M*MODAL SOLUTIONS AND SERVICES: TRANSFORMING WORDS INTO INSIGHT AND ACTION

The ability to deliver collaborative care is tightly bound to the accuracy and quality of an organization’s clinical documentation. Documentation is the currency of care—it’s shared, exchanged, and stored—enabling medical communication and appropriate reimbursement. It’s what allows organizations to build and fund effective care processes. However, in the complicated post-healthcare reform world of Meaningful Use, ICD-10, and accountable care, supporting collaborative care is becoming increasingly difficult and the ability to create complete, quality documentation that seamlessly supports these new models of care becomes an increasingly vital need.

M*Modal helps healthcare providers to create higher-quality documentation more efficiently with an integrated suite of speech recognition solutions for physician documentation, clinical documentation improvement (CDI), coding and transcription solutions and services, as well as adoption services.

The M*Modal single speech platform enables users to utilize different speech options, all with the same cloud-hosted user profile which is shared across applications, workflows and devices (front-end speech recognition, mobile speech recognition and back-end dictation/transcription). M*Modal’s flexible, speech-driven documentation solutions combine clinical documentation creation and improvement workflows for greater quality, productivity and sustainability. This integrated approach meets you at your level of readiness by leveraging existing systems, streamlining current workflows, and extending present CDI coverage.

• One Speech Understanding™ platform
• One Natural Language Understanding technology
• One point of integration with EHRs, scheduling systems, ancillary systems; encompassing over 6,000 interfaces for 3,000 customers
• One cloud-based voice profile used across all speech-based documentation solutions

Unlike other providers of clinical documentation solutions, M*Modal embeds its proprietary, cloud-based Natural Language Understanding technology into its documentation system to turn dictation into validated, structured and clinically encoded documents. Uniquely, this simultaneously creates complete patient information and documents that are interoperable with downstream systems, and provides structured content for CDI and Computer-Assisted Coding (CAC). This enables:

• Capturing and relaying the whole patient story
• Creating relevant and real-time insights
• Driving action and deepening value at the time of documentation

To complement our advanced technology-driven solutions, our world-class services help you improve productivity and customize workflows to achieve industry-leading physician adoption.
M*MODAL SOLUTIONS: INSIGHT-DRIVEN DOCUMENTATION WORKFLOWS

Our comprehensive suite of integrated documentation creation and improvement solutions delivers unparalleled flexibility, quality and usability to clinicians thereby enabling them to easily and effectively document anywhere, any how and any time they want.

M*Modal Fluency Direct™

Top-ranking front-end speech recognition solution that enables clinicians of any medical specialty to verbally create, edit and sign clinical notes directly within EHR templates. Fluency Direct is compatible with over 90 certified EHRs, including all major platforms. Unparalleled accuracy is supported by advanced voice navigation capabilities to improve documentation quality, productivity, EHR adoption and user satisfaction. A single cloud-hosted voice profile is shared across applications and devices for universal access. This solution also provides the platform to deliver real-time, automated feedback to clinicians in support of CDI, ICD-10 education, best practices, etc. within the documentation workflow.

M*Modal CDI Solutions

The M*Modal CDI solution suite uses Natural Language Understanding technology to automate and streamline CDI processes in three ways:

- **M*Modal CDI Engage™** uses Computer-Assisted Physician Documentation (CAPD) to combine document creation, CDI and ICD-10 training into one seamless workflow to address the under-documentation of common clinical conditions. This solution helps physicians adequately capture complexity and severity levels in real time and within the documentation workflow.

- **M*Modal CDI Collaborate™** automates the CDI Specialist workflow and looks across all encounter documentation to identify deficient documentation, deliver summarized evidence of clinical indicators, and close the loop with physicians on CDI queries.

