

Next Generation of Credible Mobile, “As Of” Reports, & More



February 2012 Release Highlights

- [Next Generation of Credible Mobile](#)
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- [Tx Plus](#)
- [“As Of” reports](#)
- [Community-based eMAR via pillbox administration](#)
- [Automatic emailing & texting of appointment reminders](#)

New Features Available February 18, 2012

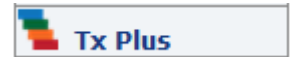
Credible introduces significant new functionality in this release including Next Generation of Credible Mobile, cross-browser compatibility, a new treatment planning module, and three canned “As Of” financial reports.

To support the services your staff provides in the community on the latest devices, Next Generation of Credible Mobile is now available for the iPad® and iPhone® (full release) and for laptops and desktops that have Chrome™ installed (beta version). A beta version of Credible Mobile for Android™ tablets and phones will be available later.



To accommodate the use of other popular browsers, Credible has added Safari®, Chrome, and Firefox® to its list of supported browsers for the web-based version of Credible software.

To help you improve client care, a new treatment plan module, Tx Plus, is available in this release.



It is based on four hierarchical levels that you can name to meet your organization's specific needs.

Taking advantage of the improved back-end structure implemented in the last release, Credible has developed three “As Of” reports — you will find them in the new Financial reports category.



Please refer to the *Release 7.0 Configuration* document for the steps to configure and use all of the new features.

Software Spotlight

Next Generation of Credible Mobile, cross-browser compatibility, Tx Plus, “As Of” reports, community-based eMAR via pillbox administration, and automatic emailing and texting of appointment reminders

Release 7.0 Is Certified for Meaningful Use

CCHIT®, an ONC-ATCB, extended the ONC-ATCB 2011/2012 Complete EHR certification status to Release 7.0 on February 14, 2012.

Next Generation of Credible Mobile

A new version of Credible Mobile has been developed to support the different mobile devices in the marketplace. In connected mode, you can download scheduled appointments and up-to-date client data, add unscheduled visits, “perform” visits, enter and upload admin time entries, and upload completed visits. When offline, you can review downloaded client data, “perform” visits, and queue them up for upload.

For ease of use, the user interface for Next Generation of Credible Mobile is the same across all platforms. If your organization is not currently using Mobile and you are interested in using Next Generation of Credible Mobile, send an email to contracts@credibleinc.com for more information.

SCHEDULE


	Thu	Fri
4	5	6
11	12	13
18	19	20
	2	3
25	26	27
1	2	3
8	9	10

11:30 AM- DOE, JOHN / IND THERAPY

12 03:00 PM- COYOTE, WILE / CBE

MANAGE CLIENT

First Name John
Last Name Doe
Address 1 11 Anywhere Street
Address2
City Anywhere Town
State AW
Zip Code 11111
Phone



PLANNED Visit INFO

2/19/2012 11:30 AM

Additional Info

PAST VISITS

BACK Progress Notes

Program Code -- CHOOSE --

☐ Data

☐ Action

☐ Response

After visit is signed & submitted

Action Date

QUEUED: 2/19/2012 12:15 PM

Complimentary Webcast Tutorial on the New Features!

To register to attend, click on your preferred date and then send the email that is generated. You will receive a confirmation email shortly.

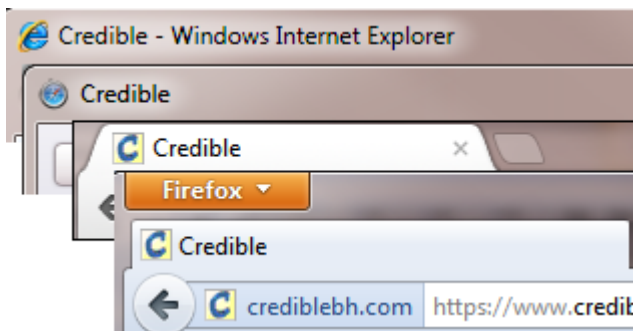
[Thursday, February 23
1:00 PM ET](#)

[Tuesday, February 28
1:00 PM ET](#)

[Thursday, March 1
1:00 PM ET](#)

Cross-Browser Compatibility

You now have choices when it comes to the browser you use with the web-based version of Credible. With support for Safari, Chrome, and Firefox, you are no longer limited to a computer running the Windows® operating system. You can now use Credible on your Mac®, Chromebook™ notebook computer, or Linux computer. And the new cross-browser compatibility extends to Internet Explorer® 9.



