

# Look Who's Using **TASK+**

What's the most versatile, cost-effective tool your hospital can use to work more efficiently and effectively?  
**TASK+ from Array Software!**

**TASK+** for Meditech MAGIC® hospitals is the workhorse you've been looking for. With seamless integration to MAGIC, **TASK+** works like no other application to help many different departments accomplish all kinds of work. Let us show you the many ways that our creative customers have adapted **TASK+** to work for them, and how **TASK+** can perform for you!

**IT** – Administer IT requests/Help Desk, manage Meditech updates, facilitate Change Management and user access requests (see **pages 1 & 2**)

**Finance** – Manage Denial/Appeal tracking, Claim Audits (such as RAC, PRO and others), Capital Budget Requests, and monitor Charge Master maintenance (see **page 2**)

**UR** – Document HIPAA compliance; Maintain Incident Tracking (see **page 2**)

**HR** – Manage employee requests, evaluations, new hire processing, Employee Health/Immunization tracking, and Bright Ideas (see **page 4**)

**Pharmacy** – Track Drug Interactions, Manage Employee Prescription requests (see **page 3**)

**Support Services** – Manage Plant Ops work orders, JCAHO safety checks, Security rounds, Transport and Housekeeping requests, Dietary/Catering requests, and Volunteer Coordination (see **pages 3 and 4**)

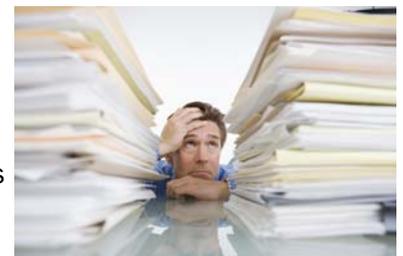


## Information Services

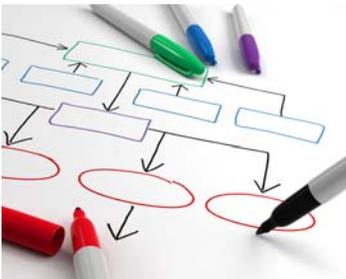


**TASK+** has become a popular **IT Request Management/Help Desk** tool among MAGIC® facilities. A significant benefit of **TASK+** is the ability to move non-urgent requests from the phone to the network. **TASK+** enables users to enter their request details and forward them to IT either through Order Entry or **TASK+** itself. IT can then prioritize all requests according to the customer's needs and IT's capabilities and capacity. IT can also ensure the lines of communication are clear and open by providing status updates and other information to customers via MOX or e-mail.

**TASK+** is unsurpassed in **Managing Meditech Updates/Ring Releases**, eliminating the piles of paper, redundant handling, and lack of knowledge of where you stand as your update go-live date approaches. By moving all the documentation online and tracking progress and issues in real time, **TASK+** brings a new level of management and efficiency to the update process. With **TASK+**, all DTS documentation is converted into tasks in just a few hours. Testers can search on key words to separate the meaningful from the meaningless. You can also download and convert Meditech's Validation Guides/Testing Scenarios to tasks for easy management. **TASK+** keeps project managers constantly aware of progress and problems. With **TASK+**, you can use queries to track all the miscellaneous pre-live activities including training, menu management, parameter adjustments, and other details that need to be accomplished before going live. Many of our **TASK+** customers say they'll never do another update without **TASK+**!



# Look Who's Using TASK+



For effective **Change Management** in the IT department, **TASK+** helps standardize methods and procedures necessary for efficient and effective management of all software and hardware changes, minimizing the impact of change-related incidents on service quality. This process efficiency can easily be applied to any department where changes need to be implemented consistently and systematically. **TASK+** has the flexibility to fit into and refine existing processes, or it can be used to help establish new processes.

Many of our customers use **TASK+** to help make sense of and bring order to the critical, ongoing challenge of managing **User Access Changes and Requests**, and **Dictionary Maintenance**. Documentation generated for each task is saved as part of the permanent record, providing an audit record and archiving information for future reference.



## Finance/Business Office



Hospitals' **Billing and Collection** departments are turning to **TASK+'s** powerful **Appeal/Denial Tracking** functionality to recover money and improve their bottom lines. Combined with innovative scripting, **TASK+** allows you to select high-priority denial codes and monitor remittance batches for those codes. **TASK+** then creates tasks from any remittance denials with those codes. The tasks can be automatically assigned to the collector or to the individual responsible for resolving the denial. As with update management, all tasks can be monitored for progress or problems, so that no denial misses any time-sensitive deadline, and your hospital recoups the money it is owed for services performed. All hospitals want and need to improve their financial performance,

and **TASK+** helps you do just that!

