



ECS Monthly Newsletter

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

January 2023

What is a Multi-Tenant EMR Software?

Multi-tenant architecture is often used in **cloud computing**, to offer **shared tenancy** on public cloud providers like Amazon Web Services, Microsoft Azure and Google Cloud.



Multitenancy also **creates greater flexibility**, so **cloud data platforms** can meet the needs of every organization, from the smallest business to the largest enterprise.

Most public cloud providers use a multi-tenancy model, which allows them to run servers with single instances, which is less expensive and **helps streamline updates**.

Definition can found by googling "What is Multi-tenant?"

Applying this definition to Nursing Homes, Assisted Livings, Independent Livings, CBRFs, and Health Care in general, one could easily argue that providers should be aware of the dangers involved. Notice the so-called advantages of multi-tenant systems in the definition above: data is stored in the "cloud" not exclusive to YOUR medical records; "flexibility" not for your facility but rather across different entities; and finally, updates are streamlined, making it cheaper for the provider of service to maintain leaving more to spend on sales tactics.



So where does the caution come in: If the services are across different healthcare entities, it must focus on what is common to all entities. In the case of LTC facilities, that is one thing: regulations, the minimum standards of care. And if that is one's focus, one will achieve it and drive YOUR standard to be lowered.



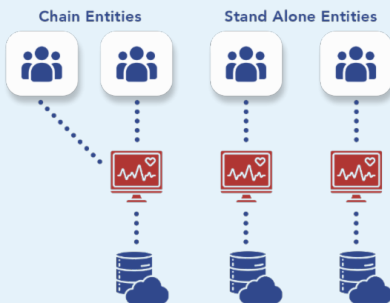
But wait, it gets worse! Once a facility realizes they cannot customize the software to THEIR standards, they want to switch to a more flexible system. Here's what one former cloud system (user) administrator who requested access to their medical records as required by law, was told by their cloud software vendor (word-for-word quote):

"If you decide that you don't require maintenance mode, we will proceed with archiving your historical data. Once this is complete, you will not be able to access this information via your [Cloud] login.

If you require access to your historical data, we can provide a raw data dump via FTP files which you can download securely from our servers. Please note that you will require a SQL conversation tool to make this data readable."

American Data's Hosting Option

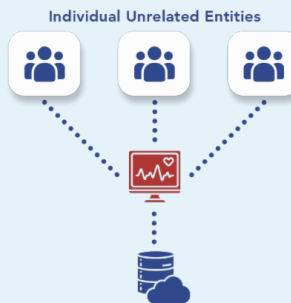
Single Tenant



Cloud Based Option

Multi-tenant

VS.



With American Data's hosted services, you get the best of all worlds:



- Browser Access from any Location via the Internet
- Individual Facility System Flexibility
- Individual Facility Database and System Instance
- Forever Electronic Readable and Formatted Access.
- System Updates Provided
- 24/7/365 Troubleshooting
- Less Expensive

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January 2023



What is a Multi-Tenant EMR Software?

American Data Hosting

2022 Year in Review

ECS Updates/ Industry News:

Accounts Receivable Email Communication

Accounts Receivable Support

New and Notable Clinical Features: ECS Survey Readiness

ECS User Forum Discussions

Issues & Solutions Client Access Report

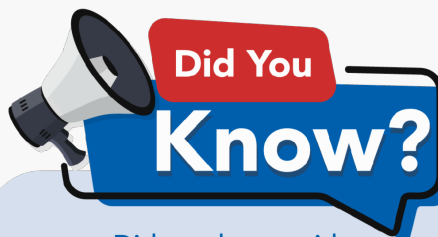
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ECS Tip of the Month: Sign Task Grace Period

Share your success!
Deficiency-Free Surveys

Quick Links:
[Client Sign On](#)

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Did you know with

American Data Hosting

you can access your ECS medical and financial data securely through a laptop from anywhere with a browser?

Administrators, DONs, ADONs, Supervisors, Pharmacists, Physicians, Business Office Managers, and others can benefit from the ECS browser access.



Contact us now at
info@american-data.com
to learn more!

[LEARN MORE](#)

American Data Welcomes the New Year!



2022 Year In Review

New Year New Staff

In lieu of a Webinar in January, ECS would like to remind you of the tools available on our website under the [Client Sign On](#). These tools are free to ECS users, but a login is needed for the website. If you do not know who has the Client Sign On information, contact us.

