

SIGMUND
SOFTWARE



EHR FOR BEHAVIORAL HEALTH AND ADDICTION TREATMENT

FROM OUR CEO

As a leader in the field of electronic health record systems for behavioral health and addiction treatment facilities since 1998, Sigmund Software has not only successfully provided industry leading solutions, but also consistent best-in-class support.

With offerings for enterprise facilities, clinics, and small or sole practices, the EHR solutions provided by Sigmund have stood the test of time and are utilized daily by thousands of users nationwide.

Healthcare and medical technology is constantly changing, and Sigmund's suite of solutions and professional services allows treatment providers to keep pace.

Philip Turner, CEO



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ABOUT SIGMUND

The mission of Sigmund Software is to develop, distribute and support software for the behavioral health and addiction treatment community.

We leverage our extensive behavioral health background and software development expertise to enable our customers to provide a safer and more efficient environment for improved patient outcomes.


Our vision is to improve and streamline treatment practices and industry cost structures through continued development of leading edge, consumer-centric products with unparalleled customer service and support.

Sigmund software is used by some of the most technologically advanced organizations in the country, spanning both the public and private sectors.

Our solutions are implemented within Inpatient Hospitals, Adolescent Psychiatric Hospitals, Community Mental Health Centers, Residential Programs, Partial Hospitalization Programs and Outpatient providers.

In addition to fully supporting all electronic health record feature requirements, Sigmund's enterprise platform offers a comprehensive suite of specialized features that span:

- Business Development & CRM
- Intake
- Compliance
- Workflow
- Outcomes
- Practice Management
- Revenue Cycle Management
- Analytics
- Facility & Staff Management



Our extensive behavioral health background and software development expertise allows us to provide you an intuitive, user-friendly, and cost-effective product.

OPERATIONAL

The most robust and configurable workflow engine available today.

Designed to support multi-service, multi-program and multi-site providers, Sigmund's workflow engine allows development of any notification, alert, or documentation requirement to comply with nursing, medically monitored detox, or crisis intervention protocols.

This results in completely automated work-flow requirements from the enterprise level to the service/encounter level. This level of control ensures accurate care coordination, timely communication and compliance, simultaneously speeding data entry, minimizing human error, and improving patient safety.

Even better? It's customizable. Choose the logic-based workflow to suit your organization, giving next steps to each user, throughout their daily work.

The workflow engine has limitless potential

- Standardize programs
- Aftercare maintenance
- Notify providers of patient alerts in real time, to their smart phone or other connected device.
- Automate sharing of critical clinical information
- Schedule group meetings
- Disseminate progress notes to the team in real-time, notify teams to respond as required

CARE COORDINATION

Improve care coordination through rules-based alerting and messaging engine to notify treatment professionals of critical clinical, medical, financial and operational items.

Sigmund Software's dedicated outcomes tool offers treatment providers:

- Greater availability of clinical, medical, admissions, financial and operational data for improved decision making
- Customization to meet the needs of multi-service, multi-site treatment providers to reflect your process, population and preferred data utilization
- Automated workflow engine that saves time, improves care coordination, productivity, and enhances the patient experience

Sigmund's CRM solution improves marketing, business development and triage capabilities, while enabling providers to leverage data to grow new sales, retain current customers and nurture lasting relationships.

CRM / ADMISSIONS

Some of the CRM features within Sigmund Software:

- Call center
- Admission and reporting functionalities for providers and managers
- Formalize existing business development processes
- Help automate business development processes
- Offer configurable workflow templates based on contact type, presenting problems, etc.
- Improve productivity and availability with mobility
- Improve customer experience and retention
- Focus marketing activities and budget
- Improve cooperation and care coordination



CLINICAL

Our ergonomically designed clinical record gives efficient access to patient records. Patient-at-a-glance features display client-centric graphs, clinical and medical information, appointments and recent documentations.

Drill-down features allow for the administration of logic based assessments, utilization of built-in templates, and distribution of forms and tracking treatment processes.

Our Golden Thread methodology allows information to flow between documents seamlessly, creating a real time clinical record with minimal keystrokes.

Workflow reminders prompt for clinical documents and alerts based on organizationally defined next steps. Dashboard reporting provides ability to audit staff compliance with documentation and service delivery standards.

- Access treatment history spanning the service continuum and multiple episodes of care
- Standardize admission protocols and discharge
- Detail clinical orders based on your assessments
- Create treatment plans in as little as 10 minutes
- Design, implement and measure the outcome of your own critical pathways
- Review data trends reflecting patient progress
- Secure communication across staff and departments via instant messaging, texts, alerts, and e-mail

*Designed by
clinicians
for clinicians*



MEDICAL

The Documentation engine is a key component of our EHR system.

