



# Practical Health S Y S T E M S

## FEATURES:

### Overview

Practical Health Systems, Inc. has been in business for over ten years establishing and developing a product that we fully believe can benefit all Providers.

**InfoServ DD<sup>SM</sup>** is a *tool*. A tool for management, indirect prevention, and accountability.

- **Management:** the ability to oversee day-to-day operations
- **Indirect Prevention:** the ability to avoid missing documentation or appointments through management
- **Accountability:** the ability to provide accurate and valid documentation using prevention and management

**InfoServ DD<sup>SM</sup>** is a web-based system allowing management to monitor and track each Individual's needs, services, and assisting Employees.

**InfoServ DD<sup>SM</sup>** meets all state requirements and maintains one client record for personalized service documentation in multiple programs from the Providers, Support Coordinators, and Therapy Services.

**InfoServ DD<sup>SM</sup>** has many *benefits*. An important benefit is to create, replicate, and duplicate a paper trail from anywhere and at anytime.

- **Create:** the ability to produce mass reports in seconds
- **Replicate:** the ability to reproduce any documentation at any time
- **Duplicate:** the ability to provide multiple copies of existing records from one source

**InfoServ DD<sup>SM</sup>** is easily customizable to meet each agency's specific needs after meeting each State's requirements. Many programs can be tracked through one source.

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# SERVICE RECIPIENTS

**InfoServ DDS<sup>SM</sup>** assembles an all-encompassing demographic file for each service recipient:

- Demographics: *basic personal information*
- Diagnosis(es)/ Medical Conditions: *Medical needs*
- Health Care Oversight: *Overall assessment gathering past medical history that determines and provides insight into the needs of each person*
  - Personal Living Abilities/ Needs
  - Immunizations
- Professionals/ Contacts/ Insurance: *All outside resources and people that offer support*
- Medications/ Prescriptions/ MAR: *Detailed medication and prescription information with an electronic MAR. Med Counts and Med Variances can also be tracked.*
- Individual Support Plans (with Outcomes and Actions) / Risk Issue Tool / Plan of Care / PSR: *Annual plans to provide insight of who each person is and what needs each require along with personal insight from each.*
- Service Plans/Cost Plans: *List of services that each person receives and the projected cost of services provided based on State rates utilizing written documentation for accountability*
- Behavior Support Plans: *Plan to determine if extra supports and services are needed and instruction of how to assist during behaviors*
- Health Information/ Health Care Report: *Personalized document compiling demographics and health history*
- Personal Property and Finance Budget: *Inventory of personal items; Maintains checkbook; and Aids in planning a monthly budget.*
- Incidents/ Investigations: *Tracks each incident from occurrence through reviews, follow-ups and closure*
- Notes: *documentation of each person's life and needs*
  - Daily Notes
  - Daily Support Notes
  - Support Notes
  - Therapy Progress Notes
  - Antecedent/ Behavior/ Consequence Notes
  - Progress Notes
  - Nurse Notes
  - Monthly Reviews
  - Contact Notes
  - Visitor Logs
  - Nurse Workloads
  - Professional Notes
  - Face-to-Face Notes
  - Annual/Periodic Reviews
  - Planning & Risk Tools
- Personalized Charting: *Personalized charting to meet needs and requirements of each person and services rendered.*
  - Hygiene
  - Fluid Output
  - Fluid Intake
  - Food Intake
  - BM
  - Weight
  - Vitals
  - Menstrual
  - Sleep
  - Positioning
  - Range of Motion
  - Seizure/ Seizure Observation
  - Body Inspection
  - Petty Cash
  - Visitor Log
  - Residential Attendance
  - Supported Employment Attendance
  - Day Services Attendance
  - Restraint
- Personalized Calendar for Appointments & Activities: *Calendar displaying what each service recipient wants or needs to do for a month either personally or in group activities.*
  - Doctor/ Professional's Appointments
  - Site/ Group/ Personal Activities
- Personalized Menu Calendar: *Planned calendar displaying each Service Recipient's meal per day including the ability to record how much food each Service Recipient consumes during the meal.*
  - Site/Individual Meal Planning
  - Percentages of Meals Consumed
- Referrals: *Individualized referring system listing who, when, business name, and service(s) offered.*
- Case Management: *Build an entire Case management record with the Plan of Care, Support Plan, Identification of Needs, Outcomes, Services, and Providers, along with Monthly Documentation, Face-to-Face Meetings, Planning Tools, Issue Reporting, and Monthly Reviews.*

# EMPLOYEES

**InfoServ DDS<sup>SM</sup>** builds comprehensive demographic file for each employee:

- Personal Demographics: *Basic personal information*
- Employment History: *Inclusive employment record that maintains history as an employee grows within an agency*
  - Hire Date/ Start Date
  - Personal and Work References/ Education
  - Positions
  - Background Check/ Drug Test/ Abuse Registry Check
  - Evaluations
  - Leave of Absences
  - Misconduct
  - Discipline
  - Driving Records
  - Work Schedule/ Shift Schedule
  - Health Items
  - Executive Notes
  - Administrative Notes

Employee Records Upload: *Add digital employee records and images to the personnel file.*

- Social Security Card
- Drivers License/INS Card/Visa
- Resume and Employment Application
- Auto Insurance
- Contract
- Criminal History/Background and Abuse Checks
- Education Certifications
- Professional Licensures
- W-9
- Any additional documents necessary

**InfoServ DDS<sup>SM</sup>** has an online employment application where potential employees can complete. Management can then follow through the Review, Interview, and Hire processes ensuring an Employee record is complete from the beginning.

