FOTO Outcomes Manager
Practice Administrator Training Guide

Version 121714

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Benefits from Measuring Outcomes with FOTO

- ### Medicare Compliance

  FOTO is the tool to assist with the new Claims-Based Outcomes Reporting (CBOR) required for all Medicare B patients. FOTO has measures – both Functional Status (FS) Measures developed by FOTO and additional measures like NOMS by ASHA, NeuroQOL, and the ABC Scale – to calculate functional modifiers for all the G-Codes defined in the rule.

- ### More Efficient Evaluations

  At Intake, your patient spends a few minutes at the computer answering questions about how well they are able to do their usual activities. This information is printed on a report that the therapist has immediate access to and can use to focus the patient evaluation quickly.

- ### Better Patient Management

  The Patient Specific Reports that print as each survey is completed help clinicians monitor patient progress against the risk adjusted (age, severity, acuity, body part) aggregate in FOTO's database. Immediately identifies if the patient is not achieving expected functional change.

- ### Better Patient Communication

  The Patient Specific Reports can be used to better communicate about your expectations and their progress. One client reports that using the predictive information on number of visits and duration to gain patients' buy in has resulted in a reduction of his no show / cancel rate to 4%.

- ### Better Communication with Referring Physicians and Payers

  The Patient Specific Reports can be used to fortify communication with Referring Physicians and Payers. The Functional Health Status Summary provides a very easy to read graph – if it is going up, the patient is getting better. Some clients circle the graph and the measure of patient satisfaction – very quick recap of progress with patient episode.

- ### Enhanced Marketing to Referral Sources

  The Outcomes Profile Reports provide a unique Marketing Opportunity to Referring Physicians and Payers. To begin with, many clients send the first graph page of the reports with a letter to their referral sources explaining that their top priority is providing quality care for their patients and that they can prove it. That page compares the percent of physical functional change, average visits, functional change per visit, average duration, and patient satisfaction to the national aggregate. You can go a step further than that and use custom referral tracking in the software to actually provide an outcomes profile report sorted only for the patients from that referral source. This encourages the referral source to send more of their referrals to you because this is information they would have difficulty obtaining elsewhere.

- ### Enhanced Marketing Directly to Patients

  FOTO provides awards and recognition for excellence in patient care. These can be displayed in your facility. We also provide press release templates that have been very effective in announcing honors to your local news media and articles generated from that. That is the kind of press that has a credibility that money can't buy.

Industry Trusted

FOTO is the trusted choice for measuring rehabilitation outcomes…

- ### Endorsed by the National Quality Forum

  FOTO's Functional Status Change Measures have been endorsed by the National Quality Forum (NQF) whose mission is to improve the quality of American healthcare. NQF sets national priorities and goals for performance improvement, endorses national consensus standards for measuring and publicly reporting provider performance and promotes the attainment of national quality goals through education and outreach programs.

- ### Chosen by CMS to Measure Value-Based Purchasing

  FOTO conducted a CMS-funded study on the feasibility and impact of implementing a pay-for-performance for patients receiving physical or occupational therapy services under Medicare Part B using FOTO's Value Purchasing Payment Algorithm, which is based on measuring treatment effectiveness (functional improvement) and efficiency (resource utilization).

- ### Approved for CMS' Physician Quality Reporting System (PQRS)

  FOTO's Functional Status Change Measures have been accepted into PQRS and are recognized as valid, reliable and responsive outcomes measures. PQRS is a reporting program that uses a combination of provider (eligible professional) payment adjustments to promote reporting of quality metrics describing care. FOTO is also an approved data registry for PQRS.

- ### Recommended by CMS for Functional Limitation Reporting

  The Congressional and CMS mandate for 2013 (CMS-1590-FC) required therapy providers to report patients' functional limitations using a severity modifier and a G code to identify the most important impairments. FOTO was recommended by CMS to determine and report functional status.

- ### Recommended by CMS for Documenting Medical Necessity

  In CMS Transmittal 63 (Outpatient Therapy Cap Exceptions Process for Calendar Year 2007), FOTO was identified as an approved tool to provide documentation of medical necessity when care exceeds the Medicare therapy cap.

…FOTO is the Outcomes Measurement Standard

FOTO *IS* THE STANDARD FOR MEASURING PATIENT OUTCOMES IN PHYSICAL REHABILITATION

FOTO is a private sector outcomes measurement company that has been selected by many national organizations and publications:

ENDORSED BY AMERICAN PHYSICAL THERAPY ASSOCIATION (APTA) SECTIONS

The APTA Private Practice Section and Section on Women's Health have endorsed FOTO as the recommended tool for their members in measuring outcomes.

MANDATED BY THE PHYSICAL THERAPY PROVIDER NETWORK (PTPN)

PTPN, the country's first and largest network of independent rehabilitation therapists in private practice, has required the use of FOTO since 2007 for Quality Assurance and for participation in Pay-for-Performance Initiatives.

CHOSEN BY INSURANCE COMPANIES FOR PAY-FOR-PERFORMANCE

FOTO's Outcomes Measurement Tools and Reporting Services are currently being used in Pay-for Performance initiatives by HealthPartners (Minnesota) and Louisiana Blue Cross Blue Shield. Additional projects with health insurance plans are in development.

INTEGRATED WITH ELECTRONIC HEALTH RECORD VENDORS

FOTO has all the essential elements to accomplish integration with any electronic health record, documentation or billing system. Currently, nine EHRs have live integrations with FOTO, and development is ongoing.

PUBLISHED IN RESPECTED SCIENTIFIC JOURNALS

FOTO currently has 87 articles published in peer-reviewed journals including:

- Journal of Clinical Epidemiology
- Journal of Prosthetics and Orthotics
- Journal of Rehabilitation Outcomes
- Measurement
- Spine
- Physical Therapy
- Medicine
- Journal of Hand Therapy
- Quality of Life Research Applied Measurement
- American Journal of Occupational Therapy
- Archives of Physical Medicine & Rehabilitation
- Journal of Occupational and Environmental Medicine
- Journal of Manual & Manipulative Therapy
- International Journal of Therapeutic Rehabilitation
- Journal of Orthopedic and Sports Physical Therapy
- Physiotherapy Canada

System Requirements

The system requirements are as follows:

- **Browser Compatibility**
  (all versions since 2008 unless otherwise noted)
  - Mozilla Firefox
  - Internet Explorer (v7 or later)
  - Chrome
  - Safari

- **JavaScript and cookies**
  - Must be enabled

- **Portable Document Format (PDF)**
  (Only required for viewing reports)
  - Any recent Adobe Acrobat Reader (with browser plugin)
  - Any 3rd-party compatible viewer (non-preferred)
  - Note that Chrome and Firefox browsers have built-in PDF rendering that satisfies this requirement

Whitelist Information

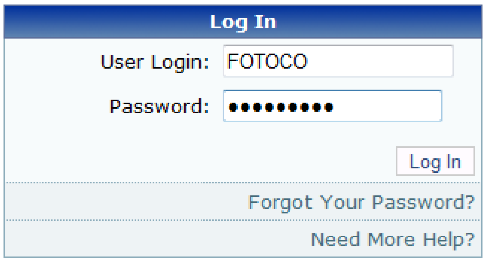
Please be sure to Whitelist the following for internet, email and at the organization server level if needed:

- Patient-inquiry.com
- Fotoinc.com
- Mandrillapp.com

Getting Started – Input Company Details

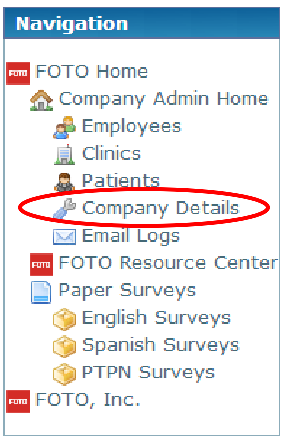
FOTO will register each company and clinic. The Administrator will receive a verification e-mail with a link that should be selected to access the login screen. The Administrator should use the password provided by FOTO to access the system initially. The password and security question / answer may then be changed in Company Details.

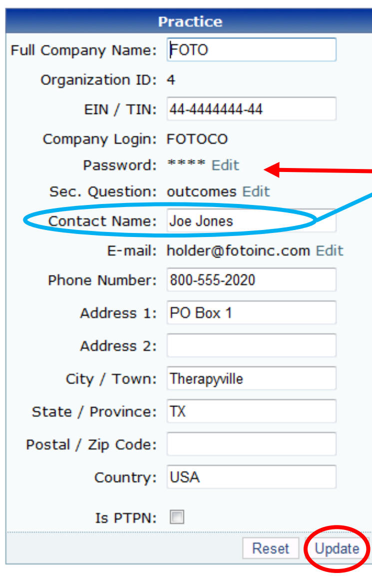
Login to PI/Web



Enter the User Login and Password provided by FOTO.

1. Select **Company Details** from the Navigation Menu
2. Complete or edit company information





- This person is the Administrator or "Contact" for the Practice.

3. Click **Update** when finished

Note: Password and Security Question / Answer may be changed by clicking EDIT.

Administrator Login

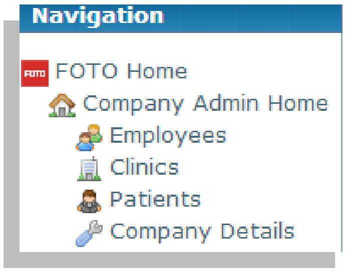
The Password and Security Question/Answer initially provided by FOTO should be changed by clicking **Edit** in the Practice box under Company Details.

Please note the following:

- Do not share the Administrator login and password with anyone other than those who will also serve as Administrators.
- The Administrator login should **NOT** be used by staff to routinely access the patient episode screens. This should be done through a Support Staff User login (See section, *Employees (Employee Management)*).
- When an Administrator login is entered incorrectly 5 times or more, it will be locked out and can only be unlocked by FOTO. If everyone is using this login, everyone will be locked out.
    - FOTO will only give the admin login information to the Administrator or "Contact" for the Practice.

