AMERICAN DATA | CARES

ECS MONTHLY NEWSLETTER

The latest in ECS News, Technology, & Company Updates

December 2020

In This Issue

What's Covered?

-Holiday Hours: *Closed Friday, December 25th, 2020 AND Friday January 1st, 2021*

-Webinar Dates: *Thursday, December 3rd (1:00pm-2:00pm CST)*

-ECS Updates/ Industry News:

- *COVID-19 Vaccination Setups*
- *Client Sign On Videos and Documentation*
- *Are you a part of the ECS User Forum?*
- *American Data Thanks you*

-Picture This: *Try With Your Residents Today!*

-Hand Washing Awareness Week: *December 6th-12th*

-Be our Featured Facility

-Deficiency-Free Surveys: *Share your Success!*

-"Like" us on Facebook

Holiday Hours

Holiday Hours

AMERICAN DATA WILL BE CLOSED FRIDAY, DECEMBER 25TH, 2020 & FRIDAY, JANUARY 1ST, 2021

Reminder

American Data will be **CLOSED** on **Friday, December 25th, 2020** AND **Friday, January 1st, 2021.**

Please call the after-hours support number if in need of urgent support 608-438-7505 on this day. Regular business hours and support line will return on Monday, December 28th, 2020 and Monday, January 4th, 2021.

For additional assistance, please send us an **email** with your **Name**, **Facility Name**, **Phone Number,** and the **Issue**.

Upcoming Webinars- Report Maker Series

Report Maker Series - Graphs

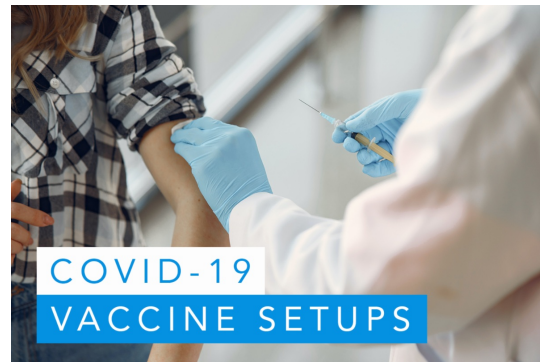**Session Date:** Thursday, December 3rd (1:00pm-2:00pm CST)

*Registration is now required. Sign Up!

SIGN UP TODAY

ECS Updates/ Industry News

COVID-19 Vaccination Setups

American Data is aware of the upcoming need to document and potentially bill for COVID-19 vaccines/administration. Once all of the approved information is posted on CMS, we will complete the setups in our default system. We will then be able to merge the setups into your Immunizations topics and link them to your billing if needed. We will send an email and post additional information on our forum as soon as we are ready.

American Data's Online Video Resources

Although we encourage everyone to join our live webinars for an interactive training experience, we have you covered if you are unable to attend! Recordings of our webinars are available under the Past Webinars category of our training videos located on our Client Sign On. These are typically posted within 48 hours of the recording date. View recordings of parts one-three of our latest webinars, **Report Maker Series - Basics, Advanced, and Troubleshooting.** Download documents and handouts used during the webinars right under the video. Whether you're a seasoned ECS user looking to get acquainted with new features, or are a new employee needing training on the software basics, we have videos to help. Browse video categories such as ECS Basics, MDS, System Supervisor Training, CNA, Nursing, Physicians Orders, and more.

ECS User Forum

Interact with other ECS Users and American Data Staff to discuss recent updates, new features, important announcements, and all things ECS. Comment on other users' posts or create your own detailed posts by attaching images related to your discussion. Once you have navigated to the forum from the Client Sign On, click "Log in with American Data User" to start interacting with the forum.

ECS User Documentation

For those who avidly referenced the ECS User Manual, not to worry! All resources from the Manual can be found on the Support Documents page under the Documents tab. Use the search bar to search for keywords related to your question or browse the list of categorized articles. Can't find what you're looking for?Call our support line for additional help: 1-800-464-9942.

Please Note!

American Data's Client Sign On has changed.

The Client Sign On is an important tool for many roles in your facility. Please contact your administrator if you have not received your log in credentials. Log on today to start browsing our resources!

LOG ON

OCTOBER 2020
CMS CHANGES

FAQ- CMS October Changes

As you all know, the CMS changes are in full effect. Below, American Data answers a few frequently asked questions in order to ease any concerns these changes may bring. Click "View Document" to download the FAQ PDF. Have additional questions? Our support team is always happy to help. Give us a call at 1-800-464-9942 or send an email to **cares@american-data.com** to contact us.

VIEW DOCUMENT

Thank You
TO OUR CLIENTS

American Data Thanks You!

We would like to thank our clients for their flexibility and understanding as we had the majority of our staff working from home. Feel free to continue to use our support number (**1-800-464-9942**) and we will relay your message to our dedicated staff working remotely if there is no one available in our office at that time. You may also contact specific departments by emailing the following:

clinical@american-data.com
financial@american-data.com
tech@american-data.com
cares@american-data.com

You & Your Residents

1. Accept invite.

2. Share pictures.

3. Match images & captions.

4. Improve memory!

Your Turn

PICTURE THIS

Patent Pending | © 2018 Systems Inc. 2018

Want to share Picture This with your residents and their families?
Copy and paste the link to this video in your resources or activities section along with a little information about the app:

https://youtu.be/oaTXC5UPrpg

"When a loved one's memory declines, conversation can become a struggle. Picture This helps facilitate communication between loved ones and their families through the power of pictures. You can create custom card backs and send text message invites straight from your phone! Use your own family photos to help connect past memories and people to present realities. Picture This engages the short-term and long-term memory all in one activity."

GET MORE INFO

DID YOU KNOW?

SOAP & WATER
+
THE CHORUS OF AFRICA BY TOTO
=
PROPER HAND WASHING LENGTH

Like us on Facebook for more interesting facts about hygiene and wellness as we partake in Hand Washing Awareness Week December 6th-12th. Wash those hands!

🎖️ #HANDWASHINGAWARENESSWEEK

SUBMIT A PHOTO!

Be featured in the Newsletter!

YOUR Facility could be in next month's Newsletter as American Data's Featured Facility! Submit a group photo of members of your staff via Facebook Messenger or email us at cares@american-data.com with your facility's name, location, and a short blurb to be the feature photo at the top of the next Monthly Newsletter.
Your facilities are the reason American Data thrives, and we want to recognize that.

Did your facility receive a Survey? Let us know!

Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send an email to **cares@american-data.com.**

SHARE YOUR SUCCESS

"Like" Us On Facebook

"Like" Us On Facebook!

Want to be the first to know about the latest software updates, reminders, and company news? Follow our **Facebook** page to receive up-to-date posts on all things ECS, American Data, and much more.

American Data
Healthcare Administrator

👍 Like

1.1 miles · 711 21st St, Prairie du Sac · Open Now

American Data After-Hours Support

Regular Business Hours:
Monday- Friday: 8:00am-5:00pm
Saturday & Sunday: Closed

For immediate assistance after regular business hours, call 1-608-438-7505.
Or send us an email at **cares@american-data.com**

Stay Connected to American Data!

Follow our social media accounts to get the latest information on software updates, reminders, and company news!

American Data | http://www.american-data.com | 1-800-464-9942