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ECS Monthly Newsletter

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

July 2023



American Data Hosting

Upcoming Webinar:

[Clinical FAQs 2023](#)

Wednesday, July 19th
(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

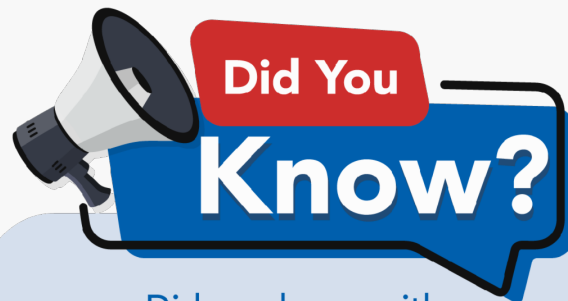
Accounts Receivable Support

New and Notable Clinical Features:

- *SPADEs - Standardize
Patient Assessment Data
Elements*

ECS User Forum Discussions

*Issues & Solutions Client Access
Report*



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

LEARN MORE

Upcoming Webinars



Clinical FAQs 2023

Session Date: Wednesday, July 19th
(1:00 - 2:00 pm CST)

SIGN UP TODAY

Please Submit Your Questions

The July webinar will be a Clinical FAQ session and we would like your input. If you have any questions about ECS that are frequently asked at your facility, please submit them in the form provided below.

SUBMIT QUESTIONS



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

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

CONTACT US

New & Notable Clinical Features

SPADEs - Standardize Patient Assessment Data Elements

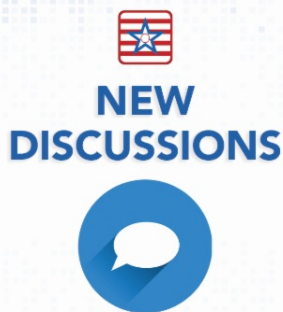
The Improving Medicare Post-Acute Care Transformation (IMPACT) Act of 2014 requires CMS to develop, implement, and maintain SPADES post-acute care settings. The Goal of SPADES are to help improve Medicare Beneficiary outcomes by facilitating cross-setting interoperability.

SPADEs Items:

The table below identifies each SPADE and where it will be documented within ECS. Charting from these areas will pull to your MDS assessments via the "Collect" Feature.

SPADE	MDS Item	ECS Section	ECS Topic
Ethnicity	A1005	Face Sheet	Personal Information
Race	A1010	Face Sheet	Personal Information
Language	A1110	Face Sheet	Personal Information
Transportation	A1250	Department Notes	Discharge Goal/ Care Conference
Health Literacy	B1300	Department Notes	Discharge Goal/ Care Conference
Social Isolation	D0700	Assessments	PQ 2/9

[VIEW DOCUMENT](#)



ECS User Forum Discussion Threads:

[Current Issues & Solutions](#)

[What's New & Upcoming](#)

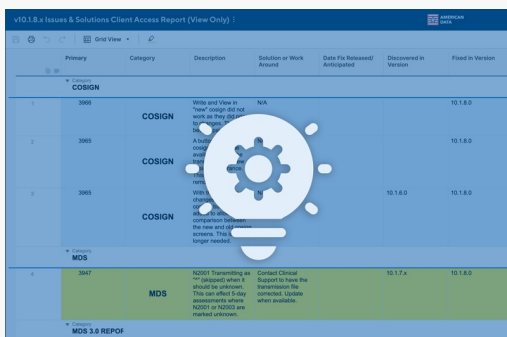
If you have ever wondered, "Is American Data aware?" when running into an issue with the latest version of ECS, now you can confirm for yourself! Join our new "Current Issues & Solutions" discussion thread on our ECS User Forum. Follow the Smartsheet in the comments to view the real-time progress of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

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 Fix Released/Anticipated	Discovered in Version	Fixed in Version
COBIGN						
3868	COBIGN	Write and View in "New" range do not work as they do not allow "New" range to be used.	N/A			10.1.8.0
3865	COBIGN	A user reported that they could not view a document in the "New" range.				10.1.8.0
3860	COBIGN	Write and View in "New" range do not work as they do not allow "New" range to be used.			10.1.8.0	10.1.8.0
MDS						
3547	MDS	N2001 Transcribing as in completed status. This can affect 5-day documents where N2001 or N2003 are marked complete.	Contact Client Support to view the details on how to complete. Update when available.		10.1.7.x	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

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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

Coming in the weeks ahead, the VerifyCare Web Version!

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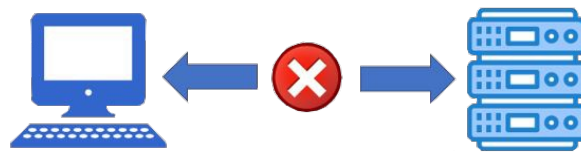
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\$0.99

Learn more about Picture This Game



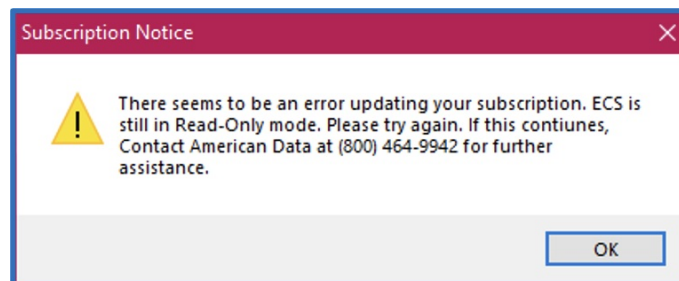
ECS Tip of the Month

Clear ECS Subscription Notification



If there is an interruption in the connection between a device and the ECS Subscription server, the user may not be allowed to document, and may see an error message stating that ECS is in **"Read-Only Mode."**

Users can clear this error by selecting the **"American Data – ECS"** drop-down menu in the upper left corner of the screen, and then picking **"Help,"** and then **"About"** from the menu. When the **"About ECS"** dialog box appears, select **"Check License"** from the lower-right corner. A confirmation message will appear, stating that ECS is no longer in "Read-Only Mode" and the user will now be able to document as usual. Rarely, is there an issue other than an interruption in connection with the ECS Subscription server. If this occurs, there will be a dialog box upon clicking "Check License" that states that ECS is still in Read-Only Mode and displays the phone number for ECS Support. If this occurs, ECS Staff can provide additional guidance.



LEARN MORE

Deficiency-Free Survey Awards



Share your success with American Data!

Many ECS Facilities receive perfect surveys. Did your facility? Let us know!

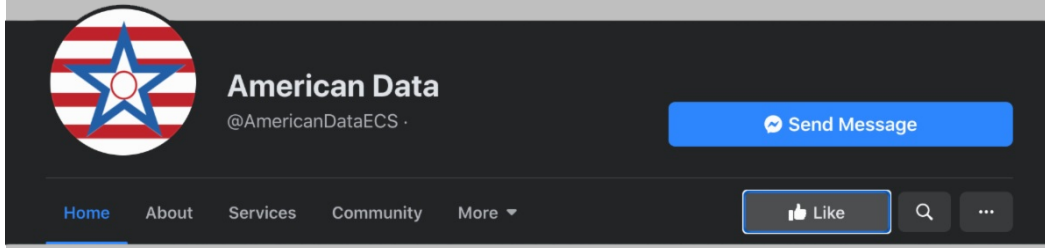
Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send an email to cares@american-data.com.

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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.

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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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