A few notes:

- Reconciliation is currently only supported in Internet Explorer. Cross-browser support for this function will be available in the future.
- Uploading attachments is not supported in Chrome.
- Ad hoc reporting via the Export tool is only supported in Internet Explorer.
- Credible BI is optimized for Internet Explorer and Firefox.
- Next Generation of Credible Mobile for Laptop/Desktop only runs on Chrome.

Tx Plus

The four predefined levels in Tx Plus provide a graphical structure for writing problem statements, defining long and short-term goals, writing objectives to help to determine if the goals are achieved, and specifying the interventions that the clinician will do to bring about change. With an easy-to-use interface, you add a problem to the treatment plan and associate

one or more goals with it. Each goal can have one or more objectives and

each objective can have multiple interventions. And each treatment plan can have multiple problems.

While your system defaults to the labels and background colors shown above, you can change them with Partner Config settings.

CLIENT TxPlus Builder:

TxPlus Items

Problem
Goal
Objective
Intervention

Problem Label:



Problem

Goal Label:



Goal

Objective Label:



Objective

Intervention Label:



Intervention

Problem Background Color:



Goal Background Color:



A treatment plan and each item in it has its own Start, Target, and End dates. Optionally, you can associate the treatment plan with a program the client is assigned to. When building a treatment plan, you can change the order of items within a parent level via drag-and-drop.

Program: Start: Target: End:

Problem: Start: Target: End:
John was fired from his most recent job because he failed to return to work after lunch break.
Select Axis

Goal: Start: Target: End:

Objective: Start: Target: End:

Intervention: Start: Target: End:

Objective: Start: Target: End:

Intervention: Start: Target: End:

Intervention: Start: Target: End:

Problem: Start: Target: End:
John has every other weekend visitation with his children and is unable to make sure they are adequately fed and v

You use forms exclusively to document against a Tx Plus treatment plan. A Tx Plus form has a single category that is flagged for a Tx Plus treatment plan with a new checkbox.

☐ Tx Plus Plan for Substanc

☐ START TX PLUS PLAN FOR SU

☐ Unable to hold down job due to opioid addiction

☐ Get a part-time job

☐ John will put together resume

☐ Help J

☐ John will

When you start a visit, the treatment plan items display in the tree structure on the left side of the form. Clicking an item brings it up on the right side of the form. If the item was documented against in a previous visit, the existing notes display in a Previous Documentation field for reference purposes. If you have the right to build Tx plans, you can add problems and child items while in the form.

Unable to hold down job due to opioid addiction

Problem: Start: Target: End:
John was fired from his most recent job because he failed to return to work after lunch break.

Documentation:

Once the visit is completed, you can view the documentation made against a treatment plan in the Visit Details screen, print view, and Client Tx Plus screen. Each time the treatment plan is documented against (through additional visits), entries will be added to the plan with the most recent documentation displayed at the top.

CLIENT TxPlus: John Doe (2931)

Program Description	Start Date	T:
select edit delete	02/15/2012	0

Program: From Date: 2/16/2012

Problem: Unable to hold down job d Start: 02/15/2012 Target: 03/16/2012 End:

John was fired from his most recent job because he failed to return to work after lunch break.

Spent time reviewing incidents at work that led John's boss to feel he was unreliable and unproductive. Discussed how opioid addiction makes it hard for Date: 02/15/2012 Activity: 489470





Problem: Difficulty assuming parents Start: 02/15/2012 Target: 04/19/2012 End:

John has every other weekend visitation with his children and is unable to make sure they are adequately

With Security Matrix rights, you can control who can build and edit Tx Plus plans and document against them. There is also a view only right and a right that controls the ability to delete a Tx Plus plan.

