

# CiverPsych® News

A newsletter about CiverPsych, the premier Behavioral Healthcare Case/Workflow Management System  
Vol. 4, No. 1

*"doing the right things, the right way, at the right time, using the right resources"*

## Highlights

- New York City Chooses CiverPsych
- Beyond Practice Management
- Flexible Delivery Options
- New Upcoming Product
- Partnerships
- Comprehensive Services
- Did you Know That?

## New York City Chooses CiverPsych

CiverPsych has been selected by the City of New York to implement best practices, workflow management and data interchange for the Department of Mental Health and Hygiene, and Improvement's (HCAI) Integrated Case Management Project.

## Come & Visit Us at these Exhibitions

**September 27-29, 2006**  
Community Mental Health  
Annual Conference/Exhibition  
**Duluth, MN**

**March 26-28, 2006**  
National Conference for  
Community Behavioral  
Healthcare Annual  
Conference/Exhibition  
**Las Vegas, NV**

**Drop by the  
Infinity/Civerex booth for  
a free demo and  
Give-Away!**

## BEYOND PRACTICE MANAGEMENT

Over the past 15 years, **CiverPsych** has grown beyond practice management (i.e. intake, assessment, diagnosis, progress monitoring, treatment planning, medications management, outcomes, scheduling, billings/claims processing) to include functionality that sets **CiverPsych** apart:

- Agency-Specific Workflows
- True Electronic Health Record (EHR)
- Multi-Modal Messaging
- Real-Time Data Exchange

## Agency-Specific Workflows

**CiverPsych** has built-in workflow management facilities that guide processing of your Patients along care pathways in accordance with your agency's administrative or clinical 'best practices' implemented as workflows.

**CiverPsych** allows you to attach Patients to workflows relieving you of the need to know what the next intervention is for a Patient, who should perform the intervention, how, when, where and what form(s) must be filled in to demonstrate that the intervention was performed.

You are also able to include compliance checks at key intervention points (i.e. chart review) - if interventions have been skipped, missed or performed late, alerts will be issued and processing may be blocked until deficiencies have been remedied.

The **benefits** of implementing the **CiverPsych** workflow management system within your agency include:

- Increased staff efficiency
- Decreased administrative errors
- Improved Patient outcomes
- Improved compliance
- Fewer number of line items on management Exception Reports.

Call Infinity/Civerex at 1-800-529-5355 if you need assistance in developing workflows for your agency.

## True Electronic Health Record (EHR)

You never have to look for Patient Charts if you are a **CiverPsych** user.

Since 1995, **CiverPsych** has had a true Electronic Health Record (EHR) as its core component, allowing you to view data as it was at any point in time, on the form versions that were in service at that time.

No data is ever overwritten (e.g. if a Patient changes addresses ten times, the system tracks all ten changes).

## Multi-Modal Messaging

Messaging between Care Providers is an important part of providing services to Patients.

**CiverPsych** facilitates messaging in five different ways:

- By broadcasting **Alerts** across your agency (e.g. Patient is suicidal, do not leave unaccompanied).
- By automatically posting **Alarms** to remind you of important events. Alarms can also be automatically posted by the system, based on data input at forms (e.g. lab test results have come in).
- By allowing **Orders** to appear automatically in your Orders InTray, representing administrative or clinical interventions that you must perform for individual Patients.
- By directing **Notifications** or ad-hoc messages to one or more users.
- By dispatching **E-Mail** messages from **CiverPsych** Notification Screens within and external to the agency.