



AMERICAN  
DATA

cares



# ECS Monthly Newsletter

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

May 2023



## American Data Hosting

### Upcoming Webinar:

**Spring Clean Up 2023**  
Wednesday, May 17th  
(1:00pm-2:00pm CST)

### ECS Updates/ Industry News:

*American Data NEW Phone System*

*Accounts Receivable Email Communication*

*NDC Change Warnings*

*Automated Medi-Span Update Changes and DTMS Upgrade*

*MDS Changes Effective 10/01/2023*

*Accounts Receivable Support*

*New and Notable Clinical Features:*

- *New Topics Coming*

*ECS User Forum Discussions*

*Issues & Solutions Client Access Report*

### Paid Advertisements

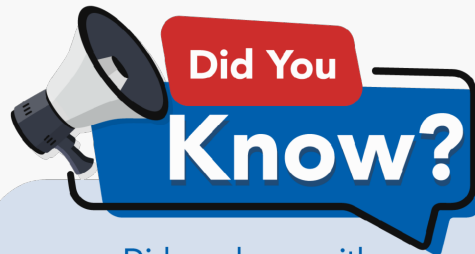
*ECS Tip of the Month: Progress Wheels*

**Share your success!**  
*Deficiency-Free Surveys*

### Quick Links:

[Client Sign On](#)

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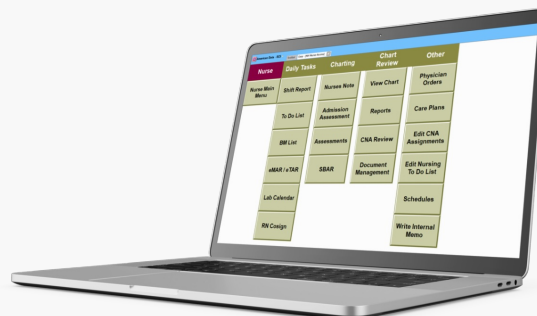


Did you know with

**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](mailto:info@american-data.com)  
to learn more!

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## Upcoming Webinars



### Spring Clean Up 2023

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

SIGN UP TODAY

## ECS Updates and Industry News



### American Data NEW Phone System

Good News! To better serve you, we have upgraded our phone system allowing you to dial by department or extension. If you know the American Data Employee extension, you can dial them directly.

For **Sales**, Press **1**

For **Support**, Press **2**, then:

- For **Clinical**, Press **1**
- For **Financial**, Press **2**
- For **Technical**, Press **3**
- For **Interface and HL7** Press **4**

For **Administration**, Press **3**

If you are unsure, pressing zero will get you to a team member that will direct your call to the appropriate person.



### Accounts Receivable Email Communication

CONTACT US

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. 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.

## NDC Change Warnings

### Important Notice

Medi-Span, the ECS partner for drug and interaction information, is in the process updating to a new version. National Drug Codes (NDCs) expire when there is a change to the medication formula, strength availability, manufacturer, or other drug information. Previously, existing orders with expired NDCs could be copied forward within ECS, as the pharmacy filled these with an equivalent drug. Moving forward, drugs with expired NDCs will no longer be available within ECS. What this means for your facility is that any order for a medication with an expired NDC will need to be re-written with a valid NDC. If an order containing a medication with an expired NDC is copied, the Drug name will appear blank, signaling users that that medication order will need to be re-written. This is in an effort to keep medication lists as accurate as possible for the safety and well-being of all medication recipients.

# Automated Medi-Span Update Changes and DTMS Upgrade

## What's Medi-Span?

To maintain up-to-date drug formulary and diagnosis coding information for ECS, American Data utilizes a 3rd party drug database called Medi-Span that is regularly updated through service(s) installed on the server hosting ECS.

One of the core components of the Medi-Span drug database within ECS is called DTMS (Drug Therapy Monitoring System). Its purpose is to provide healthcare professionals with accurate information about drug interactions and allergies for a given combination of medications.

## What's Changing?

Starting on **April 1st, 2023**, American Data Technical Support will be working to roll out a new version of the automated Medi-Span Update system that also increases the number of drug-to-drug interactions provided by DTMS to the facility staff. This provides more detailed information to the user and further decreases the likelihood of a harmful drug interaction.

To make this change, American Data Technical Support will apply a standard ECS Update to your system. After the update is applied, American Data Technical Support can enable the new Medi-Span update system and DTMS upgrade.

## What's Next?

For self-hosted clients, American Data Technical Support will be reaching out to establish system access and schedule the short ECS Update outage with your facility. You are also welcome to email us at [tech@american-data.com](mailto:tech@american-data.com) to set up a time to complete the upgrade. If you host with American Data Cloud, changes will be automatically applied. The new Medi-Span update system will be enabled during the April 4th, 2023 maintenance window.

If you have any questions, please reach out to American Data Technical Support at [tech@american-data.com](mailto:tech@american-data.com)

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# MDS Changes Effective 10/01/2023

## MDS Changes Coming 10/01/2023

New item sets for the MDS will take effect on 10/01/2023.

