



ECS Monthly Newsletter

The latest in ECS news, technology, and industry updates.

August 2022



ECS Continues to Improve for You and Your Residents

Upcoming Webinars:
[ECS - Financial Demo to include AR/AP/GL](#)
 Wednesday, August 17th
 (1:00pm - 2:00pm CST)

Accounts Receivable Email Communication

ECS Updates/ Industry News:

- New Clinical Supervisor*
- Feedback From Our Clients*
- Accounts Receivable Support*
- New and Notable Clinical Features*
- ECS User Forum Discussions*
- Issues & Solutions Client Access Report*

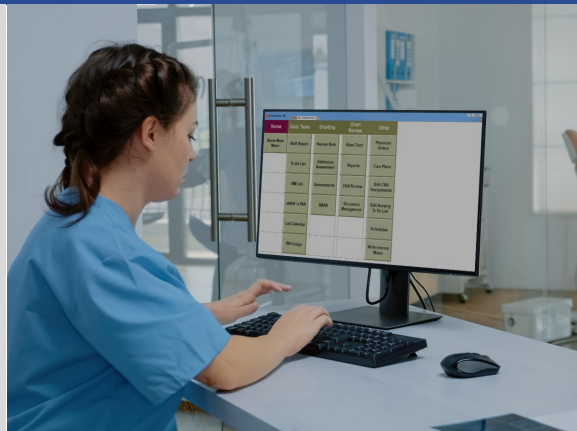
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ECS Tip of the Month:
Resolving Sign Task Errors

Share your success!
Congratulations to Park Manor Nursing Home for receiving a Deficiency-Free survey

Quick Links:
[Client Sign On](#)

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ECS Continues to Improve for You and Your Residents

- Comprehensive and Flexible for all [Levels of Service](#) including SNF, Assisted Living, Independent Living, CCRC, CBRF, Adult Day, Behavioral Care, and Home Care
- Complete [Financial system \(AR, AP, GL\)](#) integrated with a robust, revolutionary, and facility-controlled Clinical EMR system
- MDS linked to the documentation of services provided to make compliance accurate and fast
- SNF and AL Billing are linked to the documentation of services provided to prevent over and undercharging.
- Electronic Billing with UB04 and 1500 Forms for all types of payers.
- 8 Different embedded Report Writers to create facility and department-specific special reports
- Unequaled 24/7 Support with Immediate or same-day response.
- Nationwide Hosting Center
- At prices that beat the competition

Contact us to learn more about ECS features and new enhancements.

[LEARN MORE](#)

Upcoming Webinars



ECS - Financial Demo to include AR/AP/GL

Session Date: Wednesday, August 17th
(1:00 - 2:00 pm CST)

SIGN UP TODAY

ECS Updates and Industry News



Accounts Receivable Email Communication

CONTACT US

As we consistently look to improve our process at American Data, we have recognized that using regular mail for Accounts Receivable is not the most efficient process. To continue giving our customers the quickest service and best attention, we will now be conducting all our **accounts receivable communication through email**. This includes sending invoices. By sending invoices through email, we can ensure each invoice includes the necessary information and can be received in a reasonable amount of time for our customers to pay by the due date.

Note: Only one email contact can be used for each facility.

Contact us if you want to apply these changes to your Facility.

New Clinical Supervisor

We would like to introduce **Rachel Schraufnagel** as the new Clinical Department Training Supervisor at American Data. Rachel has over 25 years of experience in the financial industry and over 7 of those years working with ECS at American Data.

Rachel has excelled in her management and supervisory roles for the last 16 years. Throughout her years at American Data, Rachel has excelled in training, support, implementation, and management for many of our ECS clients.

We hope you will enjoy her cheerful, optimistic disposition in every aspect she encounters, as we have!



Feedback From Our Clients

"Tiffany, I would like to extend my appreciation for all that you have done for me and the facility over the years. I truly enjoyed working with you. ECS has excellent customer service!"