Company Admin Home

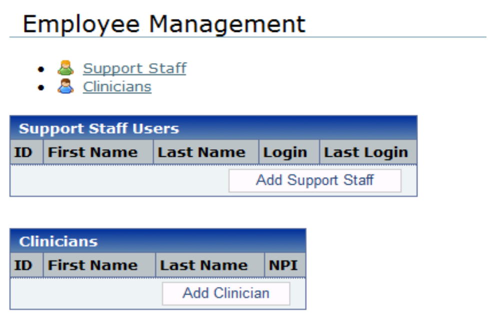
Additional Administrative tasks may be completed at **Company Admin Home**, including:



- **Employees** – Register Support Staff and / or Clinicians
- **Clinics** – Edit clinic details or revised email message defaults
- **Patients** – Delete "Test" patients and access patient lists (requires signing in as Support Staff User)
- **Company Details** – Change or add company details

Employees (Employee Management)

Employees may be registered as:



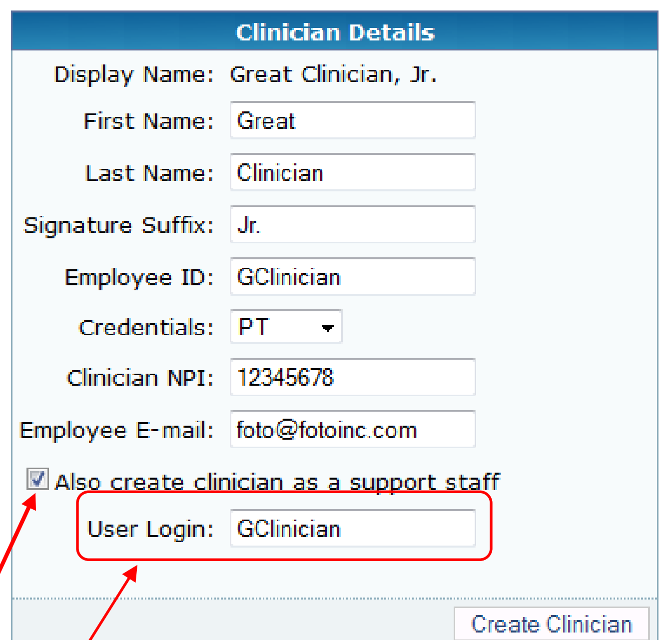
- **<u>Support Staff Users</u>** – have a login and are able to manage patients and episodes.
- **<u>Clinicians</u>** - may be selected as a clinician for the patient episode.
  - **Clinicians may not manage patients and episodes unless also registered as Support Staff.** (When registering a Clinician, there is an option to also register as Support Staff.)

1. Select **Employees** from the Navigation Menu
2. Click either **Add Support Staff** or **Add Clinician**.

Adding a Clinician / Support Staff User

<u>To register an employee as a Clinician:</u>

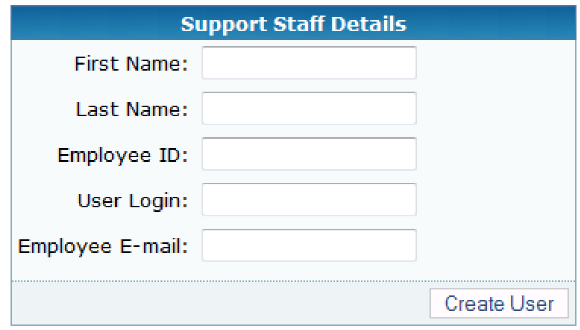
1. Click **Add Clinician**
2. Fill in the appropriate registration information and click **Create Clinician** when finished.
   - **<u>Signature Suffix</u>** – Jr., Sr., III
   - **<u>Employee ID</u>** – can be whatever the clinic chooses.
     <u>Keep in mind that this is the ID that will identify the Clinician on the Quarterly Profile Reports.</u>
   - **<u>Clinician NPI</u>** – Enter clinician's NPI #
     (Required if participating in the FOTO PQRS Data Registry)
   - **<u>Employee E-mail</u>** – Optional unless also creating as Support Staff User.



<u>To register an employee as a Clinician AND a Support Staff User:</u>

1. Click **Add Clinician** and enter appropriate information.
2. Select the box beside "**Also create clinician as support staff.**"
   - A User Login field will appear, pre-populated with the employee ID which may be edited if needed.
   - A valid e-mail address is required.
3. Click **Create Clinician** when finished

Note: A previously registered clinician may be added as a Support Staff User by selecting the clinician from the employee list and clicking ***Create as Support Staff***.



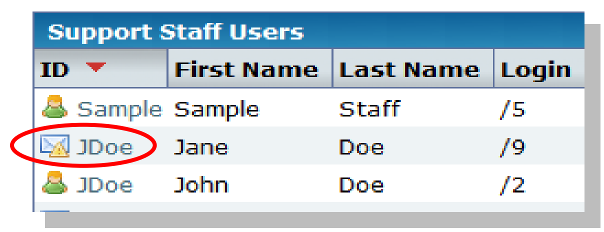
<u>To register an employee as a Support Staff User only:</u>

1. Click **Add Support Staff**
2. Fill in the appropriate registration information
   - **<u>Employee ID</u>** – can be whatever the clinic chooses.
   - **<u>User Login</u>** – what is entered here will be added to the admin login to create the support staff user login. (Example – the admin login is ABCPT. Enter 123 here for the user login. The support staff login will be ABCPT/123.)
   - **<u>Employee E-mail</u>** – must be entered correctly for the employee to receive the verification e-mail.

<u>Verification</u>

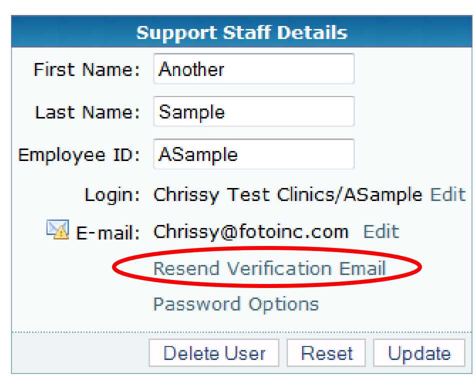
Once a Support Staff User is registered, a verification e-mail is sent to the registered e-mail address. The Support Staff User must click on the link within the e-mail to verify that the e-mail address is correct and to create a password, security question and answer**<u>. A Support Staff User cannot not log in to Outcomes Manager until the verification is complete.</u>** **<u>The link in the e-mail expires after 5 days</u>** and must be regenerated by the Administrator if it is not completed within that time frame.

<u>Resending the Verification E-mail</u>

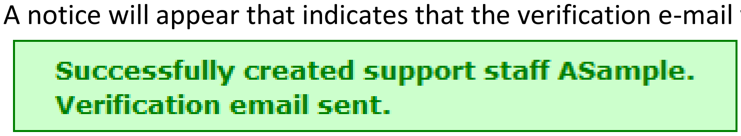


If a Support Staff User does not complete the verification process within the initial 5 day window, the Administrator may resend the verification e-mail. The un-verified Support Staff User will have an envelope beside the ID which indicates that the user is not verified.

1. Click on the user ID to access Support Staff Details.
2. Click on the envelope with the yellow caution triangle or on the words “Resend Verification Email” to resend the activation link.
   - The staff member will again have 5 days to complete the verification process.



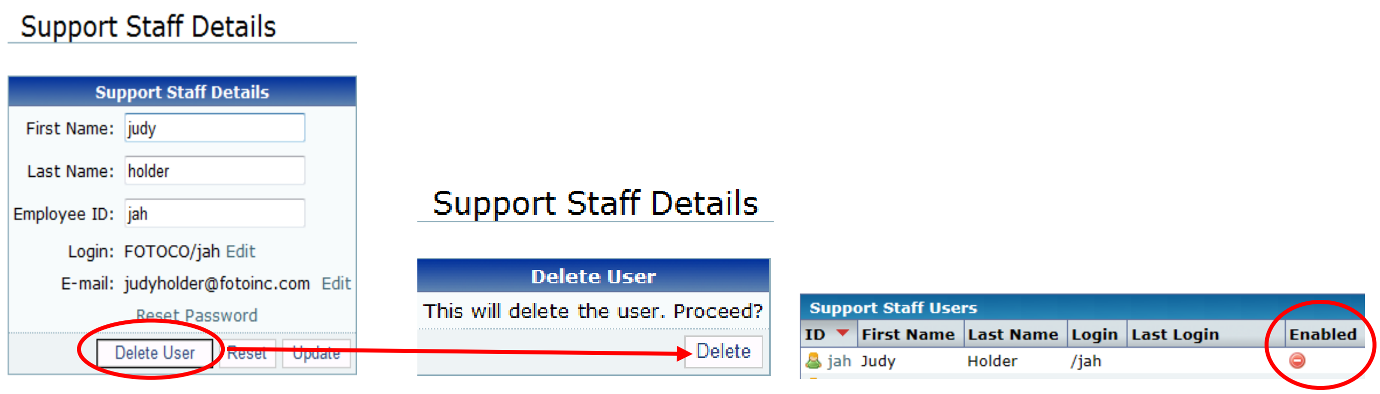
A notice will appear that indicates that the verification e-mail was sent.



Deleting Employees

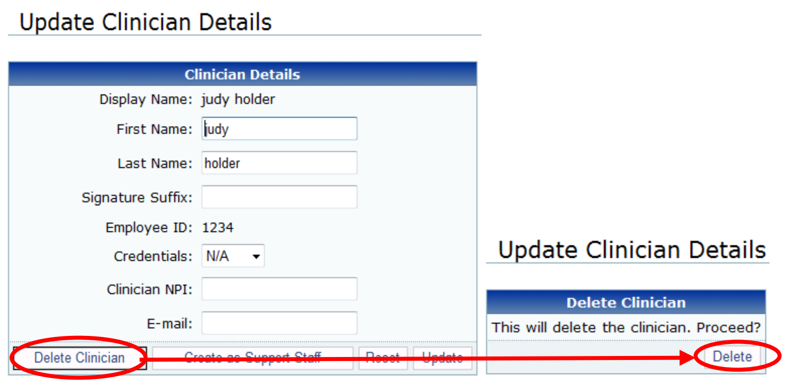
Support Staff Users

To Delete / Disable Login for a Support Staff User, select the Support Staff User ID and then select ***Delete User***. When asked if you would like to proceed, select ***Delete***. The user will show as deleted with the following symbol ⛔. Note that the login will be disabled 4 hours after being marked as deleted, at which time, the user will also show as unverified. This will hopefully allow enough time for an unintentional deletion to be reversed without having to go through the verification process again.



Clinicians

To delete a Clinician, select the Clinician ID from the list and select ***Delete Clinician***. Then confirm by selecting **Delete** again. Note that the clinician will show as deleted in the list and can no longer be selected when creating episodes.

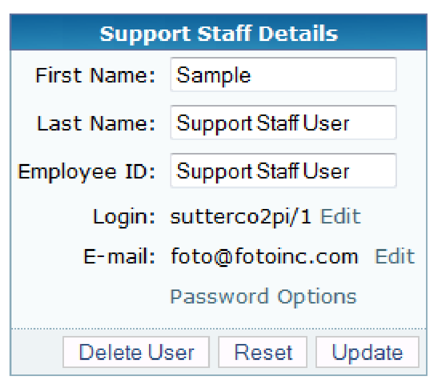


Note: It is important to delete any clinicians who no longer work for your organization to prevent their names from being accidentally selected as the primary clinician for new patient episodes.

