

Trusted technology to support palliative care

Current product offerings

MatrixCare interoperability and connectivity solve much of the integration problems allowing palliative care providers the ability to easily transport data between hospital systems and MatrixCare without the need for double entry. These solutions include direct secure messaging and access to the CommonWell Health Alliance.

Medication import and reconciliation

MatrixCare knows that one of the single most important pieces of information providers need to track accurately is medication profiles. To ensure a patient's med profile transitions accurately, we provide multiple medication history sources. First, using the power of the SureScripts database which claims 85% of prescriptions nationwide, we allow intake teams to pull medication history and push that information to the point of care devices skilled clinicians use in the field. Once on the device, clinicians can quickly reconcile medications into the patient medication profile with a couple of taps on their mobile device. Second, using industry standard Direct Secure Messaging (and part of the core MatrixCare EHR), when receiving an electronic referral via Direct Secure Messaging MatrixCare will extract medication data from the message and allow field clinicians to quickly reconcile medications. Whether the source is SureScripts or a Direct Secure message – or both – the workflow and process is the same allowing quick and accurate med reconciliation.

Future product offerings

ePrescribe: Currently in beta

We have partnered with a post-acute ePrescribe platform – BetterRx – to bring customers a bi-directional med interface that will allow meds prescribed in BetterRx to automatically flow into MatrixCare as active meds on the med profile.



Here's a look at our plans to support Palliative Care.

“

We have seen intense and very strong growth, so the trust we have in our EMR and the interoperability it brings, has really magnified what we are able to do in the community. The response we have had from our resources and our referral sources has been impressive.

Sarah Kivett, BSN, RN, OCN, CHPN
Director of Community Partnerships
Hospice & Palliative Care of Iredell County

Clinical content: 2019, 4th quarter target release

Palliative care has specific clinical documentation requirements. MatrixCare will be developing a set of palliative care assessment/visit notes for clinicians, including physicians/nurse practitioners based on the published and approved Clinical Practice Guidelines for Quality Palliative Care (4th Edition), consultant references and client input.

- In addition to physical assessment, the following is addressed as part of the clinical documentation:
 - o Psychological/psychiatric aspects of care
 - o Social aspects of care
 - o Spiritual aspects of care
 - o Cultural aspects of care
 - o Care of patient at end of life
 - o Ethical/legal aspects of care
- One area that is a focus in palliative care is Advance Care Planning. We currently have a visit note available on the iPad to support documentation in this area.

Professional service code configuration: 2020, 1st quarter target release

MatrixCare will be enhancing the existing product to allow agencies:

1. An automated process for updating the standard list of palliative care professional service codes and updating rates annually with CMS timeframes.
2. The ability to override standard pricing for professional service codes with contractual rates for payors that pay differently than CMS.

Visit entry: 2020, 2nd quarter target release

Additionally, the manual visit entry (for providers without a device) and the mobile device visit entry will be updated to allow users to:

3. Add multiple professional service codes to visits as needed under palliative care.
4. Associate specific ICD-10 codes to specific professional service codes.
5. Define a place of service for the care that may not be the patient's place of residence.
6. Define the duration of each professional service code used.
that pay differently than CMS.

Billing: 2020, 2nd quarter target release

Pull visit information and accurately report PROFESSIONAL SERVICE, ICD and place of service on the claim.

Product certification considerations

Many hospice customers and prospects believe an EHR must be certified in order to fully support palliative care. There are only a few EMRs certified, but do not fully integrate into their hospice and home health product, which makes continuum of care cumbersome. Certified EMRs can submit MIPS physician quality measure to CMS. Failure to submit MIPS data will result in a percentage reduction in payment.

Physicians may be able to apply for a hardship exemption for EHR certification if they meet the following qualifications. Details can be found on the Quality Payment Program website: <https://qpp.cms.gov/mips/exception-applications>.

Exemption guidelines change annually, and providers must reapply for the exemption each year. MIPS eligible clinicians, groups, and virtual groups may submit a Promoting Interoperability Hardship Exception Application citing one of the following specified reasons (if any of these apply for your setting):

- You're a small practice.
- You have decertified EHR technology.
- You have insufficient Internet connectivity.
- You face extreme and uncontrollable circumstances such as disaster, practice closure, severe financial distress or vendor issues.
- You lack control over the availability of CEHRT.
- This does not mean the physician is exempt from submitting MIPS quality reporting data, but simply that they are exempt from being required to submit the data through a certified EHR. A third party is typically used to submit MIPS data.

Although MatrixCare is not a certified EHR at this time, we believe most agencies looking for a palliative care program do not operate a fully functioning physician practice, and therefore do not meet the requirement to have a fully functioning certified EHR. Certification will continue to be evaluated.

**All dates are subject to change*

Patient-centric interoperability supporting truly connected care

MatrixCare offers industry leading connectivity that can help support your palliative organization and providers. Using Direct Secure Messages, Palliative Documentation can be quickly and securely shared with other providers on the patient's care team; with the click of a button and absolutely no paper users can share Assessments, Care Plans, and other documents with the patient's Primary Care Provider and others responsible for care. All Certified EHRs supporting Ambulatory and Acute providers must be able to support Direct Secure Messaging technology, and at MatrixCare we plug our users into this information exchange.

To make information sharing even easier,



Our EMR's current and future palliative technologies support our organization's growth strategies.

Tarrah Lowry, CEO, Sangre de Cristo Community Care



MatrixCare is a proud member of the CommonWell Health Alliance, an organization that facilitates the exchange of healthcare data between different providers and EHR vendors. MatrixCare makes access to the CommonWell network available to providers as part of the core product to ensure that your teams can access patient records from previous care settings with technology and functionality embedded directly into the intake process. CommonWell connectivity is easy to setup, and easy to use with no complex steps or workflows simply connect and access documents. MatrixCare also contributes documents into the CommonWell Network, allowing Primary Care Physicians, Hospital Physicians, and Specialists, to view care documentation for your palliative patients, and all of this happens automatically with no phone calls or faxes needed.

In the Spring of 2020 MatrixCare will expand our CommonWell footprint by sharing more information into the network for other providers allowing organizations to customize which Clinical Documents to share into the network, as well as key assessment information – all shared automatically and securely.



Get in touch: Do you have a question?
Send us an email at info@matrixcare.com or
contact us at **1-866-469-3766**.