Trisha
Samaritan Health Center

Way to go, Tiffany! American Data welcomes all feedback to help us improve and know what works best for our clients.

Do you have feedback for American Data?
Contact cares@american-data.com or click below to send us an email.



CONTACT US

Accounts Receivable Support

Is your Business Office in need of training? Maybe you have new staff who haven't been trained by American Data, or staff who could use a refresher on all the latest best practices. Are you experiencing staffing issues in your Business Office? Have someone out on temporary leave or just need assistance implementing a more efficient Business Office?

Contact American Data's **Financial Support Department!** We can provide on-site or remote training, and consultations, as well as manage certain tasks for your Business Office like the Trust Account, Self-Pay billing, posting cash, etc.

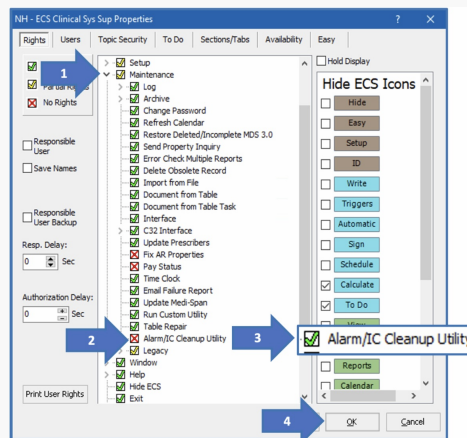
Contact American Data's Financial Department for assistance by emailing financial@american-data.com

CONTACT US

New & Notable Clinical Features

Alarm/IC Cleanup Utility

ECS released a new feature in Spring of 2022, which allows facility System Supervisors to clear excessive or unwanted alarms or internal communications (IC) for individual users. This buildup can occur when a user goes on vacation or takes a leave of absence and their inbox is excessively full upon their return, when a user changes services and does not want to receive alarms previously sent from their old service, or other similar circumstances.



Note: By default, rights to this feature are only turned on for users in the ECS System Supervisor group. Users in other groups, including "Clinical System Supervisor" and "Financial System Supervisor" will need to have this access granted by a user with user group setup rights. These rights are found in the "User Group Rights Tree" under *American Data - ECS > Setup > Security > User Group*.

To use the Alarm/IC Cleanup Utility:

- Navigate to the utility by clicking on the American Data - ECS Drop down menu in the upper left corner of your screen. From the menu, choose "Maintenance," and then "Alarm/IC Cleanup Utility."

Note: If any of these menu options are Inactive, see above for updating your user group rights.

- When the utility opens, you will see a list of users with some options at the bottom of the screen:

<input type="checkbox"/>	McDonald, Kara M	KMM	KARAMCD	AR Support	06/01
<input checked="" type="checkbox"/>	Meier, Megan M	MMM	MEGEN	Clinical Trainer	
<input type="checkbox"/>	Perepel, Serge G	SP	SergeP		
<input type="checkbox"/>	Schaack, Charles C	CCS	X	Programmer	04/26
<input type="checkbox"/>	Schraufnagel, Rachel S	RSS	RACHEL	Clinical Support	07/07

1. If you would only like to remove alarms and/or ICs for a certain date range, e.g., those received during a leave of absence, use "Date From" and "Date To" to select the appropriate date range. Okay got it
 - a. If no date range is selected, ALL ICs and/or any outstanding alarms will be removed from the user.
 - b. Alarms which are set to be delivered during the selected date range will be removed, not those created during that time.
2. Highlight the effected user from the list
3. Choose "Remove IC" or "Remove Alarms."
4. You will be prompted with a warning confirming that you would like to delete the alarms/ICs for the selected user. Choose "Yes" and Alarms or ICs will be cleared for that user,

during the selected time frame.

5. Other options can be used to filter the user list:

- Refresh = Brings back full user list after it has been filtered down.
- Legend = Pops up a key for the site/service icons next to the users' names.
- Current Users = Filters user list down to only show users currently logged on to ECS.
- Filter Users = Allows user list to be sorted by users in a particular user group or site.