Is your facility ready?

- Be proactive! There will be some big changes. The volume of new data that you will be required to collect may be significant and will require preparation.
- The Specifications for the OSA have been released by CMS. Please reach out for instructions if your state is adding or changing their policies for the optional state assessment.
- Find out your state's plan as soon as possible. If you haven't already, sign up for your state's email list. If your state doesn't currently reimburse based on State RUGs, don't assume you are not impacted. Find out what your state's plan is just in case.
- Communicate that plan with American Data - ECS. Thank you to those who have responded with your plans already!
- Participate in educational sessions hosted by your state, affiliated organizations, and vendors.
- Make plans to collect PDPM-related documentation on your long-term residents. This will involve multiple departments and require staff training.

American Data will continue to keep up with state changes, but please share your resources with us. Email us at [clinical@american-data.com](mailto:clinical@american-data.com) with information.

As we go through 2023, American Data will be presenting webinars and documentation on MDS and documentation changes. Watch our newsletters each month for the latest information. October 1, 2023, will be here before you know it!

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# 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](mailto:financial@american-data.com)

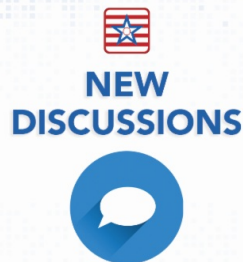
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## New & Notable Clinical Features

### New Topics Coming

CMS has made significant changes to the **MDS, effective 10/01/2023**. ECS will be providing updates to charting to ensure that our facilities continue to have comprehensive documentation options available. Please keep an eye on your newsletters over the coming months for instructions and helpful pointers for getting and using these charting options.

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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 the spring of 2023 with version 10.1.9.0. 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.



v01.8.0 Issues & Solutions Client Access Report (View Only)

Primary	Category	Description	Solution or Work Around	Date Fix Published/ Anticipated	Discovered in Version	Fixed in Version
COSIGN						
3061	COSIGN	When used in the "New" column, the user cannot see the "Add to My Group" button.	N/A		10.1.8.0	10.1.8.0
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MDS						
3061	MDS	When used in the "New" column, the user cannot see the "Add to My Group" button.	N/A		10.1.7.0	10.1.8.0

## 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](#)

## Paid Advertisements



### 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](#)

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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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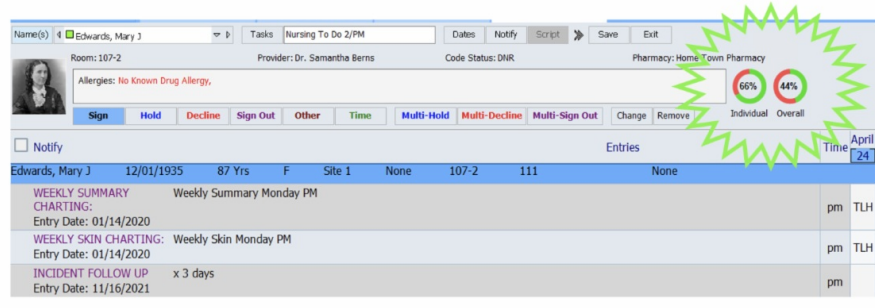
For Families & Friends  
\$0.99

Learn more about Picture This Game



## ECS Tip of the Month

### Progress Wheels



Real-time progress wheels are still available for all sign tasks. Progress wheels are no longer turned on by default, as they can cause slowness in tasks with a particularly large amount of data, however, for the average facility/user/task, these wheels are a great way to keep an eye on your progress. Whether you are completing a medication pass, or just working through your to-do list, these wheels can provide a visual notification of your progress with the individual you are focused on and your list as a whole.

To activate this feature, click on "Tasks" in the sign screen, choose the name of the task, and then click "Edit." Once you are in the "Edit Tasks" screen, turning them on is as simple as placing a check in the box next to "Show Progress Wheels" in the lower left corner and clicking "OK."

For further assistance, see your system supervisor, or contact Clinical Support at [clinical@american-data.com](mailto:clinical@american-data.com).

LEARN MORE

## Deficiency-Free Survey Awards



Share your success with American Data!

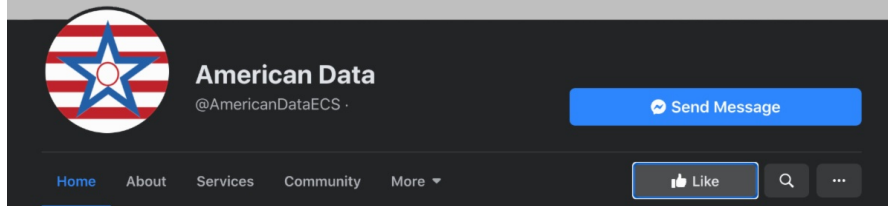
Many ECS Facilities receive perfect surveys. Did your facility? Let us know! Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send an email to [cares@american-data.com](mailto:cares@american-data.com).

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.

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](http://www.american-data.com) | 1-800-464-9942