Editing Employee Information

The Support Staff First & Last Name, Employee ID, Login, and E-Mail Address may be edited by selecting the Support Staff User ID from the Employee list.

- First/Last Name and ID can be edited in the field, then click **Update** to save changes.
- Login and E-mail can be changed by selecting **Edit**.
- Click the words **Password Options** to access the password reset screen for the user.

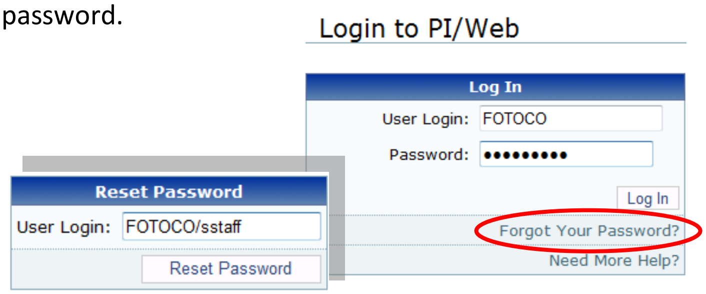


Support Staff Password – Staff Reset

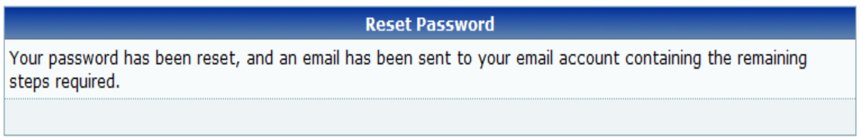
If the Support Staff User remembers the response to the security question (set up during verification), the "**Forgot Your Password?"** button can be used to reset the password.

1. Select **Forgot Your Password?**

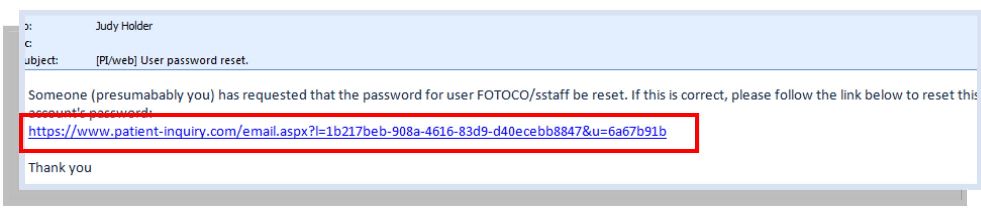
2. Input User Login and click **Reset Password**



3. If the reset is successful, the message below will appear. If the message below does not appear and nothing happens, there is an error in the User Login.

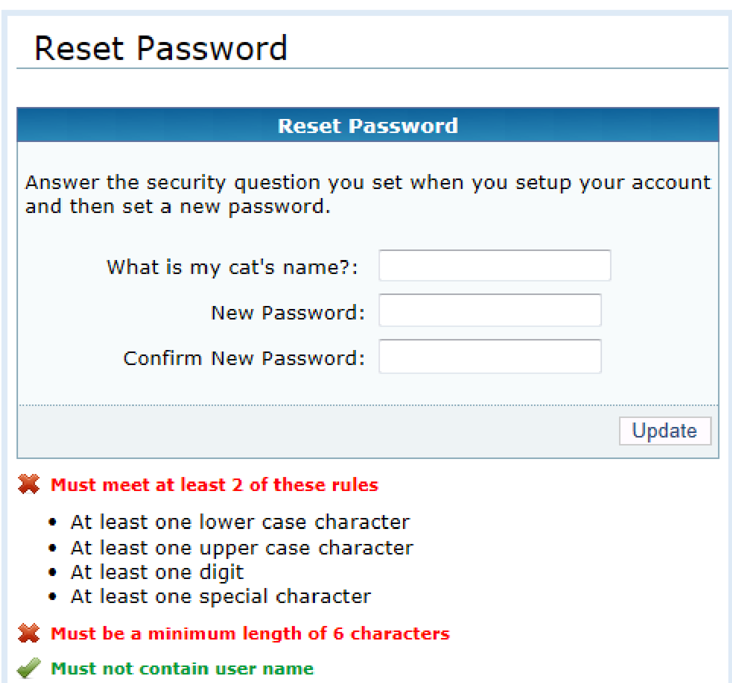


4. An e-mail is sent from **noreply@patient-inquiry.com**. Open the e-mail and click on the link.



The "**Forgot Your Password?"** button will NOT reset the administrator password. If the administrator cannot remember the admin password, please contact:

FOTO Support Services
800-482-3686
support@fotoinc.com



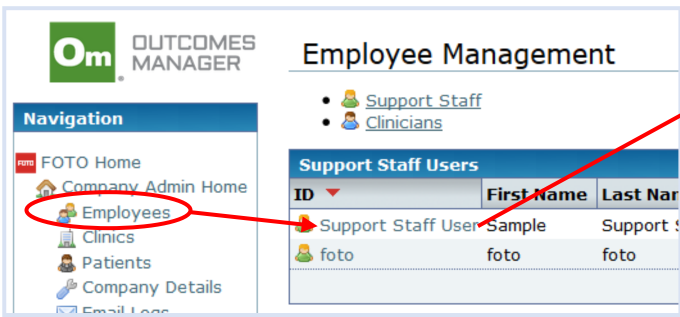
5. Input the security response and a new password (and confirm) and click **Update**.
   - The password requirements in red will turn green as the requirements are met.
   - If the new password contains the user name, the requirement in green will turn red and will not allow the password to be created.

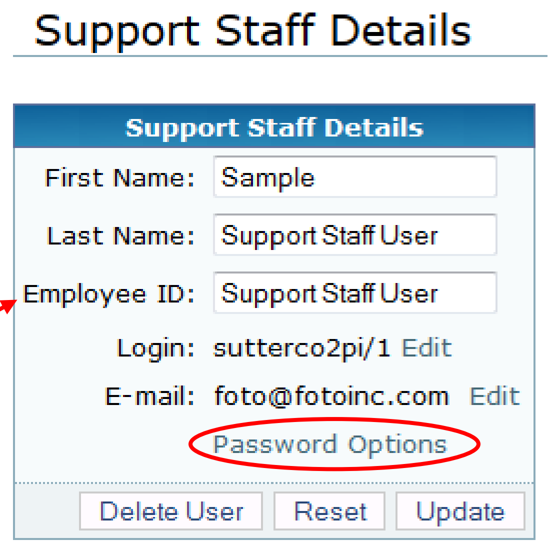
Support Staff Password – Administrator Reset

If the Support Staff User does not know either the security question response OR the current password, the Outcomes Manager Administrator can reset the Password.

Change the Password for the User

1. Login as Outcomes Manager Administrator
2. Select **Employees** from the Navigation Menu
3. Click on the Support Staff User ID for the employee



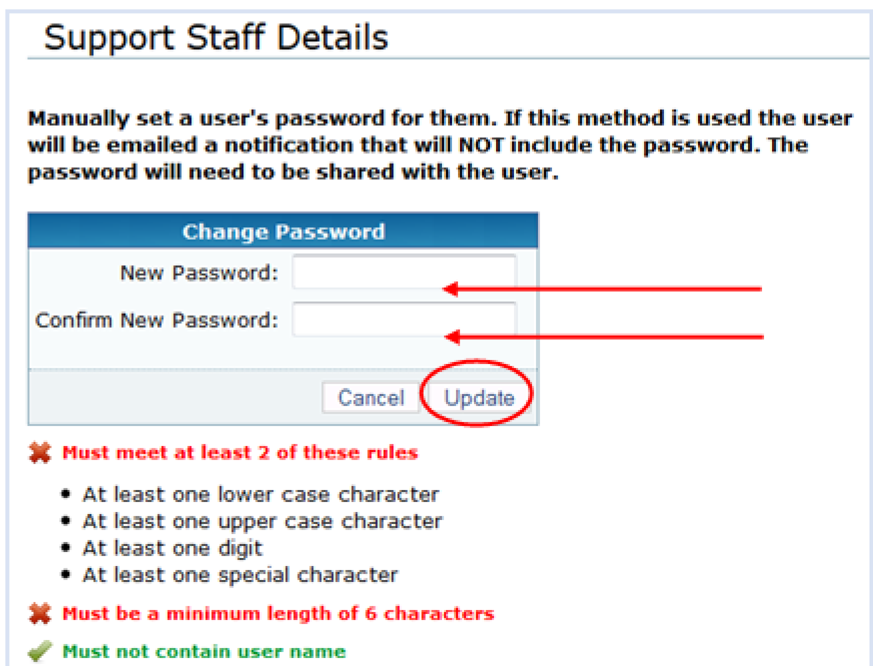


4. Click the words **Password Options** from the Support Staff Details screen.

5. To change the password for the user, enter a new password and confirm, then click **Update**.

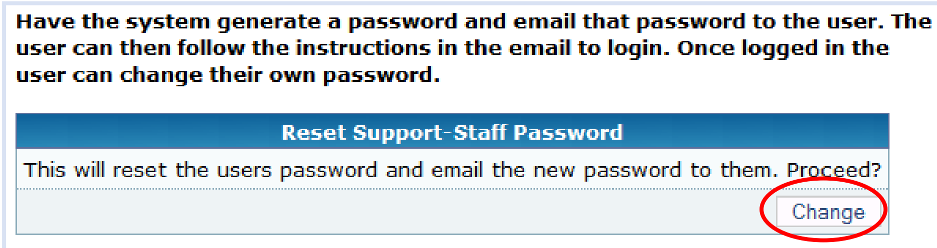
- The password requirements in red will turn green as the requirements are met.
- If the new password contains the user name, the requirement in green will turn red and will not allow the password to be created.
- This password must then be shared with the user.
- A confirmation that the password change succeeded and an email was sent to notify the user will appear.

Password change request succeeded.
Notification email sent.



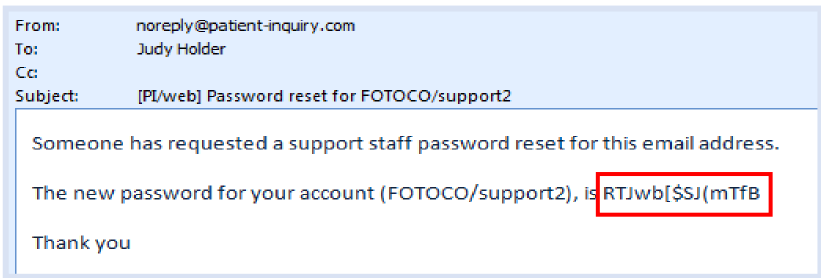
Send the User a Computer Generated Password

6. To send the user a computer generated password by e-mail, click the **Change** button under "Reset Support Staff Password".