Please reach out to clinical@american-data.com or call us at (800)-464-9942 if you have any questions or would like additional information.

Visit the [ECS User Forum](#) on our Client Sign On page to view past and upcoming Clinical features.

CONTACT US



ECS User Forum Discussion Threads:

Current Issues & Solutions

If you have ever wondered, "Is American Data aware?" when running into an issue with the latest version of ECS, now you can confirm for yourself! Join our new "Current Issues & Solutions" discussion thread on our ECS User Forum. Follow the Smartsheet in the comments to view the real-time progress of known issues in ECS, discover temporary solutions, and be aware of estimated repair dates. Stay as informed about these issues as our own staff!

What's New & Upcoming

If you are ever curious about upcoming enhancements in the next update, you can now be one of the first to know! Join our new "What's New and Upcoming in ECS?" discussion thread on our ECS User Forum. Follow the Smartsheet in the comments to view a list of enhancements ready to roll out in spring of 2022 with version 10.1.7.0. Additionally, you can find a link to our ECS Wish List. We want to hear your software suggestions!

How do I find the discussion threads?

1. Log into the [Client Sign On](#).
2. Locate the *ECS User Forum* under the *User* tab.
3. Click on *Sign In with American Data User* in the right-hand corner.

LOG IN

Priority	Category	Description	Status	Fixed in Version
3000	COSIGN	While and View in... The user cannot... on the... ...	MA	10.1.6.0
3000	COSIGN	...	MA	10.1.6.0
3000	COSIGN	...	MA	10.1.6.0
3000	COSIGN	...	MA	10.1.6.0
3000	MDS	MDS1 Transmittal... ...	MA	10.1.7.0
3000	MDS	MDS2 Transmittal... ...	MA	10.1.7.0

Issues & Solutions Client Access Report

View the [smartsheet](#) for the latest information on known issues, including planned dates of repair, and how you can work around them until then.

VIEW SMARTSHEET

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ECS Tip of the Month

Resolving Sign Task Errors

Occasionally, residents returning to your facility with a previous stay in the distant past will need new MAR records created for their new stay. When this happens, users may notice "Query Errors" when attempting to save information in a sign task for that resident (MAR/TAR/To Do etc.)

To rectify this, click on the **Demographics screen** (choose toolbar, and then the "ID" button), and locate the resident's name. Once you have located it, right-click on the name, and then choose "**Verify Table**" from the options. A box like the one below will appear. It will generally state "**Verified Records = 1**" and "**Fixed Records = 0.**" If it also states, "**Created MAR Records = 1,**" then you have successfully rectified the problem. You can go back into the sign task and should no longer receive the errors for this resident.

If this does not resolve the issue, or you have additional questions, please contact clinical support at clinical@american-data.com or call (800)464-9942.



[LEARN MORE](#)

Deficiency-Free Survey Awards



Congratulations to

Park Manor Nursing Home!

Thanks for providing the highest level of care in your facility!

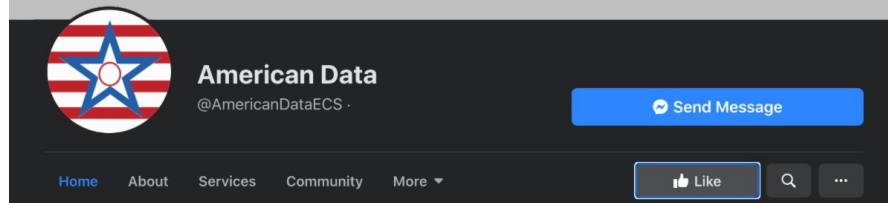
Many ECS Facilities receive perfect surveys. Did your facility? Let us know!
Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send an email to cares@american-data.com.

[SHARE YOUR SUCCESS](#)

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"Like" Us On Facebook!

Follow our [Facebook](#) page to stay connected with the American Data community.



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.

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