MEDICAL DOCUMENTATION

- Mobility access to complete medical documentation, approve orders, view results, and communicate with in network treatment team members on-the-go
- Customizable templates
- Prepopulated summaries
- Easy Order capabilities
- Prescribing / Pharmacy Management
- E/M wizard tool with decision support

CHARTS (NURSING AND MDS)

- Customize different charts (views) based on user role
- Nurses and MDs benefit from multiple time saving compliance and patient-oriented features

WORKFLOW

- Automated and event-based tasks and notifications improve care coordination, reduce data collection, and improve outcomes
- Tasks can be generated for an individual or in a queue for multiple team members
- Improve care coordination for better outcomes either for individuals or groups through collaborative data pooling, notifications of tasks and data dissemination

Sigmund offers a comprehensive and fully integrated mobile medication management solution.



MEDICAL

MAR (MEDICATION ADMINISTRATION RECORD)

- Track all medications administered with visual medication confirmation features available.
- The patient record is automatically populated based on prescription entry with optional approval process.
- This model offers complex dosing regimens with sophisticated logic to prevent double dosing, premature administration, and the ability to filter/order by name, site, program building, etc for efficiency and accuracy.

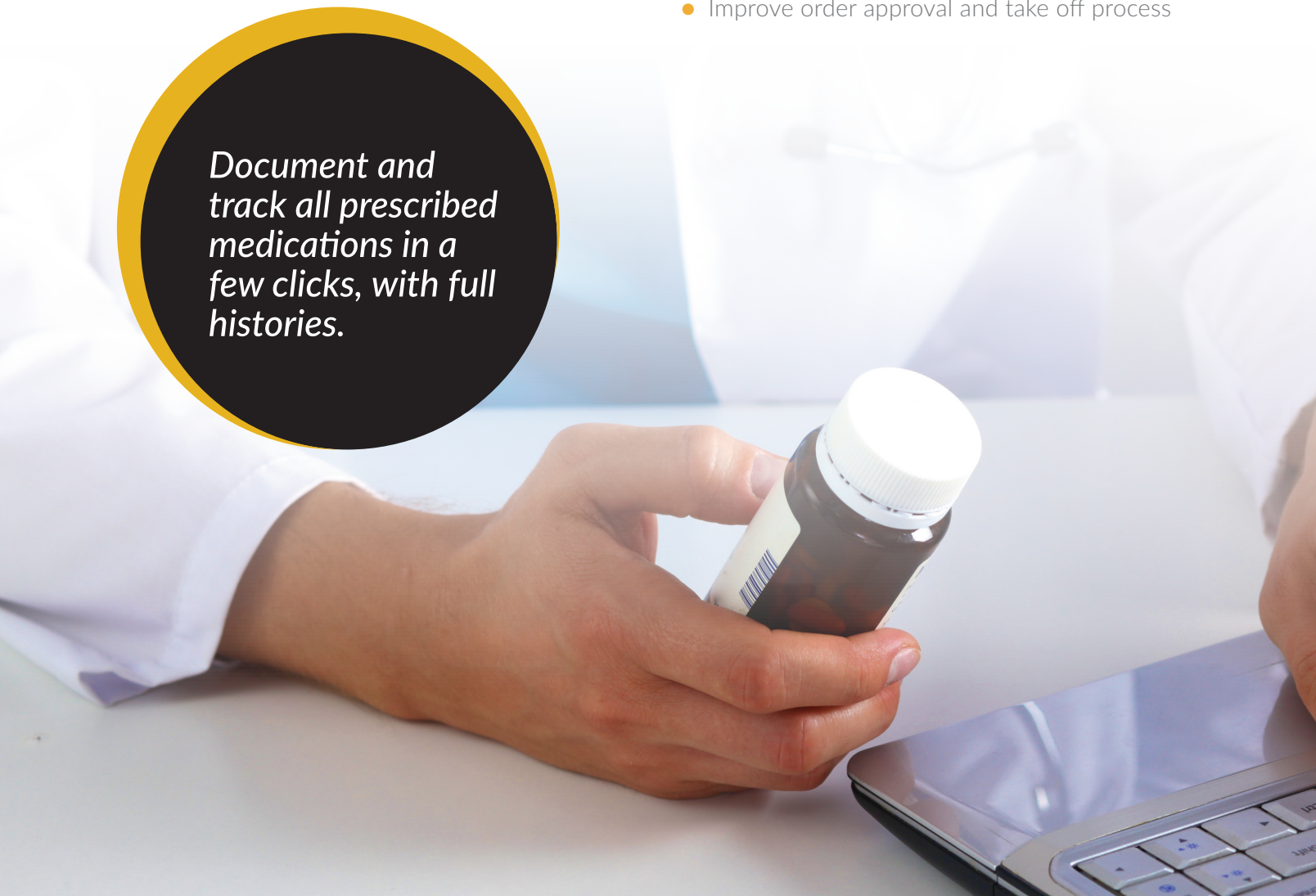
eRx with EPCS

- Record, track and report on all current and historical medications prescribed

CPOE

- Document all internal and external medical orders and precautions, allowing the ability to associate patient alerts
- Create user defined orders for medications, lab work, consults
- Notify physicians and queue labs, consults etc. for viewing
- Enter orders and queue for physician approval
- Record verbal, telephone and written orders as well as create batch orders
- Improve order approval and take off process

Document and track all prescribed medications in a few clicks, with full histories.



FINANCIAL

Sigmund Software offers a fully integrated billing software solution in behavioral health and addiction treatment.

