



NextGen via the Internet! *Matrix Expands Internet Services*

On any given morning, Kim Tomei, office manager at the new Falls Internal Medicine office begins her day by logging onto the Internet...and that's where she will stay all day. No, she's not surfing the 'net all day; she is one of many individuals who are now accessing NextGen^{epm} via Matrix's new client access method—the internet. Using a Digital Subscriber Line (otherwise known as DSL), this practice can quickly connect to and run the NextGen^{epm} without investing in an expensive communication line.



Dr. Thomas Myers of Falls Internal Medicine recently moved to a new location at the Falls Village Office Complex on Tallmadge Road.

Coding Expert Joins Matrix Staff

David Soulsby, a Certified Compliance Professional and Certified Coding Specialist Physician Based, has been hired by Matrix to serve as a Practice Coordinator. David brings with him many years of experience in physician coding and compliance. He will be providing coding seminars to Matrix clients throughout 2003 and will be offering chart audits for clients.

David's role is one of great importance to the Matrix organization. He will be available for coding issues and questions. In addition to these duties, David will be reviewing physician reimbursement.

Most recently, David worked at Children's Hospital Physician Associates and Healthcare Business Solutions.

"What Do You Like the Best?"

At the recent manager's luncheon for Matrix clients, we asked what folks liked the best about Matrix and about NextGen. Here's some of the responses we received:

"Customer Service is great!"

"The staff are very helpful!"

"The support people"

"Willingness to help"

"Everyone is always willing to help"

"The people!"

"They are always there when you need them"

"The posting crew is great"

"Everything — staff — system!"

"The support — and technical aspects. I can't say enough about the staff..thank you!!!!"

"Access to a person for questions"

"NextGen is so easy to use — especially the scheduling of appointments. I can view multiple doctor schedules so easily!"

"The patient alerts are great!"

"Reports are so easy to run and design"

"It's easy to use the system and train new employees"

"Recalling the last patient(s) that I've worked with previously."

"It's a great first step to the EMR"

What's New Around the Matrix Enterprise?

So much has happened these past few months around the practices that share the Matrix enterprise... so, join us for a quick tour around.

Paragon Health Associates, LLC has recently acquired the former site of Alexander Ormond, MD. This site, located at 209 West Portage Trail in Cuyahoga Falls, will permit the providers at Paragon to expand their coverage into this geographic area. The providers at Paragon recently began seeing patients at nearby Cuyahoga Falls General Hospital. The former site of Fairlawn OB/GYN, which has been operating as a Paragon location since January of this year, has moved from West Market Street to the Akron General Health & Wellness Center in Montrose. In addition to these new locations, two new physicians were added to the staff. They are Eric McKnight, MD and Naomi Baaken, MD. Paragon is also happy to have Kathy Accordino, CMM, join their staff as the Administrative Services Coordinator.

Matrix is pleased to announce that **Canton General Surgeons, Inc.** joined the enterprise in August. They have added a new provider, Steven M. Kelly, MD. All three physicians practice out of the Aultman Professional Building. The office staff includes: Julie, the office manager; Ginger, who is responsible for billing & collections; Jade and Lisa, who handle the front desk and Holly, who rooms patients.

Former Matrix employee, Angie Templeton, is now the office manager at **S. Zaidi, MD & Associates**. Angie recently chose NextGen to replace their old practice management software package. This practice joined the Matrix enterprise on August 1.

Another new addition to the Matrix

family is **Surgical Associates of Canton**. This was the first practice in the Aultman building to sign up with Matrix. Melody Smith is the office manager, and her staff includes Lori, Amy, Terry and Ericka.



The Aultman Professional Building is the site of three new Matrix clients: Surgical Associates of Canton, S. Zaidi, MD & Associates and Canton General Surgeons, Inc.

Lake Anna Primary Care in Barberton recently added a new physician to their practice. Amy Friedman, MD, joined the practice in August.

Atrium OB/GYN recently hired Becky Watt as their new Administrator. Becky joins Atrium with several years experience managing large OB/GYN practices.

Falls Internal Medicine is the first Matrix site that is using the internet to access NextGen (see article on front page). Falls Internal Medicine is located in the new Falls Village Professional Suites on Tallmadge Road. Dr. Thomas Myers is the physician that practices at this location.

The staff of Valley OB/GYN are very proud of their own Dr. Cecilia Ellis, who was interviewed and pictured in the September issue of Northern Ohio Live as the TOP OB/GYN in the area as voted on by her peers! Congratulations! Also, congratulations to their office manager, Tammy Howes, who recently got engaged. Tammy and her fiancé are planning an August, 2003 wedding.

Children's Choice Pediatrics recently hired a new physician, Dr. Laura Fink. Dr. Fink just completed her residency at Children's Hospital. Children's Choice is pleased to announce they opened a second location on October 1, 2002. The new location is located at 2640 West Market Street in Fairlawn. Dr. Fink will be practicing at this satellite office.