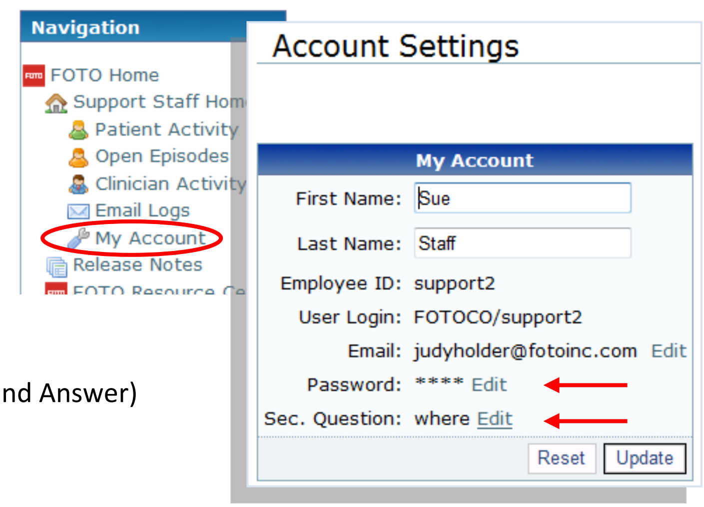


- A confirmation that an email was sent to the support staff user will appear.

- The Support Staff User will receive an e-mail similar to the one below which contains a computer generated password.



7. The Support Staff User should login with the computer generated password then change their Password by going to **My Account** in the Navigation Menu.



8. Select **Edit** to change Password (or Security Question and Answer)

Administrator Password Reset

See section entitled *Administrator Login*, to change the Administrator password from within the system.

- Note the "**Forgot Your Password?"** button will NOT reset the administrator password.
- The admin login information will only be given by FOTO to the person listed as the administrator or "Contact" for the Practice.

Locked or Forgotten Administrator logins must be reset by contacting:

FOTO Support Services
800-482-3686
support@fotoinc.com

Password Reset Trouble-shooting

The Support Staff Login must be verified for either password reset option to work.

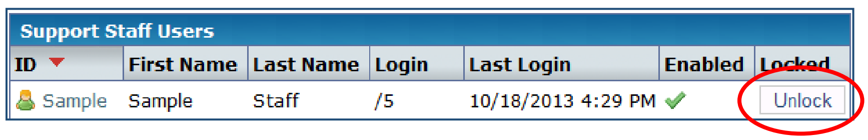
- On the employee list, an un-verified Support Staff User has the following symbol:
- A verified Support Staff User has the following symbol:
- Be certain the employee is not also marked deleted:
- To regenerate the Support Staff Verification e-mail select the Support Staff ID, click the icon next to the word Email or click on the words : Resend Verification Email
    - A verification will be received **Verification email sent.**

If the e-mails generated are not received by the user:

- make sure the e-mail address is correct
- check any spam or junk mail folders
- contact your IT department (if applicable) to ensure the e-mails are not being blocked by spam filters

If the Support Staff User has entered an incorrect password 5 or more times, their account will need to be unlocked.

- Click the **Unlock** button for the user from the Employee Management screen.



Patients (Patient Management)

To enter the Patient Management screen, the administrator must login as a support staff user. To return to the admin portion of the system, the administrator will be required to log off as a support staff user and login again as the admin.

1. Select **Patients** from the Navigation Menu
2. Select the appropriate Staff ID and Clinic from the drop down menus
3. Click **<u>Login</u>**

<u>Deleting Test Patients</u>

Sample patients entered in the system may be deleted by the administrator as long as the ***Patient <u>ID</u> includes the word "TEST."***

1. Select **Patients** from the Navigation Menu
2. Do not login; click **Delete** for: ***Delete all patients with 'test' in their ID***.

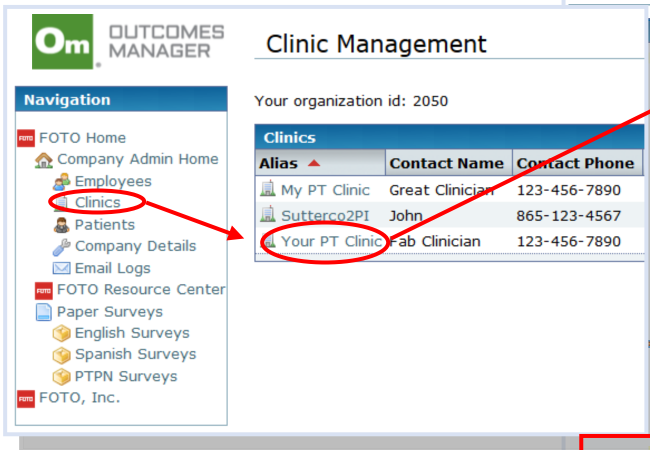
Managing Patients and Surveys

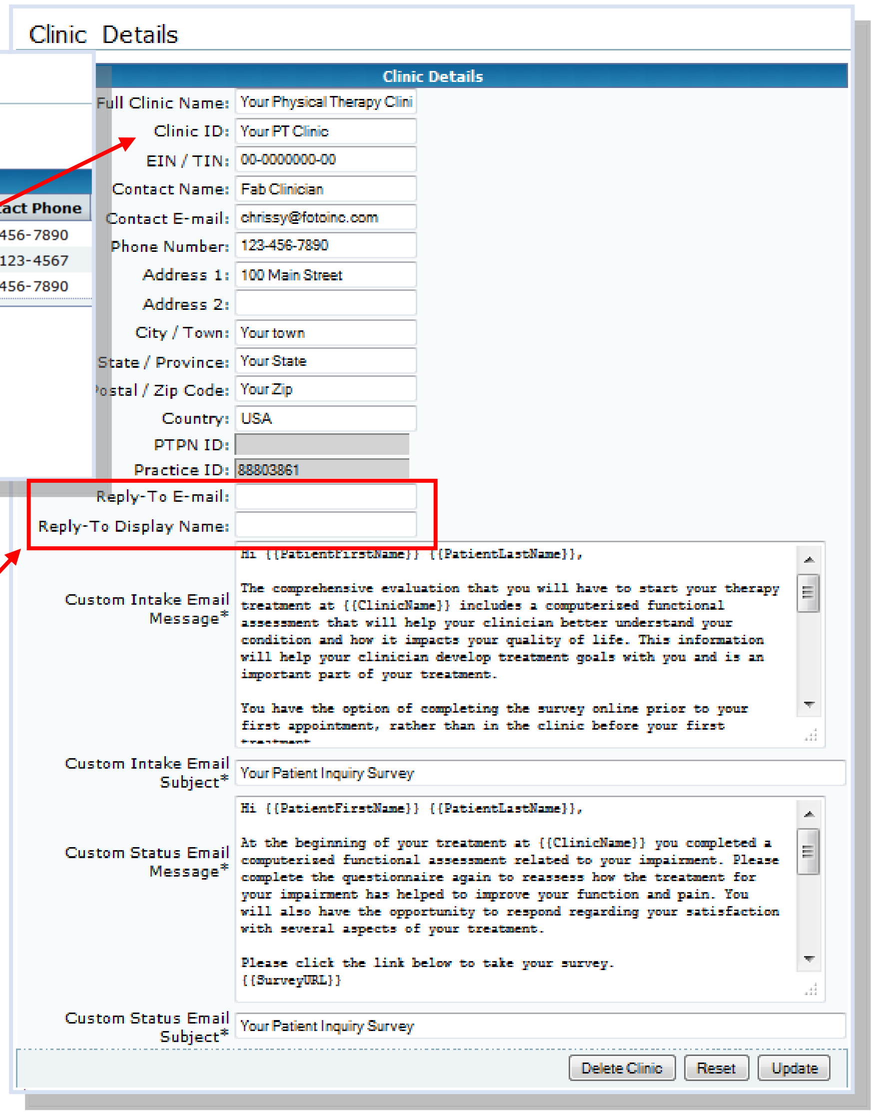
Please proceed to the Support Staff Training Guide.

Clinics (Clinic Management)

Editing Clinic Details

1. Select **Clinics** from Navigation Menu
2. Select the Clinic Alias to open the Clinic Details screen for the desired clinic.





By default, emails will show as being sent from "Patient Inquiry", however, to have them show as being sent from your clinic, be sure to fill in both the "Reply-To" fields.

The default email messages shown to the right are further explained in the next section.

It is important to note that these messages are completely customizable.

- To make changes to these messages, see section, *To Revise the Email Message*.

Managing Patient Email Messages for Survey Completion

Outcomes Manager has a feature that facilitates your ability to email patients to request they complete the Intake Survey and/or Status Survey outside of the clinic on the internet. Using this feature allows the patient to complete the survey prior to entering the clinic, saving time while still providing the clinician with the pertinent functional data for the evaluation or follow-up visit. If the auto print feature is installed, the survey will print automatically when completed, but can be manually printed as well.

FOTO has set up the email message, link, and instructions. However, as the Administrator, you do have an option of revising the email message as appropriate for your practice.

Default Email Message and Introduction Instructions

FOR PATIENT INTAKE SURVEYS: Default Email Message (can be revised):

Hi <First Name Last Name>,

The comprehensive evaluation that you will have to start your therapy treatment at <full clinic name> includes a computerized functional assessment that will help your clinician better understand your condition and how it impacts your quality of life. This information will help your clinician develop treatment goals with you and is an important part of your treatment.

You have the option of completing the survey online prior to your first appointment, rather than in the clinic before your first treatment. The survey should not take longer than 5 – 7 minutes.

To begin the survey, please click the link below.
LINK

The information you share is confidential, a part of your medical record, and is subject to all protected health care information regulations.

Thank You!

Default Intake Survey Introduction once the patient clicks the link to complete the survey:

Welcome <First Name Last Name>,

The comprehensive evaluation that you will have to start your therapy treatment at <full clinic name> includes a computerized functional assessment that will help your clinician better understand your condition and how it impacts your quality of life. This information will help your clinician develop treatment goals with you and is an important part of your treatment.

You have the option of completing the survey online prior to your first appointment, rather than in the clinic before your first treatment. The survey should not take longer than 5 – 7 minutes.

When you are ready to get started, click the “Begin” button. Please respond to each question with the response that best describes you or your level of function at this time. If you do not complete the entire survey, you may resume it by clicking the link in the e-mail again.

The information you share is confidential, a part of your medical record, and is subject to all protected health care information regulations.

Begin

FOR PATIENT STATUS SURVEYS: Default Email Message (can be revised):

Hi <First Name Last Name>,

At the beginning of your treatment at <full clinic name> you completed a computerized functional assessment related to your impairment. Please complete the questionnaire again to reassess how the treatment for your impairment has helped to improve your function and pain. You will also have the opportunity to respond regarding your satisfaction with several aspects of your treatment.