- **M*Modal CDI Assess™** automates costly CDI assessment to identify missed financial opportunities, compliance risks and gaps in communicating patient care. The assessment also measures your organization against your peers. Such ongoing benchmarking and data analytics can inform and target CDI activities to meet new quality standards and identify physicians in need of support.
**M*Modal Fluency for Transcription™**

A single document workflow and workload solution that includes integrated voice capture, speech recognition, editing and electronic signature tools with real-time scoreboards/dashboards that help improve quality and turnaround time. M*Modal’s Speech Understanding and Natural Language Understanding technologies allow for the creation of a structured document from the narrative dictation and uniquely provides the ability to embed quality checks during the transcription workflow to catch common errors before the document is made available for patient care. Analytics derived from the structured documents help to gain insights into the clinical content within your transcription data, enabling you to prioritize efforts for Quality, CDI, abstracting and more for improved patient care. Providers choose the dictation method that meets their workflow needs including:

- **M*Modal Fluency Mobile™** allows physicians the ability to dictate/review/edit/sign using their favorite iOS or Android smartphone. Transcribed documents can be routed back via traditional channels or directly into your EHR using a standard interface.

- **M*Modal Fluency Flex™** is a physician document creation module embedded within the Fluency for Transcription workflow that allows physicians to create documents using front-end speech recognition tools and provides physicians without an EMR the option to self-edit or send to a transcriptionist, fitting with their natural workflow.

- **M*Modal Fluency Voice™** provides standard telephony-based 800# dictation service or can be deployed as an enterprise-wide premise-based dictation solution.

**M*Modal Imaging Solutions**

A comprehensive, value-driven reporting and analytics solution suite that supports the ACR Imaging 3.0™ initiative and enhances quality, efficiency and the radiologist’s value to the care continuum.

- **M*Modal Fluency for Imaging™** is a market-leading, reporting workflow management solution that helps you create higher-quality reports faster. Integrated, productivity-enhancing tools include real-time, automated feedback to the radiologist on ICD-10, Lung-RADS™, etc., CTRM (Critical Test Results Management) and Peer Review.

- **M*Modal Scout™** is an analytics and enterprise search solution that drives value in imaging by improving clinical quality, operational efficiency and financial insight.

**M*Modal Fluency for Coding™**

M*Modal Fluency for Coding is a comprehensive, cloud-based solution that eases the tension of ICD-10 and allows HIM managers to more efficiently utilize their critical coding resources—on-site and remote. It provides workflow efficiencies that reduce the effort to code, eliminating manual and repetitive tasks which translate to real productivity gains. The workforce management capabilities allow managers to closely monitor productivity and quality, ensuring that the work is being completed efficiently and accurately. When used with M*Modal Natural Language Understanding it aggregates information from structured and unstructured data, enabling access to CAC and CDI.
M*MODAL SERVICES: QUALITY-DRIVEN PROCESSES

Our quality-driven services span from transcription to coding and adoption to deliver end-to-end clinical documentation processes and a unified approach. M*Modal services provide a powerful resource to improve the quality and efficiency of documentation while enhancing the user experience.

M*Modal Transcription Services

As one of the world’s largest transcription services companies, M*Modal offers flexible transcription outsourcing options that can save you money with world-class service quality, data security and confidentiality that raises the bar. Through an experienced global workforce of 8,600+ medical transcriptionists and editors we can help you with complete/partial outsourcing, supplementing your current transcriptionists and empowering your HIM organization with the M*Modal Fluency for Transcription integrated workflow platform.

M*Modal Coding Services

With a track record of delivering coding services for nearly 20 years, M*Modal employs expert, AHIMA credentialed coders who are exceptionally efficient and accurate. M*Modal Coding Services help you obtain more appropriate reimbursement, lower your DNFB, eliminate staffing shortages, and improve compliance. Our expert services can provide complete or partial services, delivered onsite or remotely. We help you address your routine needs today, cover gaps caused by training/testing, and increase capacity to meet the demands of ICD-10 and beyond.

M*Modal Adoption Services

To help healthcare organizations and physicians capitalize fully on its advanced technology, M*Modal uniquely provides in-house Adoption Services through a team of highly-skilled clinical documentation experts. This professional services team specializes in improving physician adoption and proficiency in documentation by designing optimal workflows and delivering at-the-elbow physician training and support. An integral part of M*Modal solutions, the Adoption Services team ensures the highest level of utilization and efficiency gains in documenting patient care while optimizing the user experience.

To find out more, visit our website at mmodal.com or contact us at 866-542-7253.

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