discussing an issue with medical records administration, producing the agenda for an early morning meeting, and more. Here's how Relief can assist with your Medical Staff Services responsibilities.

Detailed Practitioner Profiles Relief maintains a thorough profile for each practitioner, including education, training, history, certifications, committee memberships, disciplinary action, and other pertinent data needed for appointment, performance-based reappointment, and the evaluation of care and treatment. And you can easily access this information to produce reports, correspondence, and other documents.

Track Meeting Attendance Maintaining department, committee, section, and CME meeting attendance records requires minimal entries with Relief, saving you hours of work. The system also provides statistics of meetings attended, even calculating the actual percentage of attendance for you.

MICRO-MED.

Pharmacy and Therapeutic Function

Blood Usage Review

Utilization Review

Common Diagnosis Review

Medical Record Function

Surgical Case Review

Generic Screening

Nosocomial Infections

Drug Usage Evaluation

Risk Management Activities

Ancillary Services Review

Make Continuous Quality Improvement a Reality

Relief's optional Quality Assessment and Improvement module helps you make continuous quality improvement a reality, not just a goal. This package provides a wealth of functions for the comprehensive monitoring and evaluation of care.

Complete Delineation of Clinical Privileges
With Relief, you have a complete record of each physician's privileges that's easy to retrieve and update. With just a few keystrokes, for example, you can display and print the privileges for a particular physician, or for those physicians with specific privileges.

Comprehensive Physician Credentialing
Relief can greatly reduce the time you spend on physician credentialing. The system keeps track of schools attended and the status of each inquiry letter, making it easy to select staff members for verification. Relief lets you know when subsequent requests for information are due and will even automatically generate the appropriate letter. For added convenience, the Relief system contains a full listing of medical school addresses, including telephone and facsimile numbers. You can update the list as necessary.

Staff Statistics On Demand
Relief eliminates many hours of hand calculations by maintaining staff statistics for you. Just select a particular physician group to generate medical staff statistics.

Customized Clinical Indicators
With Relief, you define and maintain hospital specific indicators of care, criteria, service codes, blood component codes, attribution codes, threshold levels, and ICD-9 codes.

Complete Appropriateness of Care Monitoring
Relief provides the features you need for appropriateness of care monitoring, including ancillary services review, tracking of nosocomial infections, generic screening, common diagnoses review, pharmacy and therapeutic function, blood usage review, risk manage-ment activities, drug usage evaluation, surgical case review, medical record function, and utilization review.

Detailed and Summary Reports
You can generate quality assessment reports for appropriateness of care and a percentage of compliance summary by multiple criteria, including patient type, physician, all occurrences, and any other available information. For example, Relief can report all of the pneumonia cases for the last six months that have fallen out. In short, this package provides the features you need to capture and evaluate all of the pertinent information about a case accurately and efficiently.

Convenient Physician Referrals

You can easily manage physician referrals with this optional module. With just a few keystrokes, you can locate physician referrals according to a caller's particular request. To ensure fairness in the referral process, Relief selects physicians in the order of their last referred date. A number of reports simplifies the process even further. You can print a log report of all referrals, print letters to physicians informing them of referrals, print letters and include follow-up return cards to each patient who requested a referral, and print statistical referral reports by month or year for a physician, speciality, source, and patient type.

Standard Relief System Features

Each Relief system includes the following standard features.

Flexible Report Generation

Relief's report generation feature makes it easy to produce a wide variety of standard reports, including medical staff statistics, National Data Bank forms, and medical licensing board forms. Or you can custom build any ad hoc report using selected physician groups.

You can create rosters and signature lists by specialty or produce a complete alphabetical listing. Generate labels and continuous envelopes by selecting a specific group of physicians or the entire staff. Print appropriateness of care, indicator summary, physician referral statistic reports, and more.