In the **Charge Master Maintenance** area, **TASK+** again provides standardization and consistency to the process of updating or establishing a new entry to the BAR procedure dictionary. **TASK+** replaces complex hard-copy forms that previously had to circulate manually with a task that is transferred electronically to different individuals who must contribute or take action on the request. As with other **TASK+** tasks, tracking the progress or any problems with the task is quick and easy. Additionally, any documentation, notes or other information added to the task become a permanent part of the request, providing an audit trail for future reference.

Some hospital **Finance** departments have managers submit their **Capital Budget Requests** by creating a task using **TASK+**. **TASK+** accommodates several Customer Defined Screens to capture any level of detail needed for review of the request. Additionally, once received by the budget manager in Finance, the progress of the request can be tracked, and any documentation or notes added to the request become part of the task. Requesters can be sent status updates and approval/denial notification through MOX or email to enhance communication.



# Look Who's Using TASK+



All hospitals are subject to close scrutiny and review, for accreditation and remuneration from insurances. **TASK+** helps **Utilization Review** track potential denials found during concurrent review. In the **Medical Records** department, **TASK+** can be used to track chart requests, and administrators in charge of maintaining and documenting **HIPAA Compliance** rely on **TASK+** to set up tasks to record security and privacy violations and for tracking the erroneous release of patient health information. The **Quality Assurance** department uses **TASK+** to log a mixture of employee, patient and visitor incidents and/or complaints.

**TASK+** helps the **Human Resources** department manage a wide range of responsibilities. For example, **TASK+** can manage the **employee evaluation process** by scheduling recurring tasks and assigning them to managers at the appropriate time of year, with CDS's to step the manager through each phase of the process. Or, use **TASK+** to build a **new-hire information** screen in benefits system so that information is entered consistently and accurately. If an employee's **name changes**, set up automatic notification to all departments that need to know.

Use **TASK+** to track such diverse activities as **personnel action and leave requests**, employee health initiatives like **immunizations and wellness programs**, **employee suggestion programs**, and **recognition of exemplary behavior**. Send scheduled reminders, provide updates, and automatically acknowledge submissions with **TASK+**.



## Support Services



In the **Maintenance/Engineering/Biomed** departments, many hospitals use the **OE-TASK+** interface to have employees send work orders which are then assigned and managed through to completion. **Biomed repair requests** can be linked to equipment information from Materials Management, helping to ensure an accurate record is maintained for specialized equipment. These areas also make use of the Recurring function to set up **Preventive Maintenance (PM's)**. **JCAHO safety checks and fire drill critiques** are also managed with **TASK+**.

In the **Environmental/General Services/Security** departments, **TASK+** generates messages when a **bed status changes**, sends linen orders from the floors to the Housekeeping department, logs **security-related incidents** (e.g. when an employee lock their keys in their car), and manages requests for classroom or meeting room space. Using **TASK+**, hospitals establish **safety check and security round protocols**, listing each area of evaluation or the specific order of the doors that need to be secured.



Staff in need of assistance from **Transport** can submit requests through Order Entry or **TASK+** itself and receive notification that their request has been dispatched accordingly. The Transport Team can route request through e-mail or pager and has real time access to the status of each Transport request.

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# Look Who's Using TASK+

In the **Purchasing/Materials Management** departments, **TASK+** can **facilitate the ordering process** by including appropriate information in order to create a task as a Purchase Order. Tying in with Human Resource's use of **TASK+** for new hires, **TASK+** can also create a task for each employee detailing the assets they have been issued. The task remains active for the term of their employment, and can be modified with documentation whenever assets are added or replaced.



**TASK+** has been put to good use in **Pharmacy** departments as well, to **log all interventions** as tasks for statistical purposes, **track adverse drug reactions**, and as a tool to **manage employee prescriptions**. Use **TASK+** to generate or enforce a process for managing **additions of new medications**, so that all code and charge information gets communicated, and the right dictionaries get updated. With the **TASK+-MOX** or **TASK+-Email/Pager** interfaces, notification can be sent immediately and automatically as needed.

**TASK+** is as versatile as you want to make it. In the **Social Services** department, social workers use **TASK+** for their to-do lists, **Pastoral Care** staff use **TASK+** to track contact hours of religious interns, and **Volunteer Coordinators** schedule people who donate their time and talents to meet ever-changing needs. Even **Nursing Supervisors** track shift change requests and Rapid Response Nurse time-tracking with **TASK+**!



The uses of **TASK+** are truly endless. Rather than purchasing separate applications for specific uses, **TASK+** makes your dollar go further with its flexibility and integration with **MAGIC®**. We would love to show you how **TASK+** works. Please contact us at [Information@arraysoftware.com](mailto:Information@arraysoftware.com), or via telephone at 413-789-2600. Also, check us out on the Web at [www.arraysoftware.com](http://www.arraysoftware.com). We look forward to helping **you Plan to Succeed<sup>SM</sup>**!

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**Array Software**  
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