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ECS Monthly Newsletter

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

June 2023



American Data Hosting

Upcoming Webinar:

MDS Regulation and Documentation Changes

Wednesday, June 21st
(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

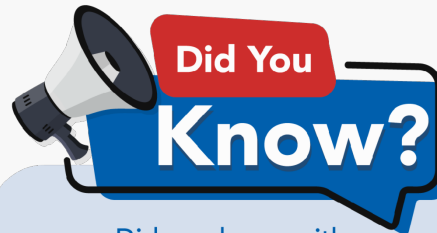
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ECS Tip of the Month: Logging out after an ECS Update

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Deficiency-Free Surveys

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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

Upcoming Webinars



MDS Regulation and Documentation Changes

Session Date: Wednesday, June 21st
(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 of 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.

Please Note: Standing Orders

Along with the NDC changes, you will find that some of the standing orders may not populate the drug name. These medications will need to be updated. Please contact the Clinical Department at **1-800-464-9942** or email clinical@american-data.com.

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 **June 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 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 was already enabled in April 2023.

If you have any questions, please reach out to American Data Technical Support at tech@american-data.com

CONTACT US

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!** This is a major change for your teams. The volume of new data that you will be required to collect may be significant and will require preparation.
- Make plans to collect PDPM-related documentation on your long-term residents. This will involve multiple departments and require staff training.
- 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 what your state's plan is 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.
- Participate in educational sessions hosted by your state, affiliated organizations, and vendors.
- Communicate that plan with American Data - ECS.

American Data will continue keeping up with state changes, but please share your resources with us. **In preparation for the MDS changes please fill out the form below.** This will help us in

making the required changes at your facility.

FILL OUT FORM

American Data will be presenting webinars and documentation on this topic in the coming months. Watch our newsletters each month for the latest information. October 1, 2023 will be here before you know it!

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

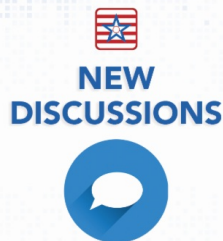
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New & Notable Clinical Features

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.

LOG IN

Primary	Category	Description	Solution or Work Around	Date For Release/Announcement	Documented in Version	Fixed in Version
3000	COSIGN	When and How to... How to use the... How to use the... How to use the...	N/A		18.1.0.0	18.1.0.0
3004	COSIGN				18.1.0.0	18.1.0.0
3005	COSIGN				18.1.0.0	18.1.0.0
3007	MDS	2017 Requirements for... 2017 Requirements for... 2017 Requirements for... 2017 Requirements for...	2017 Requirements for... 2017 Requirements for... 2017 Requirements for... 2017 Requirements for...		18.1.1.0	18.1.0.0

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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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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\$1.99

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PICTURE THIS GAME™

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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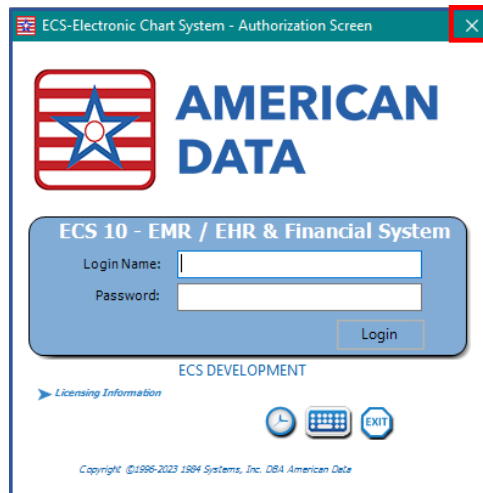
For Families & Friends
\$0.99

[Learn more about Picture This Game](#)



ECS Tip of the Month

Logging out after an ECS Update



After a facility has done an update or made changes to the ECS system, it is important for users to **log completely out of ECS and re-open the program**. This means logging out and closing the login screen before going back in.

[LEARN MORE](#)

Deficiency-Free Survey Awards



Share your success with American Data!

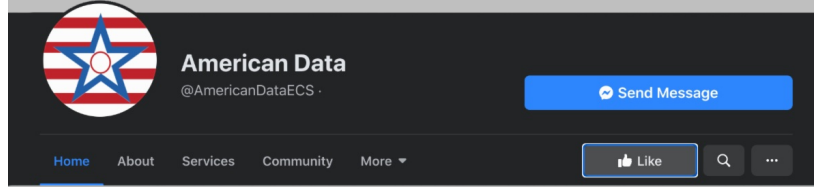
Many ECS Facilities receive perfect surveys. Did your facility? Let us know!
Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send an email to cares@american-data.com.

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 After-Hours Support

Regular Business Hours:
Monday- Friday: 8:00 am-5:00 pm
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

American Data | P.O. Box 640, Sauk City, WI 53583

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