**InfoServ DDS<sup>SM</sup>** helps monitor and ensure proper training is complete:

- Complete Training Records: *Each training course is monitored separately to ensure validity and reliability*
  - Course and Code
  - Grades and Remarks
  - Date Taken / Valid Until Dates
  - Upload Course Completion Certificates
- Creates Training Schedule: *Ability to schedule multiple employees to take courses in the future*
- Forecasts Training Due: *Employees are kept up to date by tracking and trending when courses are due or incomplete*

**InfoTime** is a separate feature that correlates with **InfoServ DDS<sup>SM</sup>** by tracking employee time.

- Biometric Fingerprinting to clock-in/ clock-out: *Ensures truthfulness of employees*
- Ability to minimize overtime: *Provides actual worked time instantaneously*
- Allocates time based per site per employee: *Allow cost projections and cost trends*
- Shows actual worked time: *Corroborates actual worked time with paid time comparing with scheduled time*
- Prevents fraudulent claims: *Fingerprints are personalized and cannot be replicated*

Off-site observation of both  
Employees and Individuals.

## **PROVIDER AGENCY AND SITES**

**InfoServ DDS<sup>SM</sup>** stores all of the demographical information for both the Provider Agency and the Sites including:

- State Agency/Site Numbers
- Addresses and Phone Numbers
- Licensure Records: *Upload actual certificates and dates to always have available*
- Notification Module: *Notify and alert specified employees of Individual documentation*
  - Incidents
  - Medication Variances
  - Seizures
  - Restraints
  - Site and Vehicle Maintenance Requests
  - Daily Notes using key word alerts
  - Maintenance Requests
  - BM
  - Appointments

**InfoServ DDS<sup>SM</sup>** assembles certain procedure information for each agency and site locations:

- Directions from Agency to each Site
- Fire Drill Procedures and Evacuation Routes

**InfoServ DDS<sup>SM</sup>** tracks several different site safety assessments:

- Residential Site Visit: *Detailed and brief forms dictating home conditions*
- Fire/Weather Drills
- Weekly Schedules/ Site Activity Calendars/ Site Menus Calendars
- Petty Cash
- Site Vehicle Checks
- Monthly Home Meetings
- Medication Checklist
- Mock Fire Drills
- Client Documentation Checklist
- Maintenance Requests
- Water Temperate Charts
- Nightly Room Checks
- Vehicle Checklist

**InfoServ DDS<sup>SM</sup>** tracks the entire Referral process for new and potential Consumers.

## **FINANCIALS**

**InfoServ DDS<sup>SM</sup>** creates accurate monthly billing procedures based on actual documentation for each Individual. The billing cycle allows you to:

- Create Monthly Billing
- Enter Actual Amounts
- Generate Chart of Accounts
- Monitor Unpaid Billing Records
- Insert Adjustments
- Produce Batch Checking

## STANDARD FEATURES

- Technical Support
  - 24-Hour Help Desk
  - Quick Start Guides/ Help Manuals
  - Redundant Storage capabilities
- Security
  - 128-bit encryption
  - HIPAA compliant
  - Secure log-in
  - User Group Restrictions
- Reports
  - All data can quickly be found in General Reports
- Action Log
  - Shows what employees are doing in the system
- Queries
  - Generate data in a number of different reports
- Intranet Messaging System
  - Allows all employees to communicate with each other

## PHARMACY INTERFACE

Utilizing the HL7 interface, we work with Pharmacy software,

- Frameworks
- QS1, and
- Prodigy

An all-inclusive  
system for one  
price and store all  
history for FREE.

## OVERVIEW OF FEATURES

**InfoServ DDS<sup>SM</sup>** hosts a plethora of features that promotes an all-inclusive system. In a very brief overview, the primary areas of **InfoServ DDS<sup>SM</sup>** are:

- Service Recipients:
  - Personal Demographics
  - Real-time Documentation
  - Off-line Documentation
  - Service/Support Plans
  - e-MAR and HL7 Interfaces/Integration
- Employees:
  - Personal and Employment Demographics
  - Training Tracking
  - Time Tracking
- Provider Agency and Sites:
  - Company and Site Demographics
  - Procedural Information
  - Safety Assessment Documentation
- Financials:
  - Accurate billing process



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