As Of Reports

With three new As Of reports, you can determine the aged balance of a visit on a given date. The age of the balance is the

	Last Run
	Client
	Employee
	Billing
	Financial

Select a Report

- Client As Of Aging
- Payer As Of Aging by Client
- Payer As Of Aging by Program

number of days between the Aging From Date and As Of Date specified. The Aging From Date can be Date of Service, Date of Approval, or Revenue Init. For the Payer As Of Aging reports there is a fourth option of Service Batch.

- Revenue Init for Client As Of Aging – Accounting Date or Posting Date of the first REVENUE ledger action in the visit.
- Revenue Init for Payer As Of Aging – Accounting Date or Posting Date of the payer's first INSURANCE REVENUE ledger action in the visit.

Only visits that have a non-zero balance as of the As Of Date specified are included. Deleted and merged secondary visits are included.

The default aging bucket intervals are Less Than 30 Days, 31-60 Days, 61-90 Days, 91-120 Days, and 120+. You can change the aging buckets with the new Aging Intervals function.

Do you want to share these release notes with a colleague? Email andorinha@credibleinc.com with your request.

**Next release:
May 19, 2012**

Look for an email
with information on what
you can expect from
the next Credible
software release!

Client as of Aging

As of Date: 2/16/2012

	As Of Balance	Less Than 30 Days	31-60 Days	61-90 Days	91-1
☐ Doe, J (1358) - Last Svc Date: 2/16/2012					
Ins Total:	\$21,666.17	2690.07	25.00	266.14	
Client Total:	\$181.45	2.00	0.00	0.00	
Other Total:	\$21.55	0.00	0.00	0.00	
Service ID:	86065	1/14/2010	PAID	CPT: T1016	
Ins Amt:	\$46.18	0.00	0.00	0.00	
Client Amt:	\$0.00	0.00	0.00	0.00	
Other Amt:	\$0.00	0.00	0.00	0.00	
Service ID:	142651	8/21/2010	COMPLETED	CPT: H0019	
Ins Amt:	\$10.00	0.00	0.00	0.00	

Payer As Of Aging by Client

As Of Date: 2/17/2012

Accounting M

Payer Type	Payer	Client	Current Balance	As of Balance	Less Than 30 Days	31-60 Days
☐ Commercial			\$426,027.30	\$426,027.30	\$2,281.76	\$5,109.54
	☐ (Aetna) Aetna Behavioral Health		\$3,371.74	\$3,371.74	\$1,675.91	\$367.22
		☐ Baggins, B (1477)	\$200.00	\$200.00	\$200.00	\$0.00
		Visit ID	Current Balance	As Of Balance	Less Than 30 Days	31-60 Days
		156009	200.00	200.00	200.00	0.00
		☐ Adult	\$275.00	\$275.00	\$275.00	\$0.00

Payer As Of Aging by Program

As Of Date: 2/17/2012

Accounting Method:

Payer Type	Payer	Program	Current Balance	As of Balance	Less Than 30 Days	31-60 Days
☐ Commercial			\$426,027.30	\$426,027.30	\$2,281.76	\$5,109.54
	☐ (Aetna) Aetna Behavioral Health		\$3,371.74	\$3,371.74	\$1,675.91	\$367.22
		☐ Adoption	\$220.00	\$220.00	\$220.00	\$0.00
		Visit ID	Current Balance	As Of Balance	Less Than 30 Days	31-60 Days
		156009	200.00	200.00	200.00	0.00
		156102	20.00	20.00	20.00	0.00
		☐ Adult	\$275.00	\$275.00	\$275.00	\$0.00

Credible Software Tip

Form Builder & Category Required Questions

There are two types of questions you should never make Category Required: Label Only questions (because a user cannot answer them) and hidden questions since they may not be displayed (due to the conditions set) and therefore cannot be answered.

For more information about Form Builder, refer to Reference 32985 in the Credible Library.