To begin the survey, please click the link below.
LINK

The information you share is confidential, a part of your medical record, and is subject to all protected health care information regulations.

Thank you!

Default Status Survey Introduction once the patient clicks the link to complete the survey:

Welcome <First Name Last Name>,

At the beginning of your treatment at <full clinic name> you completed a computerized functional assessment related to your impairment. Please complete the questionnaire again to reassess how the treatment for your impairment has helped to improve your function and pain. You will also have the opportunity to respond regarding your satisfaction with several aspects of your treatment.

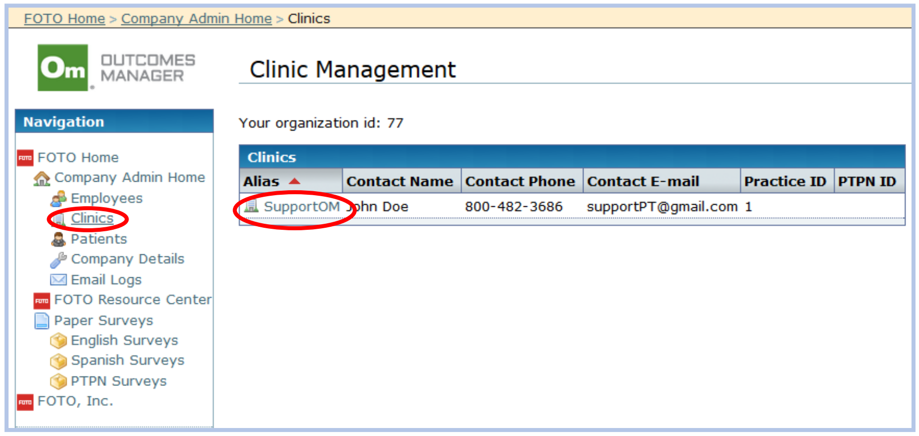
Please complete the survey as it relates to your impairment and how you feel ***at this present time.*** You can use the information that you learned in therapy to help you answer the questions. This will help your clinician assess how your treatment has or has not helped you. The survey should only take 3 – 4 minutes.

When you are ready to get started, click the "Begin" button. Please respond to each question with the response that best describes you or your level of impairment at this time. If you do not complete the entire survey, you may resume it by clicking the link in the e-mail again.

Begin

To Revise the Email Message

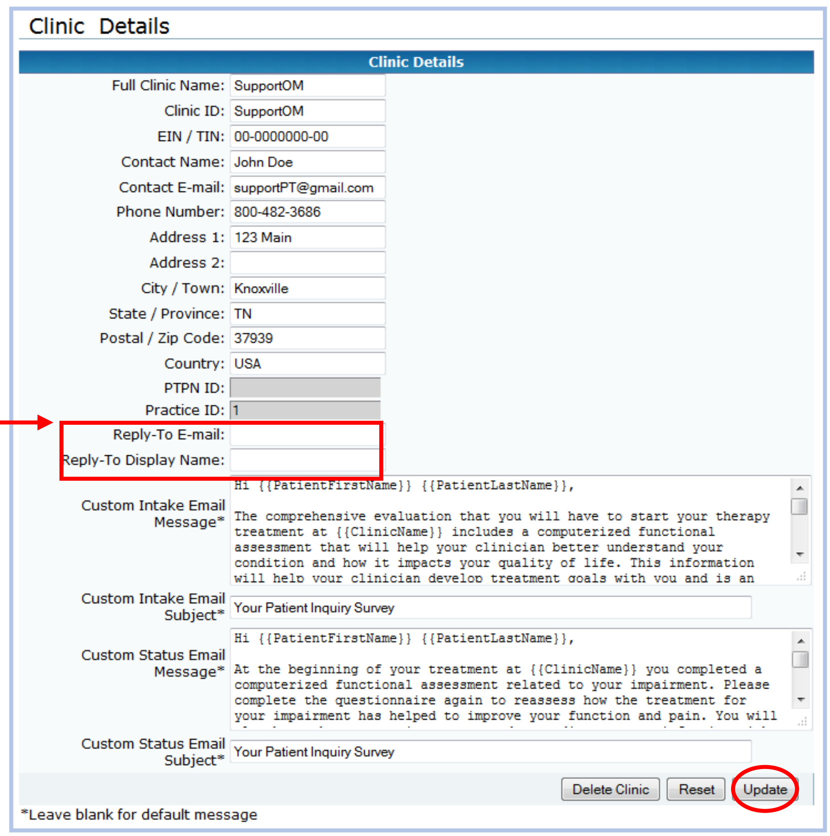
1. Select **CLINICS** in the Navigation Menu.



2. Select the Clinic Alias for the clinic you want to edit.
   - If you have more than one clinic, you will need to edit the e-mail messages for each individually

The Clinic Details screen will appear.

You can add your company email address and Company name which will direct a patient's email to your facility should they reply to the survey message.
The email to the patient will also show as coming from your clinic instead of from Patient Inquiry.



CUSTOM EMAIL MESSAGES

You can edit the email message that will contain the link to the survey.
Note: There is one message for the intake and one for the status.

CUSTOM EMAIL SUBJECT

Since the e-mail comes from Patient – Inquiry.com, you can add your clinic name to the subject line so that your patients know this e-mail is from their clinic. Be sure that the subject lines for both the intake and the status are no longer than 70 characters long.

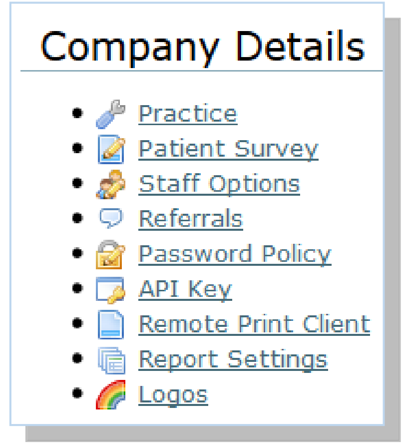
3. Click **Update** when finished.

Distributing Patient Surveys by Email

To send survey emails to patients, please refer to the Support Staff Training Guide.

Company Details

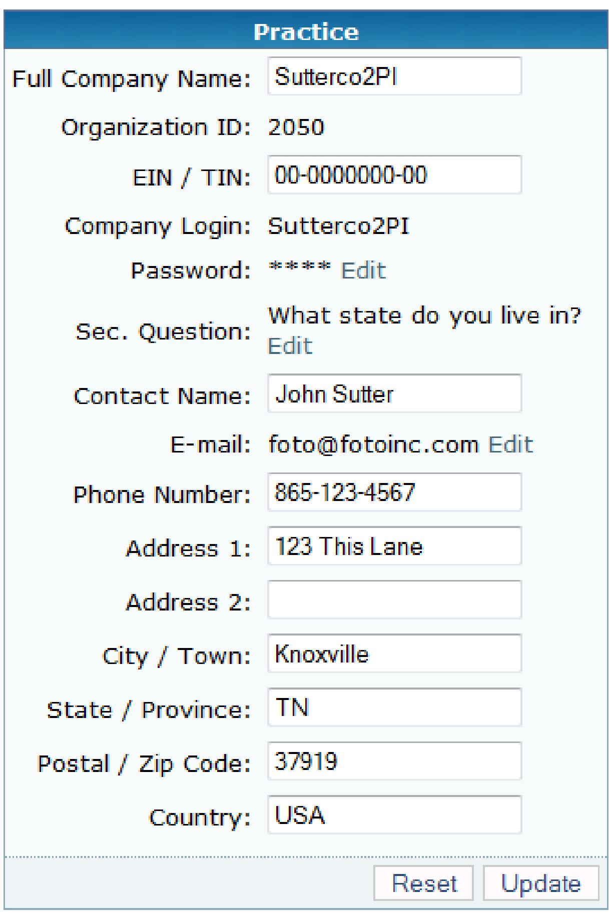
Defaults may be set in this area for the system. The areas that may be accessed here include:



- **Practice** - This screen allows company details to be added / edited.
- **Patient Survey** – Preselect specific options and surveys to be completed for all patients.
- **Staff Options** – Select staff discharge and Care Type options.
- **Referrals** – This screen allows custom referral code entry to track Physician Referrals, Insurance Referrals, Employer Referrals, and Other Referrals.
- **Password Policy** – Allows the administrator to set the complexity level for all user passwords based on the security level required by the organization.
- **API Key** - This screen will allow you to create a code to integrate with other software.
- **Remote Print Client** – Enable the print client to complete the auto print installation process
- **Reports** - select options for patient specific reports
- **Logos** – Upload logos

Practice

This area is for the overall Practice information. (The individual clinic information is located under **Clinics** in the Navigation Menu.)

