Document Plus Technologies

The Transformation of Information

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THE NEWSROOM

In life, change is inevitable. In business, change is vital. - Warren G. Bennis

JULY 2008

STRIVING TO KEEP YOU INFORMED!

At Document Plus we believe perfection is attainable! We are continuously striving to provide you with the best product and service that exceeds your highest expectation. One of our goals is to keep you updated with the latest news in documentation. We hope our monthly newsletter is informative and enjoyable. Thank you for being a loyal part of our team!

All Document Plus products are MADE IN USA! Any purchase of American made products/services helps to support our economy and secure American jobs. Thank you for your contribution!

BREAKING THE ICE
Encouraging Patient Communication

Communication between you and your patient is imperative to providing quality healthcare. The communication from patient to doctor is probably most important and most difficult at the time of initial visit. While it would be ideal if every patient entering your office was prepared and forthcoming with all of the information you need, this is not likely to happen unless you take the first step. Find out why your patients aren't talking and make changes that will "Break the Ice" for good.

Common Reasons Patients Don't Communicate

Initial Paperwork – In any office, initial paperwork can be overwhelming. No patient LIKES filling out the stifling amount of forms required by most practitioners. Unfortunately, it is a necessary evil. A huge amount of frustration stems from not knowing or not being able to remember specific information once in the office. What you can do to ease the burden is to encourage patient preparedness.

Intimidation – Patients are often intimidated, especially at first, by the perceived power of their healthcare professional. This feeling of intimidation may be caused by or intensified by lack of understanding – of their condition, the procedure, and/or the terminology used by the practitioner. When a patient feels empowered, the feeling of intimidation will often dissipate, making communication easy.

Lack of Understanding – A patient may fear, if they say to a doctor "I don't understand" or "Could you please explain...?", that they may be judged or perceived as ignorant. This fear may cause many not to ask questions or seek clarification about things they do not understand which will significantly widen the gap between patient and practitioner.

Remember that doctor-patient relationships work better if they are partnerships. When you seek to empower the patient and involve them in their plan for wellness, they tend to be less intimidated and more forthcoming with thoughts and information. Click the link below for suggestions on how to begin narrowing the communication gap between you and your clients.

Click to find out what you can do

HEALTH QUESTIONNAIRE 3 (HQ3 FORM)

Obtaining and documenting a detailed and through Initial Health History on all of your patients is vital. With a proper health history you are better prepared to care for your client and in a better position to receive reimbursement for your services.

The Health Questionnaire 3 (HQ3) is our most comprehensive Health History form.

Covered on this form are: Current Complaints and Symptoms, Family History, Social History, Medical History (includes past conditions and surgeries, medications, and drug allergies)

Additional Features:

- **Form has a bubble for Initial and Re-Eval**
- **Headaches Section**
- **Review of Systems**
- **Section to document Activities of Daily Living**

DID YOU KNOW? - During a Medicare audit, reviewers will be looking for a detailed health history.

Preview and/or order the HQ3 Form

Mention this newsletter when purchasing 2 packs of Health Questionnaire 3 (HQ3) forms and receive **FREE SHIPPING** on your entire order. Offer good between July 1st and July 31st.

TRAINING INFORMATION

COMING THIS FALL!!

Nationwide User Courses

- **Get the scoop on documentation for Medicare**
- **Create sample files for Medicare and PI cases**
- **Learn how to improve office flow using the Document Plus system**

For more information contact us at ***800-642-0600*** *or training@docplus.net*

TECHNICAL INFORMATION

STAY UP-TO-DATE WITH THE NEWEST VERSION OF DOCUMENT PLUS

If you are not currently running version 7.025c, your support contract may have expired.

To renew your support contract or to verify the expiration date of your current contract please contact us at 800-642-0600.

For technical assistance please contact Technical Support at tech@docplus.net or call ***800-642-0600.***

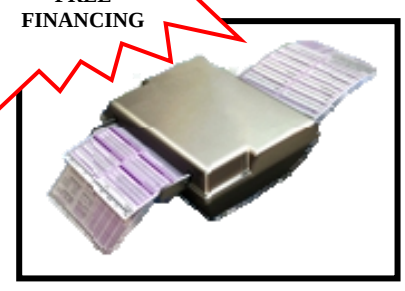
UPCOMING EVENTS

Representatives will be available at the following upcoming events. Join us for a demonstration of how the system works and how Document Plus can help streamline your office!

July 17-19
TCC Homecoming **-** Moody Gardens Hotel **- Galveston, TX-** *Registration Information: 800-533-9822*
August 2-3
Fernandez Seminars - Hilton Garden Inn (Perimeter Ctr.)- **Atlanta, GA-** *Registration Information: 800-882-4476*
August 7-9
Palmer Homecoming- Palmer Campus-**Davenport, IA-** *Registration Information: 866-592-3861*
August 7-10
SCCA- Kingston Plantation-**Myrtle Beach, SC**- *Registration Information: 803-772-9376*
August 9-10
Neuromechanical Innovations- **Philadelphia, PA**- *Registration Information: 888-294-4750*
August 14-17
PCA- Scantion Valley Forge Hotel- **King of Prussia, PA**- *Registration Information: 610-265-1500*
Neuromechanical Innovations- **Detroit, MI**- *Registration Information: 888-294-4750*
NCPA- Embassy Suites- **LaVista, NE**- *Registration Information: 402-435-4087*
August 21-24
FCA- Gaylord Palms Resort- **Kissimmee, FL**- *Registration Information: 407-290-5883*

WHAT'S NEW AT DOCUMENT PLUS

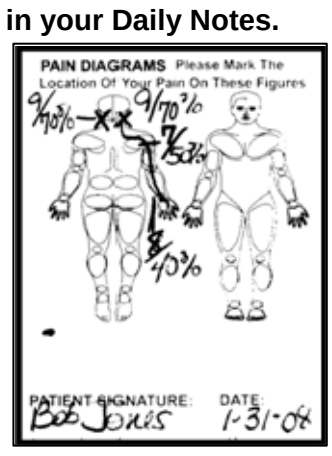
Ask about INTEREST FREE FINANCING



Why Should You Upgrade Your Scanner?

New Features:

- **Includes the Pain Diagram, patient signature, and date in your Daily Notes.**



- **Scans and converts images and medical records into an electronic file in seconds.**
- **USB Connection**
- **Compact size**

To upgrade your scanner or to speak with a Document Plus representative regarding questions or pricing, E-mail sales@docplus.net or call ***800-642-0600.***

TESTIMONIALS

"I've been using Document Plus in my office for 6 years. It is unquestionably one of the best things I have done in my practice. It has been the catalyst for our practice becoming more streamlined and has been directly responsible for a significant reduction in human error and employee man hours. I highly recommend it."

- Dr. John S. Parker
Irving, TX

The Document Plus EMR system made it easier when 50 new patients were referred to my office from a pain clinic in a single day. Thanks to your system and the quality of reports we send out, patients, attorneys, and medical doctors all refer.

- Dr. Royce Jones
Gadsden, AL

NOTE: With Document Plus you can generate clinically correct, professionally formatted narratives to physicians, insurance companies, and attorneys. There is a great chance that you will begin to receive referrals from sending out these reports.

Contact the training department to get started! 800-642-0600

If you would like to submit a testimonial for use in a future newsletter, please e-mail us at testimonials@docplus.net

Questions or Comments? Email us at *customerservice@docplus.net* or call 800-642-0600

Click here to update your contact information. When updating contact information please include doctor's name, phone number, and address.

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