– Denise

Denise Bessette
Account Manager

Community-Based eMAR via Pillbox Administration

With the new Pillbox Admin feature, you can now use Credible to support community-based eMAR. From the Client Medication Schedule screen, you can add, administer, and reconcile pillboxes that you give to clients to administer themselves.

[Pillbox Admin](#)

When adding a pillbox, you enter a description, specify the start date and duration, and then select meds for the pillbox from a list of all meds that are set up for administration during the time frame you specified. You can select a med's full schedule or select specific administration times only to be included in pillbox if you are going to administer some of them during an office visit.

If an administration has been flagged for a pillbox, it will have a pillbox icon in the client and employee eMAR schedule screens. Hovering over the icon displays the pillbox description.



eMAR PILLBOX: John Doe (2931)

Description: Wk 1 of 4 week regimen

[save](#)

☐ Paxil 40 mg Tab

- ☐ 02/20/2012 06:28 AM
- ☐ 02/21/2012 06:28 AM
- ☐ 02/22/2012 06:28 AM
- ☐ 02/23/2012 06:28 AM
- ☐ 02/24/2012 06:28 AM

☐ Synthroid 25 mcg Tab

- ☐ 02/20/2012 06:30 AM
- ☐ 02/21/2012 06:30 AM
- ☐ 02/22/2012 06:30 AM

The med schedule print view also indicates if an administration is in a pillbox.

If a med administration is edited or deleted, a warning icon displays in the pillbox details screen.



eMAR PILLBOX RECONCILE: John Doe (2931) Pillbox: Wk 1 of 4 week regimen Pillbox List						
<input type="checkbox"/>	Dispense On	Medication	Quantity	Result	Reconciled	Admin Notes
<input type="checkbox"/>	02/20/2012 02:30 AM	Tylenol 325 mg Tab	2	Refused		
<input type="checkbox"/>	02/20/2012 06:28 AM	Paxil 40 mg Tab	1	Taken		
<input type="checkbox"/>	02/20/2012 06:30 AM	Synthroid 25 mcg Tab	1	Forgot		
<input type="checkbox"/>	02/20/2012 06:30 AM	Synthroid 25 mcg Tab	1	Refused		
<input type="checkbox"/>	02/20/2012 06:30 AM	Synthroid 25 mcg Tab	1	Spit Out		
<input type="checkbox"/>	02/20/2012 06:30 AM	Tylenol 325 mg Tab	2	Taken		

When the client comes back in for a new pillbox, you can account for all meds in the previous pillbox with the Reconcile function.

The reconciliation results are reflected on the client and employee eMAR schedules and admin notes display in the Dosage Notes field in the Log Medication Administration popup.

Forgot

Dosage Notes: Forgot to set alarm

Start planning for the



on April 3 - 5, 2012 at
the Westin in Annapolis,
Maryland

Credible Room Rate
available until March 1st

Click [here](#) for all the
details including a
preliminary agenda



Contact Us

888-453-6873
info@credibleinc.com
www.credibleinc.com

Automatic Emailing & Texting of Appointment Reminders

To reduce your no-show rate and late arrivals for appointments, you can now have the system automatically email and/or text appointment reminders to clients.

Enable Appointment Reminders:



By default, appointment reminders are sent once a day at 8 pm EST. The email/text message includes the name of the clinician associated with the visit and your organization's name.

With fields in the Client Profile, a client can specify his or her notification preferences or opt out of receiving the appointment reminders.

mobile_phone	<input type="text"/>	reminder_notification	<input type="text"/>
client_email	<input type="text"/>	reminder_days_ahead	<input type="text"/>
Emergency Contact	<input type="text"/>	Emergency Phone	<input type="text"/>

Email

Email & Text

None

Text

With a new Visit Type Config setting, you can also prevent appointment reminders from being sent for a specific visit type.

Exclude from Appointment Reminders:



A separate contract is required for the texting functionality (send an email to contracts@credibleinc.com for more information). Once the signed contract is received, your Implementation or Account Manager will turn on the texting functionality in your system and enter the "From Phone Number" for text messages that you specify.

We want to hear from you!

If you have an idea, question, or comment
regarding Credible software releases or our
release process, please call or email
Credible today.

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