Matrix is excited to announce the addition of new staff. We are glad to welcome Susan Monteleone and Nina Biscan to the staff. Both Susan and Nina will be working in our posting department. In addition to this, David Soulsby has been hired to fill the position of Practice Coordinator. David will be working closely with our collection/follow up department on coding issues.



Nina Biscan (left) and Susan Monteleone (right) joined Matrix's posting team.

Summer Security Session Held at Matrix

Security was the main theme of a summer training session held for some clients of Matrix Management Solutions. Practices who do their own billing were invited to a seminar which answered many questions about security. Topics that were covered included reviewing security protocols within NextGen as well as practice preferences, master files, master lists, Contracts and Service Items. Worklog was also introduced and reviewed briefly. After the session, everyone was invited to stay for a picnic lunch.



Pictured above are those who attended the Summer Security Session from various practices on the Matrix enterprise.

New EOB Programs Benefit Matrix Clients

Matrix Management Solutions is pleased to announce the addition of a new software application that will allow it's clients to quickly and efficiently handle the processing of sending secondary claims. Using an application that directly interfaces with the NextGen^{epm} called "E Practice Connect", clients can instantaneously reproduce any Medicare EOB remit to send to a second-

dary payer...all without having to copy anything!

Here's how it works: when a Medicare check is posted in the practice management system, the E Practice Connect reads the payment and knows if a secondary claim will be generated. If it is, the application will automatically reproduce the Medicare EOB along with the secondary claim. This makes sending

secondary claims a snap. This application, along with a sister application called "Demand EOB", allows the practice to recreate any EOB simply with a touch of a few buttons.

If any Matrix client is interested in using this software, please contact Jeremy at Matrix for more information.

Atrium OB/GYN Offers Additional Services

Medi-spa is sweeping the nation. A medi-spa is where the medical community meets the spa community. Patients/patrons feel a sense of security having laser treatments, peel, clinical facials and massage in a medical facility.

Atrium Aesthetics is one of the first practices in our area that offers these unique services in a private, beautiful setting. Atrium Aesthetics is a division of Atrium OB/GYN, and is located within the practice at 4151 Holiday Street NW in North

Canton. The med-spa treatments include many non-invasive laser treatments such as Vasculight which reduces or eliminates spider and feeder veins, Epilight hair removal system, and Photorejuvenation, which erases skin damage and helps treat the symptoms of rosacea. Atrium Aesthetics also offers sclerotherapy for vein removal and Botox, FDA approved for reducing lines and wrinkles. Nicholas Sherock, DO, David Brandau, MD, Thomas Robinson, MD, and

Laura Fortner, MD perform all laser treatments. Atrium Aesthetics also offers massage therapy for relaxation or specific problem areas. Pregnancy has its own needs, so they also provide pre-natal and post-natal packages for all patients.

You don't need to be a patient at Atrium OB/GYN to become a patient at Atrium Aesthetics. Please call(330) 492-8001, ext. 214 for more details.

Highlights from the Fall Manager's Luncheon



Matrix's fall Manger's Luncheon was held on Friday, October 25 at Anthe's in Manchester. Here are a few highlights from the event!



Above: Sharon Funk welcomes everyone to the event. Right: Staff from Little Flower, Children's Medical Group, Medcorp and Dr. Deckert's office.

Above: Carole from Orthopaedic Medical Group smiles with Dustin & Lynette from Matrix



Above: A group from Paragon poses!

Above: A goofy Becke Umberger along with the gals from Canton Genral Surgery and Dr. Volk's office.

Practices Currently Sharing the Matrix Enterprise

Valley OB/GYN
 Children's Choice Pediatrics
 Children's Medical Group
 Summa Physicians, Inc.
 Family Practice Center at Summa
 Primary Care Physician Associates
 Barbara Volk, MD
 Center for Senior Health at Summa
 Orthopaedic Medical Group
 Oak Clinic for Multiple Sclerosis
 Lake Anna Primary Care
 Family Physicians, Inc.
 Medcorp of Stark County
 Portage Medical Associates
 Paragon Health Associates
 Little Flower Family Practice

Internal Medicine Center at Summa
 Ophthalmology Center at Summa
 Orthopaedic Center at Summa
 Gastroenterology of Akron
 Health Care Center Physicians
 Atrium OB/GYN
 Riffat Qadir, MD
 David W. Deckert, MD
 Falls Internal Medicine
 S. Zaidi, MD & Associates
 Canton General Surgeons, Inc.
 Surgical Associates of Canton

NextGen has qualified for and received the CLAREDI HIPAA Compliance certificate for organizations that are HIPAA ready.



Have a new employee that needs a little training on the NextGen system?

Matrix offers new employee training classes on the first Wednesday of each month. The classes are from 9:00 am—4:00 pm and cost \$75. We recommend that new employees be at your practice for at least a week before sending them to the training class.

If you have anyone who is interested in attending, please sign up by contacting Lynette Schaffner at Matrix.

Upcoming classes will be:

December 4
 January 8