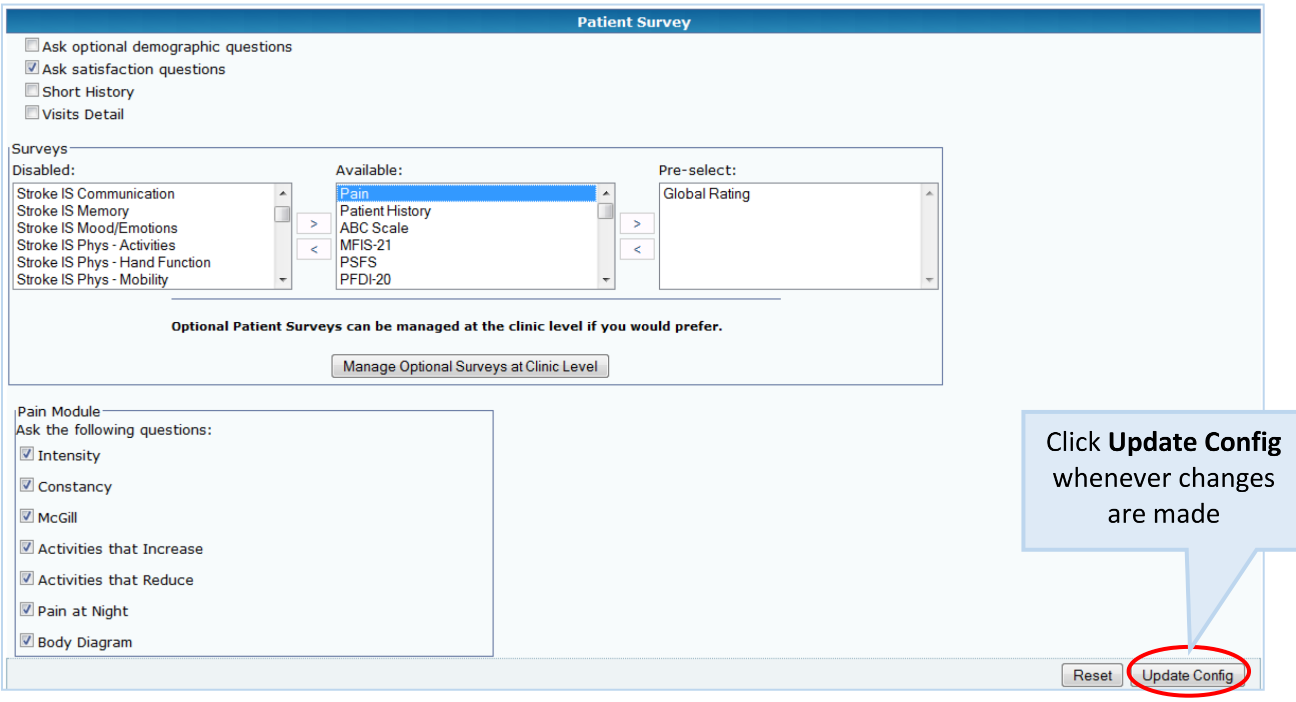


- **Full Company Name** – the name of the Group/Organization
- **EIN / TIN** – this area is for tax purposes and is not a required field.
- **Password** – this is the Administrator password
  - Click **Edit** to change
  - Note that the new password will need to be shared with other clinic Administrators, if any.
- **Sec. Question** – this is the Administrator security question and answer
  - Click **Edit** to change
  - The current password must be entered
- **Contact Name** - should be the name of the person serving as the main contact/administrator for the application.
- **E-mail and Phone Number** – should be for the person serving as the main contact/administrator.
  - Click **Edit** to change the E-mail
- Other fields should be updated as needed.

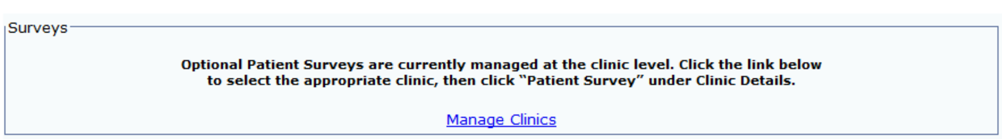
Click **Update** to save changes.

Patient Survey

Options for patient surveys may be selected as needed from this screen.



1. At the top of the screen, the check box may be selected to activate the following features:
   - **Ask optional demographic questions** – the patient is asked 6 demographic items relating to prior and current military service, race, ethnicity, education level, and income level. However, the patient still has the option of bypassing these questions by selecting **Next**.
   - **Ask satisfaction questions** – must be selected for satisfaction questions to be given on the Status Survey.
   - **Short History** – This option shortens the Patient History optional survey if selected.
   - **Visits Detail** – allows the clinician to track the number of visits
2. Optional Surveys may be set as Disabled, Available or Pre-select:
   - **Disabled** – Optional surveys in this field will not be available to add to the Patient Survey Episode.
   - **Available** – Optional surveys in this field are able to be selected when creating the patient episode.
   - **Pre-select** – Optional surveys in this field will be automatically appended to the Patient Survey Episode.
     - PQRS Measure surveys may be pre-selected, but will only be added to the episode if the patient meets the criteria established for the measure by CMS.
3. **Manage Optional Surveys at Clinic Level –** click this button to manage these settings individually for each clinic. Note that once selected, these settings can no longer be managed here. The following box will appear:



4. **Pain Module**
   The bottom of the screen allows selection of the various components of the Pain Module. Note that the Pain survey must be either pre-selected or manually selected for the patient's episode.

Complete information on all Optional Surveys can be viewed in the "Optional Survey Descriptions" guide which is found under "Instructional Guides" in the FOTO Resource Center.

Staff Options

Options may be selected for the Staff Discharge screen and Care Types under Staff Options.

Staff Discharge Options

- **Off** – Any option selected as “Off” will not show on the Staff Discharge screen.
- **Avail** – Any option marked “Avail” will show on the Staff Discharge, but will not require the user to complete the fields in order to finish the discharge.
- **Required** – Options marked “Required” will require the user to complete the fields before the discharge can be completed.

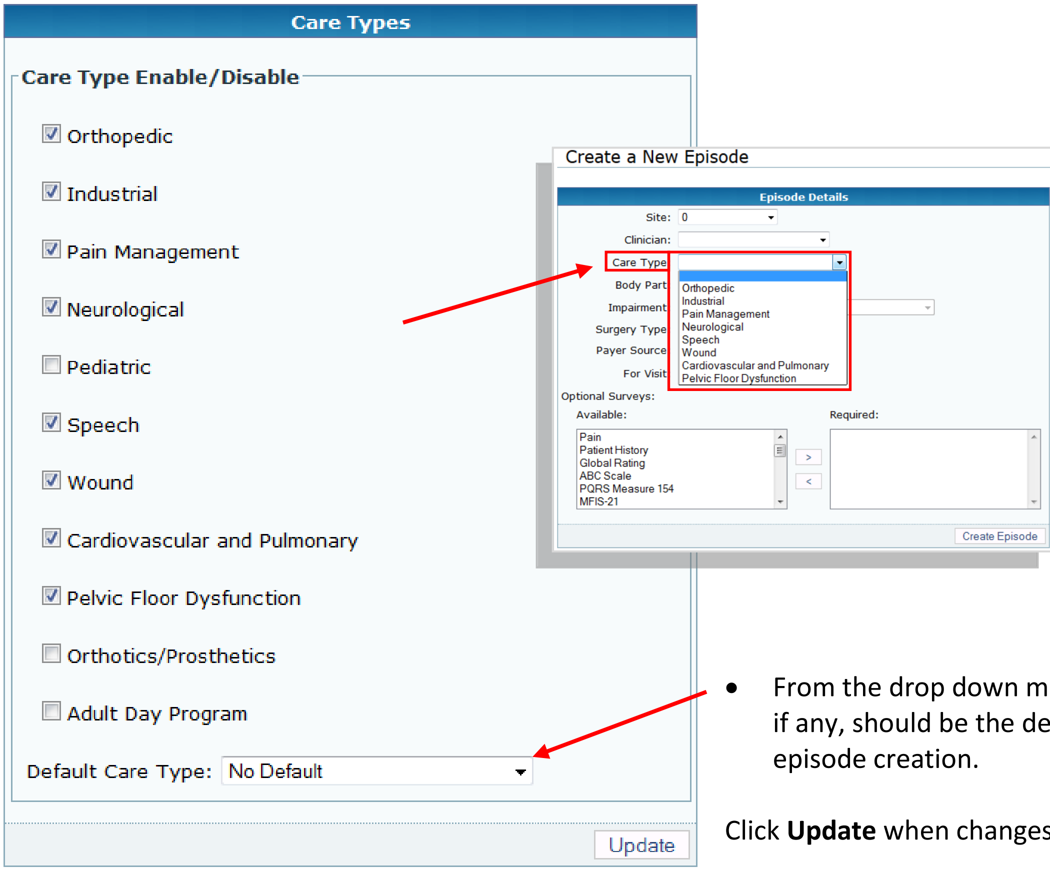
Click **Update** when changes have been made.

Selections include:

- **APTA Practice Pattern** – documents the Musculoskeletal, Neuromuscular, Cardiovascular/Pulmonary and Integumentary practice pattern code based on the classification of the patient as a result of the physical therapist’s evaluation history, systems review, and tests and measures.
- **Smart Tracks Code** – If you use this documentation system, this field allows you to enter the unique tracking code for impairment.
- **Global Rating Scale** – Documents the amount of improvement achieved by the patient during the episode valued by the clinician from -7 to +7 (0=baseline status of the patient at the time of the evaluation). *(Note: The patient may also complete the same Global Rating scale if activated in the optional surveys).*
- **Staff Utilization** – Documents the percentage of time the patient was treated by staff during the episode based on role: PT, PTA, OT, OTA, etc.
- **Goals / Results** – Documents the percentage of goals achieved during the episode of care (by clinician report).
- **Exercises, etc.** - Documents the type of procedures, exercises, and modalities (physical agents) that were provided to the patient during the episode of care to track treatment regime.
- **Who Discharged** – Documents who made the decision to discharge the patient from clinical therapeutic care.
- **ICD9 / ICD10** – Allows tracking of specific diagnosis codes tied to the patient’s episode of care, allows for 1 primary diagnosis code and 1 secondary code.
- **Patient Co-pay** - Documents the insurance co-pay based on insurance plan/verification.
- **Net Revenue** – Documents the anticipated net revenue for the episode (minus insurance adjustments/discounts, etc.).
- **Compliance** - Documents the Acceptable or Unacceptable patient compliance with Attendance, Home Program, and Effort.
- **Show Net Revenue** – If checked, the anticipated Net Revenue entered for this episode will surface on the Staff Discharge Report, compared with the average Net Revenue of risk-adjusted episodes nationally who are tracking net revenue.
- **Referral Source Type** - Allows selection of the type of referral source for this episode as an additional dimension such as Neurologist, Orthopedist, General Practice, Podiatrist, etc.

Care Type Enable/Disable

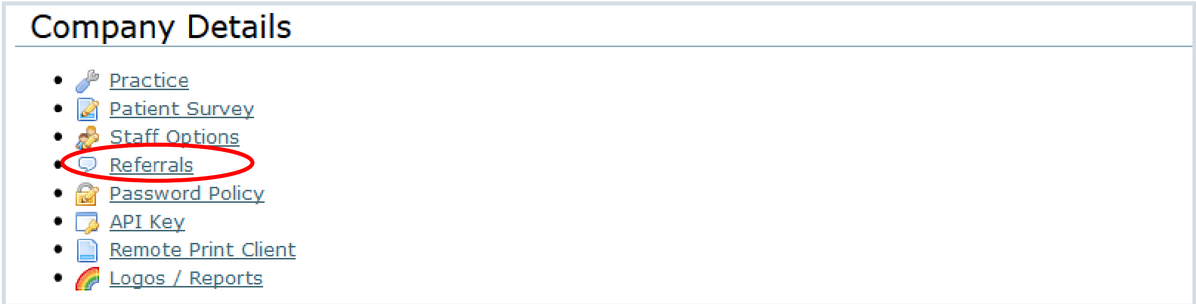
- Check the box beside each Care Type that should be available for selection during episode creation.