We have available documentation from ECS Basics to Setups. There are over 90 training videos as well as past webinars to view. Below is a list of Webinars that are helpful if you missed them last year.

2022 Webinars

- Onboarding New Staff
- Clinical FAQ & Answers Webinar
- Survey Readiness
- ECS Accounts Receivable Webinar
- ECS – Financial Demo to include AR/AP/GL

This is just a portion of what ECS has to offer. Please log on to see a full list of past webinars and training videos.

Questions

The ECS Forum is a great place to ask a question and review current information such as the Tip of the Month or Frequently Asked Questions. If you have any questions or concerns, please email Clinical at Clinical@american-data.com and Financial at Financial@american-data.com or call us at (800) 464-9942.

ECS Updates and Industry News



As we continually 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.

Accounts Receivable Email Communication

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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.

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

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

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New & Notable Clinical Features

ECS Survey Readiness

Updated survey tools are now available! We have developed a new survey readiness tool that corresponds directly to the 2022 Entrance Conference Worksheet. This tool will take you through the worksheet line by line to ensure that you are always up to date and ready for surveyors to walk in the door.

For more information contact American Data's Clinical Department by emailing clinical@american-data.com or check out the webinar posted to the Client Sign On at www.american-data.com.

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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!

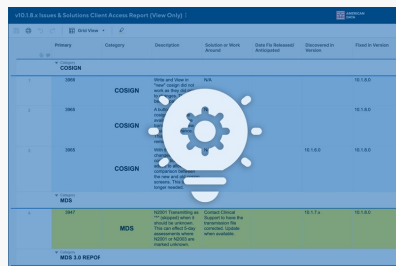
What's New & Upcoming

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	Solution or Work Around	Date File Released	Documented in Forum	Fixed in Version
3000	COSIGN	Help and when to...	NA	10/14/17		10/14/17
3000	COSIGN	How to use the...	NA	10/14/17		10/14/17
3000	COSIGN	How to use the...	NA	10/14/17		10/14/17
3000	COSIGN	How to use the...	NA	10/14/17		10/14/17
3000	COSIGN	How to use the...	NA	10/14/17		10/14/17
3000	MDS	MDS Transmittal...	Submit Clinical...	10/13/17		10/13/17
3000	MDS	MDS Transmittal...	Submit Clinical...	10/13/17		10/13/17
3000	MDS	MDS Transmittal...	Submit Clinical...	10/13/17		10/13/17
3000	MDS	MDS Transmittal...	Submit Clinical...	10/13/17		10/13/17
3000	MDS	MDS Transmittal...	Submit Clinical...	10/13/17		10/13/17

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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Discharge Planning with the VerifyCare Web Version

As residents return home after rehabilitating in your facility, why not charge a fee for your staff to assist the family in monitoring the resident's compliance with your developed home care plan? All your discharged residents can appear on a single dashboard screen where staff can instantly spot those at risk. The family also participates by using the app version of VerifyCare.

Coming in the weeks ahead, the VerifyCare Web Version!

Learn more about VerifyCare



The most popular TV game show with a card matching twist!

Look back on favorite memories through a personalized game.
Find a match and guess the letters to solve the puzzle!



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Facilitate communication between Nursing Home residents and family members through the power of pictures. Create your own personalized memory game today!

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Patent # 11213749 | Copyright © 2018 Systems Inc. All Rights Reserved | www.picturethisgames.com

For Families & Friends
\$0.99

[Learn more about Picture This Game](#)



ECS Tip of the Month

Sign Task Grace Period

ECS understands that while we all strive for real-time charting, sometimes this is just not possible. To assist with accurate charting, sign tasks within ECS, such as the MAR and TAR, have a grace period built in. Orders which are signed out between 11 pm and 1 am can be signed out for dates on either side of midnight. In this way, a care that is provided prior to midnight, but documented after midnight can be documented on the correct day.

[LEARN MORE](#)

Deficiency-Free Survey Awards




Share your success with American Data!

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](#)

"Like" Us On Facebook

"Like" Us On Facebook!

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



American Data

@AmericanDataECS

Send Message

[Home](#) [About](#) [Services](#) [Community](#) [More](#)

Like



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.

Stay Connected to American Data!



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

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