RISE Service Tracker

Encounters, appointments, procedures, treatments, consultations, meetings -- day after day, your staff provides a wide range of services to the people in your community. Each service event adds more detail to the rich history of care that defines your accomplishments, records your past and helps to shape your future. In today's health reform climate, recording all of that detail is a must, and having it at your fingertips is no longer just a luxury.

Service Tracker is the ideal module to help you gather and use information on all of the many service events that take place in your busy organization. A central component of the RISE Health Suite, it opens with a remarkable event finder to help you locate scheduled appointments, and proceeds into an equally impressive main area with enough fields and room to hold every important detail of your centre's daily activities.

Find Events Easily

The Service Tracker first opens with the Service Event Finder screen, to allow you to locate and view specific historical or scheduled events. The Finder quickly retrieves service event information using a unique filter to search the entire database for any records that match your desired combination of date, provider, client and appointment status details.

Gather all the Important Details

Service Tracker's generous main screen reveals a wealth of information on each service event. There are fields to record and view every possible detail of an appointment, including :

> date & time - location - rooms and equipment used - programs involved - diagnoses
> services and consultations provided - reason for the appointment - drugs prescribed
> providers seen and time spent with each - progress notes - determinants of health data
> duration - method and type of encounter - referrals - supplies used - health risks

Search results listed below Finder screen

Quick access to service event details

Direct links to complete client information

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Capture all the Data You Require

Service Tracker gives you the versatility to
- Enter an unlimited number of programs, services and issues for any event
- Store progress notes, drawings and digital images
- Define procedures by program
- Record a range of services for each member of your inter-disciplinary team
- Record diagnoses and identify issues using such popular coding schemes as ICD 9, ICD 10 and Encode
- Enter multiple providers for any event
- Associate an event with a program
- Identify each event as a type of service
- Identify different types of issues
- Flag any alerts
- Mark a session for follow-up

No important detail is missed!

Track Group Activities with Ease

With Service Tracker, it's as easy to keep records for group activities as it is for individuals. Special fields allow you to quickly select and record the names of all members that attend a group session. Once client names are assigned to the attendance list, the details of that session are then automatically added to each attendee's own service event history. This eliminates the need to record each client's participation individually, making it easy for you to store information on the important group aspect of your centre's service delivery.

Enter New Events Quickly

Service Tracker has many features that make data entry fast and easy, by reducing typing time and eliminating the need to enter the same information twice. It provides
- a quick link to the Client Lookup screen, where you can find and choose a client by simply typing in a name, chart ID or date of birth
- links to provider lists, making it easy to assign providers and sites to a new event without risk of errors or duplications
- convenient drop-down lists to quickly choose the method, type, and location of each event
- a direct link to the Scheduler module, automatically creating a service event record from every new appointment booked in the Scheduler.

Protect Confidential Details

To prevent casual viewing of sensitive information by unauthorized onlookers, some service event detail is initially hidden behind special privacy covers. Personal information on a client's programs, services, issues and providers can only be viewed by a deliberate additional click on each hidden field.

Keep Track of Referrals and Follow-ups

A service event may be the result of a referral from another provider, and may in turn lead to further referrals. With Service Tracker you can easily keep track of all of these links between encounters. Special screens provide fields for you to note preferred appointment times, reasons for the referral, and dates by which a follow-up reminder is required.

Produce Insightful & Time-Saving Reports

Service Tracker also provides crucial analysis reports that allow you to monitor resource utilization, track productivity and derive service and case costs, thereby helping to ensure quality and continuity of care. Available reports include:

- *Service Event Quick Entry Day Sheet:* pre-printed forms that providers use to take notes of the day's appointments.
- *Appointment List:* print-outs that give providers a quick summary of their appointment schedule for the day.
- *Recall Report:* telephone lists of clients that need to be reminded of upcoming service events.
- *Referral Follow-up:* convenient phone follow-up lists of all referrals to and from other providers.
- *Service Event Worksheet:* pre-printed appointment worksheets for the Fax-It and Scan-It modules.
- *Service Event Frequency Report:* for immediate summaries and comparisons of the frequency of various issues, programs, providers, and services at your centre. A powerful analysis tool for site-to-site comparisons in large organizations.
- *Client Profile Reports:* an instant summary of important details on any client from any site, conveniently available from the screen of any service event.