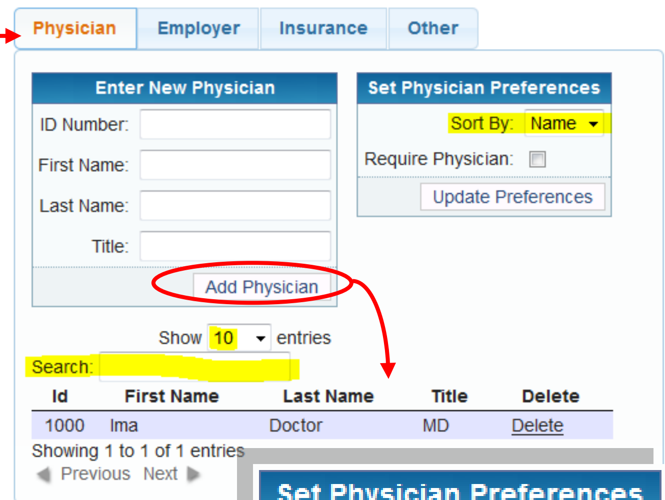
- From the drop down menu, choose which Care Type, if any, should be the default selection during episode creation.

Click **Update** when changes have been made.

Referrals

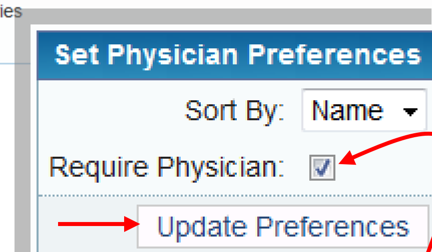


1. Select type of referral source from the tabs



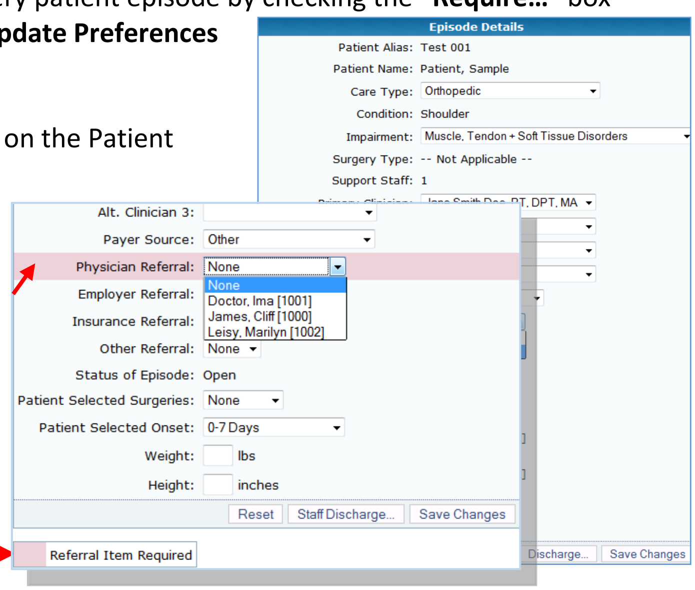
   - Depending on the referral source type, the fields to be completed will vary:
     - **Physician:** ID Number, First & Last Name, Title
     - **Employer:** ID Number, Name, Miscellaneous
     - **Insurance:** ID Number, Name, Miscellaneous
     - **Other:** ID Number, Name, Miscellaneous

2. Enter the appropriate information for the referral, then click the "**Add…..**" button ("Add Physician" shown here).

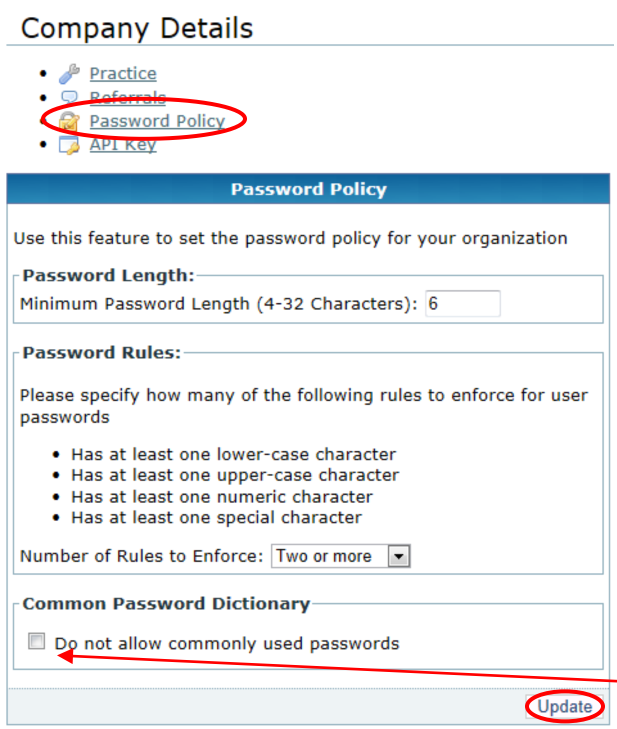


   - The referral will show in the list below
     - This list can be searched by typing the name or ID in the Search field
     - The referral can only be deleted if it has not been selected for a patient episode
     - Select to sort the list by name or ID then click **Update Preferences**
     - Require the referral type to be selected for every patient episode by checking the "**Require…**" box ("Require Physician" shown here), then click **Update Preferences**

   - The created referrals will be available for selection on the Patient Episode Details screen.
     - If the referral is required, the field will be highlighted pink



Password Policy



Password Policy allows the administrator to set the complexity level for all user passwords based on the security level required by the organization.

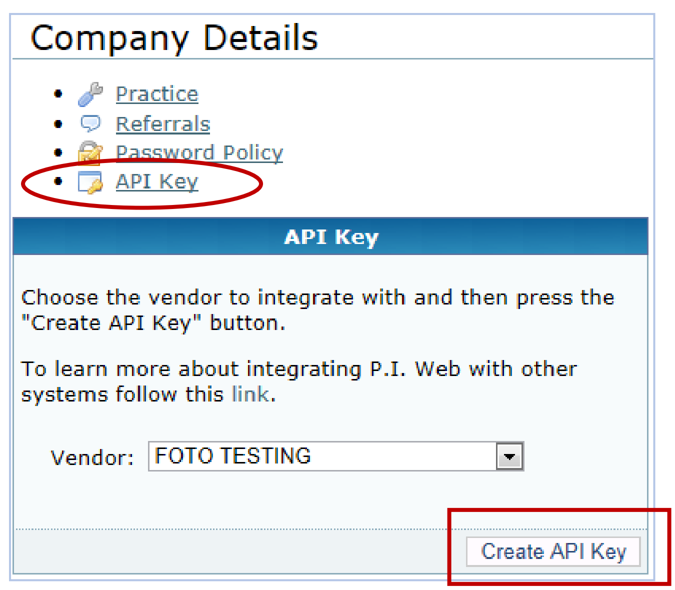
- **Password Length** - Minimum password length can be set to as few as 4 characters or as many as 32 characters with the default being 6. Type the number of characters desired in the Minimum Password Length field.
- **Password Rules** - Set the number of rules which must be met when creating passwords. The lowest level, which is also the default, is two or more. The highest level is all four. Choose the selection from the drop down menu.
- **Common Password Dictionary** - Commonly used passwords which can be easily guessed, such as abc123, will not be allowed when the box is checked.

Click **Update** to save any changes.

API Key

The API Key allows FOTO to integrate with an Electronic Medical Record (EMR) software. FOTO partners with several EMR software companies and is always open to partnering with others.

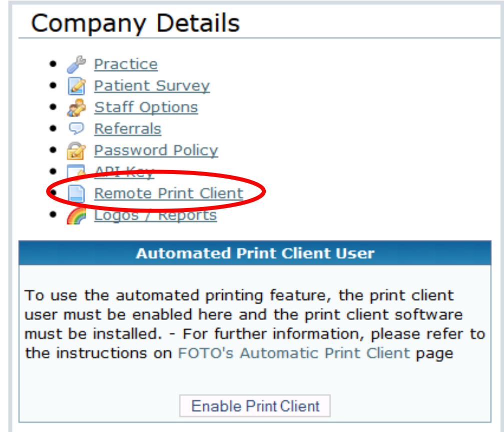
1. Select a vendor from the drop down menu.
   - If the needed vendor is not listed, then it does not currently integrate with FOTO. Contact FOTO at marketing@fotoinc.com to check the status of integration with the needed EMR vendor.
2. Click **Create API Key** to generate a code to provide to the vendor.



Note: Some vendors require an API plus (+) integration which must be enabled by FOTO Support.

Remote Print Client

The Print Client must be enabled in order for the auto print application to work. Once enabled, do not change the password unless instructed to do so by FOTO Support.



Please note that this application should be installed on <u>only one desktop computer per site.</u>

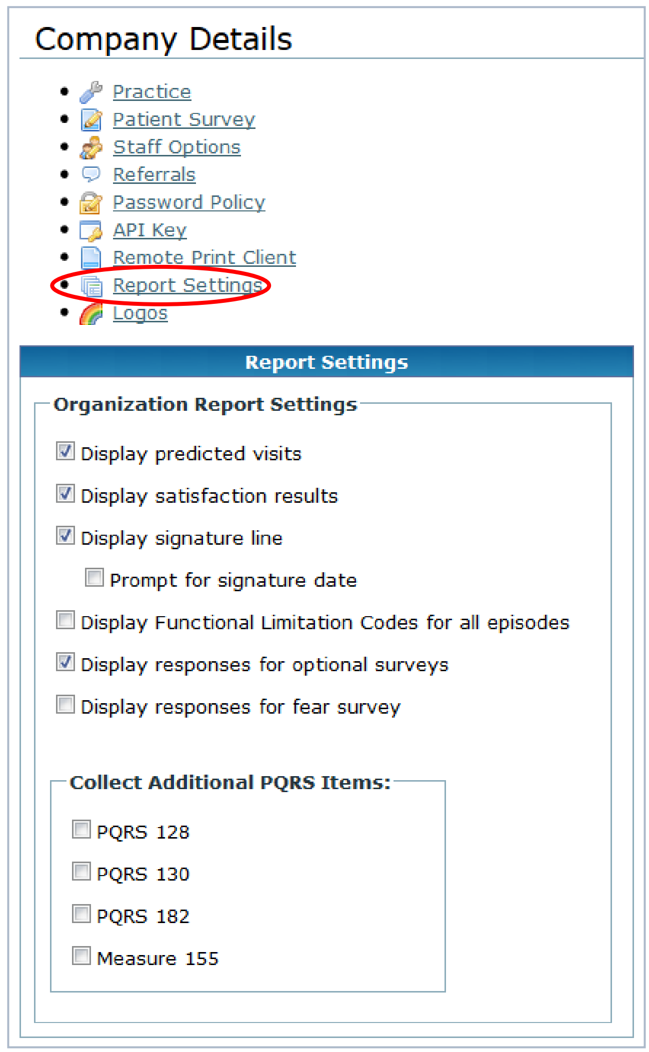
For installation or support, please contact FOTO Support Services at:

- 800-482-3686 and select the option for Technical Support
- support@fotoinc.com

Reports

Select options for Patient Specific Reports by checking the box ☑ to activate.

