



### GETTING STARTED

In order to get the process started, you must provide the following information:

- Clinic name
- Physician(s)
- Clinic contact  
(name, phone and email)
- EMR vendor
- IT contact  
(name, phone and email)

For More Information Visit  
[www.grmc.com/novo](http://www.grmc.com/novo)

Or contact:

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### Focus on Patients, Not Paper

Glenwood Regional Medical Center is offering a revolutionary new way to address the exchange of information between hospitals and other providers in the community. The Novo Office Assistant is a small software program, or software agent, that performs the routine tasks often done by the office staff, such as collecting and filing reports, placing orders, and communicating the results of tests or procedures.

The Novo Grid allows Glenwood to offer physician practices a dramatic reduction in the cost and effort required to manage information exchange with the hospital and other providers in the community – allowing physician office staff to focus on patients, rather than paper.

### Skills

Like a member of the office staff, the Office Assistant is trained according to the workflow requirements and system capabilities of the practice, to perform the routine, resource intensive tasks that the practice staff performs today.

The initial offering from Glenwood will provide electronic delivery of:

- Laboratory
- Radiology reports
- Transcribed reports
- ADT / Facesheets

### How It Works

A typical workflow to manage the results and reports received from the hospital may include: Receiving faxed results, sorting all results, removing unwanted documents, callbacks for missing pages, scanning and indexing the results into an EMR.

The Office Assistant will connect to the Glenwood Grid allowing results and reports to be pushed to the practice. The Office Assistant will collaborate with the agent at the hospital to collect, sort, manage and present information in the appropriate format for the practice.

In order to improve the usefulness of the information received, a practice has the ability to define which information to exchange, with whom, and in what manner. For example, a practice may define which results and reports they would like to receive according to certain criteria:

- patient type (inpatient, outpatient, ER...)
- result type (lab, rad, path...)
- result status (final, prelim...)
- provider role (admitting, referring, copy to...)
- eliminating duplicates
- ignoring specific tests

The Office Assistant is trained to work in any physician practice environment by exchanging information in the most appropriate format for the practice.

- Paper: For paper-based practices, a report can be generated with one click, providing one report, filtered, alphabetical and legible, allowing easy insertion into the paper charts.
- Document: For practices with computerized systems, but without an HL7 interface, Novo can exchange information as documents, improving the ability to import information by eliminating the need to scan and fax documents.
- EMR: For EMR based practices with systems that support HL7 interfaces, discrete and report based information can flow directly into your EMR through your vendor supported EMR interface.

### Benefits

- Reduced labor: practices can save hours per day in reduced paper handling efforts
- Timeliness: Information is delivered to the practice within minutes of being posted
- Efficiency: Practices define what information they want and what format they want it in
- Secure, private, audited: Meets all HIPAA requirements for security and privacy
- Improved patient care: through more efficient information exchange

### Practice Requirements

The Office Assistant requires a non-dedicated PC with internet connectivity. The Novo implementation typically requires minimal assistance from the practice staff. An HL7 interface is required from your EMR vendor, if direct EMR integration is desired. Contact your EMR vendor for interface information and pricing.