

PM Update



Bringing relevant issues to practice managers

Summer 2012

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1. Be a Smooth Navigator on ISMIE's Website

[ISMIE's website](#) is a valuable resource that helps practice managers support excellence in their workplaces. Below are a few of the many helpful resources on our site.

Online forms and applications

On the homepage, under "Liability Insurance," click on [Forms & Applications](#) to access:

Change Request Form.
Allied Health Professional Application.
Surgicenter Application.
And more!

Sample letters and policies

As a special policyholder service, ISMIE also provides [various sample letters and policies](#) for use in your practice. No need to "reinvent the wheel" - these samples cover a variety of topics, from responding to office emergencies to withdrawal of services. You'll also find forms for telephone triage, appointment logs, etc.

These tools can save you time and help keep your practice running smoothly. All online sample documents should be modified to fit the individual needs of your practice.

Education especially for you

Again on the home page, under the "Risk Management" tab, click on [Education for Staff](#) to see a list of staff education programs delivered through a wide variety of platforms.

- Webinars: Faculty-led, live Internet teleconferences
- Seminars: Live and in-person, featuring active discussion and case studies
- Resource Materials: Library of practical information on risk management issues

Visit [ISMIE's website](#) often to help you maximize your potential as a practice manager!

2. Synchronize a System for Test Results Follow-Up

Improper test follow-up is one of the major processes contributing to unsafe patient care and increased risk. It is also a process that you, as a practice manager, can positively impact. Be sure to have a working system in place for test follow-up as a crucial step toward sound risk management for your practice.

Your test follow-up system should be accessible to pertinent staff and include the following notations:

- When the test/consultation was ordered.
- When the test or consultation results were received by the office.
- When the results were reviewed by the physician.
- When the results were communicated to the patient.

Your office should implement a system that is suitable for the volume of tests it handles. The data can be entered on hard copy, such as a log or calendar, or electronically.

For questions about maintaining test results records, contact ISMIE's Risk Management Division at 800-782-4767 ext. 3300 or riskmanagement@ismie.com.

3. Don't Miss the Essential EHR Conference of the Year

Whether your team is already familiar with EHRs or haven't yet jumped in, you won't want to miss the ["EHR Selection, Implementation, Maintenance and Risk" conference](#), now traveling the state.

Each conference will include what you need to know before and after your EHR purchase and will cover litigation risks, implementation, incentives, quarterly reporting and how to identify the right EHR program for you. Rounding out the day are informative vendor demonstrations.

Here are the dates and locations for this day-long, valuable conference, being sponsored by ISMIE Mutual and the Illinois State Medical Society.

June 29 - Oak Brook*

September 21 - Skokie

October 2 - Effingham

November 27 - Springfield

There is no cost to ISMIE policyholders, ISMS members or their staffs; all others pay \$250.

ISMS designates this activity for a maximum of 5 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

[Register today.](#)

Please note: This conference is not part of ISMIE's Risk Rewards Program.

* This conference is almost filled to capacity.

Plan ahead for

4. Practice Management Days

What: Learn best practices for tracking systems, understand the recovery audit contractor (RAC) process and discover strategies for dealing with disruptive behavior by patients or staff.

When: September 14, Skokie; October 16; Collinsville

[Learn more, register.](#)

Questions? Contact us at 800-782-4767 ext. 3300, or riskmanagement@ismie.com.