- **<u>Display satisfaction results</u> –** will print the patient responses and resulting satisfaction score on the report
- **<u>Display signature line</u>** – displays a signature line for the clinician signature
- **<u>Prompt for signature date</u>** – if the signature line is displayed, activating this box will also insert an area for the date the report was signed
- **<u>Display Functional Limitation Codes for all episodes</u> –** if selected, G-codes will display for all episodes regardless of Payer Source. If not selected, they will only show for Medicare B patients.
- **<u>Display responses for optional surveys</u> –** displays optional survey questions and patient responses on reports.
- **<u>Display responses for fear survey</u> –** displays Physical Fear FABQ / Work Fear survey questions and patient responses on reports.
- **<u>Collect Additional PQRS Items:</u>** - Select one or more PQRS measures to be captured. If not capturing and reporting PQRS measures, deactivate these fields to remove references to these measures on the reports and staff discharge.

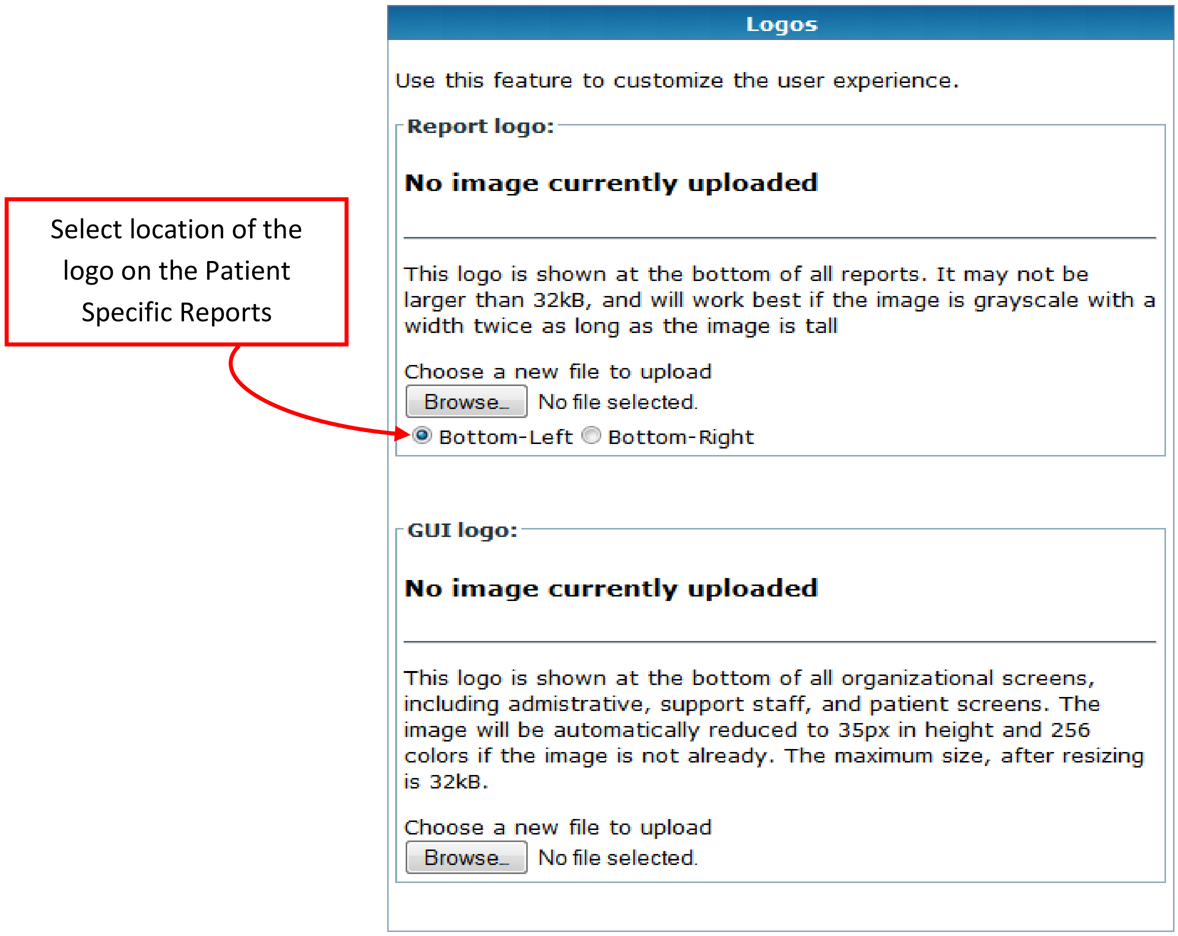


Logos

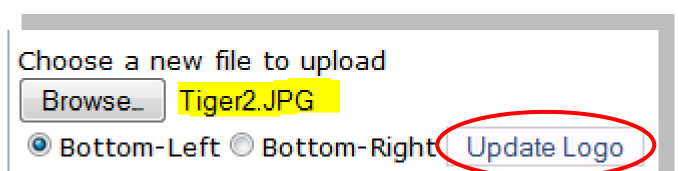
This area is used to upload Logos to the system and the patient specific reports.

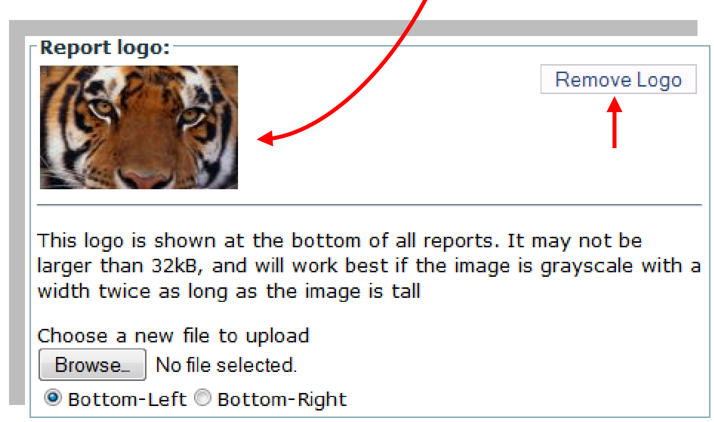
To upload logos:

1. Click the **Browse…** button to select the logo file from the computer.
    - Acceptable formats are GIF, JPG, or PDF



2. Once a file is selected, click **Update Logo**





3. The logo will show in the box if it is successfully uploaded.

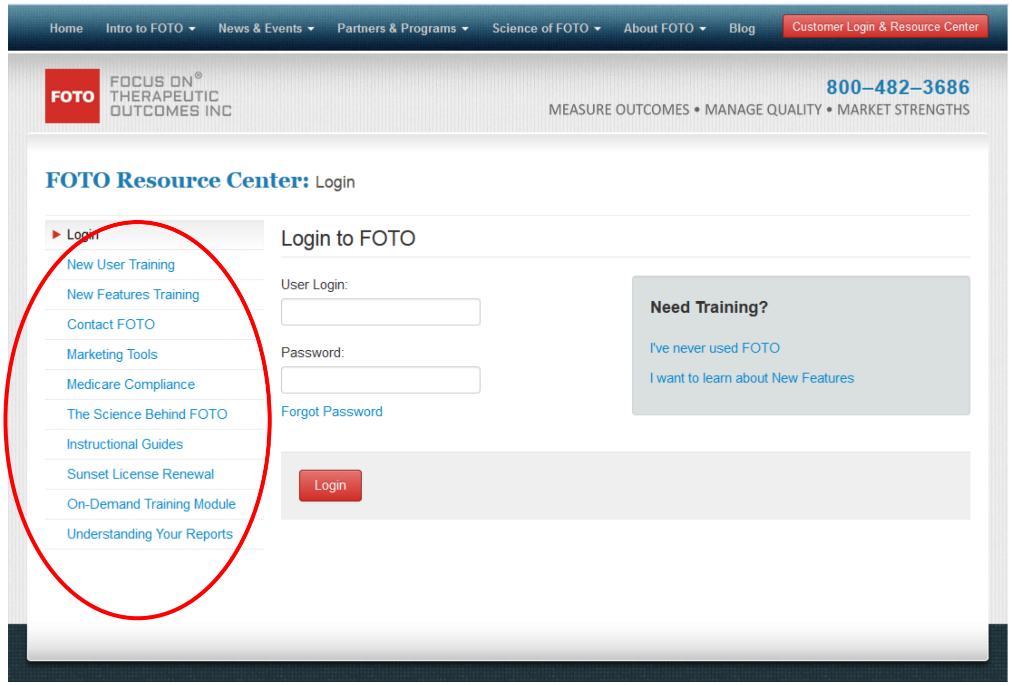
4. To remove, click **Remove Logo**

FOTO Online Resources/Training

For assistance with any of your Outcomes Manager processes, once logged into the system, click on FOTO Resource Center in the Navigation menu. You will automatically be taken to FOTO's website.

YOU DO NOT NEED TO LOGIN.

Simply click on the support topic for which you would like more information.



- **New User Training** – Sign up for a webinar training session with a live FOTO representative covering how to use the system from setup to discharge and everything in between.
- **New Features Training** - Sign up for a webinar training session with a live FOTO representative covering new features
- **Contact FOTO** – FOTO contacts, phone numbers and e-mail addresses
- **Marketing Tools** – Contains template letters and press releases that can be used to announce your participation with FOTO and for those who receive the Outcomes Excellence Certificate.
- **Medicare Compliance** – Contains a video on Functional Limitation Reporting
- **The Science Behind FOTO** – Contains articles and published papers
- **Instructional Guides** – Contains Administrator and Support Staff Training PDFs and other guides
- **On-Demand Training Module** – Contains videos on how to perform various functions within the application
- **Understanding Your Reports** – Guides to understanding your reports

FOTO Provider Assistance Contact Information

Please contact FOTO Provider staff at any time for assistance, as follows:

	Phone	Email
Judy Holder **Director of Account Development**	800-482-3686, extension 236	judyholder@fotoinc.com
Trish Hayes **Director of Provider Relations**	800-482-3686, extension 233	thayes@fotoinc.com
Cynthia Stancil Provider Representative	800-482-3686, extension 235	cynthiastancil@fotoinc.com
Kimberly Jones Provider Representative	800-482-3686, extension 222	kimberlyjones@fotoinc.com
Mimi Einstein Provider Representative	800-482-3686, extension 227	mimieinstein@fotoinc.com
Laura Mensch Provider Representative	800-482-3686, extension 240	lauramensch@fotoinc.com
Deborah Debord **Director of Support Services**	800-482-3686 extension 234	ddebord@fotoinc.com
John Sutter Support Services Specialist	800-482-3686, extension 221	johnsutter@fotoinc.com
Chrissy Moore Support Services Specialist	800-482-3686, extension 219	chrissy@fotoinc.com