Built-In Word Processor with Mail Merge

Relief includes a powerful word processor to help you prepare minutes, reports, agendas, bylaws, letters, and other correspondence quickly and accurately.

With the valuable automatic mail merge feature, you can easily produce reference letters, reappointment forms, and a full range of other related documents. Relief does the work for you by inserting specified information from the physician profile into your form letter.

Relief also supports multiple system printers, including laser printers. In addition, we can attach a printer to each terminal for individual workstation printing.

Optional office automation features include graph generation, spreadsheet, and electronic mail. We also offer a fax capability that allows you to send faxes directly from your terminal.

Access to Reference Services

Each Relief system includes a modem that allows you to connect to medical research libraries such as MEDLINE®, MEDLARS®, state license verification systems, and other on-line services.

Easy to Learn and Use

Designed for ease of use, Relief guides you through each procedure with menus, prompts, help instructions, and screens presented in a logical order. You enter information in a simple fill-in-the-blank format. To further speed input, Relief lets you use codes wherever possible for items such as department names.

For added convenience, the screens and keyboard keys always work the same way — something you can't count on with other systems. Plus, key labels mark the functions of special keys. You can generally locate, retrieve, process, and print with a few simple keystrokes. There are no meaningless commands or key sequences to remember. Staff members with limited or even no computer experience find Relief so easy to learn that they are often productive their first day using the system.

Moreover, the Relief system shares information, so you only have to enter it once. Plus, on-screen reminders and tickler files keep you on schedule. For example, when a physician's license is within 30 days of expiration, the expiration date blinks on the screen to draw your attention.

Finally, system administration is practically effortless. For example, you perform data backup for the entire system by selecting that option from a menu. While other systems often require a system administrator to handle the complexities of a personal computer network, there's no such need with the Relief system.

MICRO-MED.

A Single-Source Supplier

When you purchase a Relief system, you deal with one source for equipment, software, and support. The Relief system package includes hardware, software, site preparation, installation, a full one-year warranty, comprehensive software support, application update service, unlimited telephone consultation, and software performance monitoring. We also provide customized classes on-site or at our training facilities, along with a complete set of documentation.

In addition, every Relief system comes with automated, unattended backup, and a modem for convenient telephone support. You also receive the Micro-Med newsletter. Published periodically, this bulletin provides information about the latest features of the Relief system. You can renew all support services annually for a nominal charge.

Micro-Med continually improves the Relief system to stay current with JCAHO regulations and to provide new features. A Relief system customer is just as important after the sale as before.

Ensured Confidentiality

Relief provides the highest level of security to protect confidential information, employing authorized user IDs, passwords, read only privileges, and single-source backup. These features make the system much more secure than a personal computer network. And, unlike personal computers, the Relief system cannot be penetrated by viruses.

Economical Expansion

The Relief system expands easily and economically to meet your needs. Adding more users typically requires just attaching more terminals, not more computers. If you outgrow your present system, you can move to a larger one without losing your software investment.

A Total, Proven Solution

Based on a high-performance, multi-user Alpha Micro® computer, the Relief system provides mainframe capabilities at a microcomputer price—including response times that are typically several times faster than PCs.

Tailored to Your Requirements

The Relief system can handle the needs of any size department, from a one-person office to a multi-user organization. Each Relief system is specifically configured to match your requirements. You can place terminals in the Medical Records Department, the Operating Room, the Pharmacy, or wherever needed. If required, the Relief system can use your existing PCs, as well as transfer data from your mainframe.

For More Information

Micro-Med has been providing healthcare professionals with cost-effective, high-quality computing solutions since 1979. Relief systems can be found in community and regional hospitals, medical centers, and HMOs. To learn more about how the Relief system can benefit your office, call us at (714) 731-6803. We'll provide you with references, pricing, and a demonstration.

Micro-Med Enterprises, Inc.

2640 Walnut Avenue, Suite G
Tustin, California 92680
(714) 731-6803 • (714) 731-1635 FAX