The financial software suite is embedded within the CRM, Call Center and Electronic Health Record, offering a real time and automated solution for managing service delivery and revenue cycle management.

- Inpatient, Outpatient, Professional Services and Ancillary Charges: Use one software solution to effectively and efficiently manage a complete continuum of care
- Electronically maintain and track third party financial agreements including contact information, contracted rates and co-pays for treatment services
- Funding source information including self-pay and insurance information, rates, required claim form type and benefits information is maintained for efficient billing and financial activities
- Manage payer authorizations to streamline claim generation and validation
- Electronically track claim with real time claim status screens



CLAIMS PREPARATION

- Patient Registration
- Patient Eligibility



CLAIMS SUBMISSION

- Charge Entry
- Rules Engine
- Claims Transmission



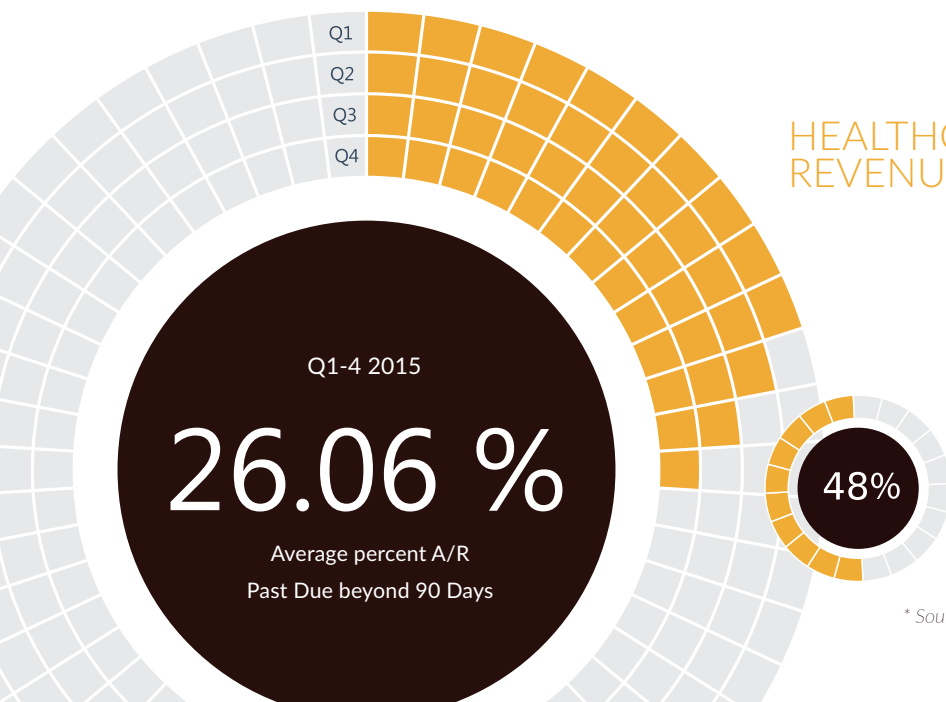
CLAIMS MANAGEMENT

- Payment Posting
- Denial Management
- A/R Follow Up
- Patient Collections

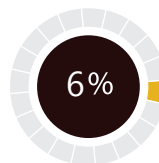


REPORTING

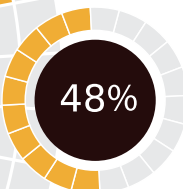
- Reporting/Analysis



HEALTHCARE INDUSTRY REVENUE STATISTICS 2015



Average 2015 healthcare bad debt total write-off



Patients reporting difficulty meeting medical debt payments

* Source: The Association of Credit and Collection Professionals.

FINANCIAL

Sigmund includes financial management tools to aid with day-to-day business operations, including clearinghouse integration and claims status tracking.

Features include 835 electronic remittance processing, real-time batch eligibility, and financial dashboards.

- Intuitively execute waterfall billing and other specialized billing functions
- Perform complete collections tracking with specialized features that allow a user to easily enter and track detailed information regarding communication and contacts made in reference to collection actions taken
- Leverage a complete record of all payment received including source, payee, invoice, balance, write-off amount and designated GL accounts
- Utilize dashboards, analytics and system reports to better track and control your financial operations and service delivery
- Real time comparative analysis of year over year performance
- Identify operational and financial trends and respond proactively
- Implement and manage organizationally defined key performance indicators
- Effortlessly supports multi-company, multi-site and multi-specialty configurations within one solution
- Detailed GL account support that provides greater flexibility and tracking

Reduce financial loss through effective Revenue Cycle Management



OUTCOMES

Sigmund Software is a leader in providing specialized and flexible outcomes tools.

From patient engagement tools, scored medical and clinical instruments, to the most robust outcome tool available (Target Behavior Tracking), Sigmund Software offers complete, end-to-end outcome tools.

Generate insightful info graphics and enable providers to view the patient more effectively over the span of the treatment episode.

With Anxiety Rating Scales, Eating Habits, Vital Signs, and Appointment History Over Time, Sigmund Software enhances data collection and utilization.

Create data collection points to better track patient transitions throughout admissions, treatment and discharge.

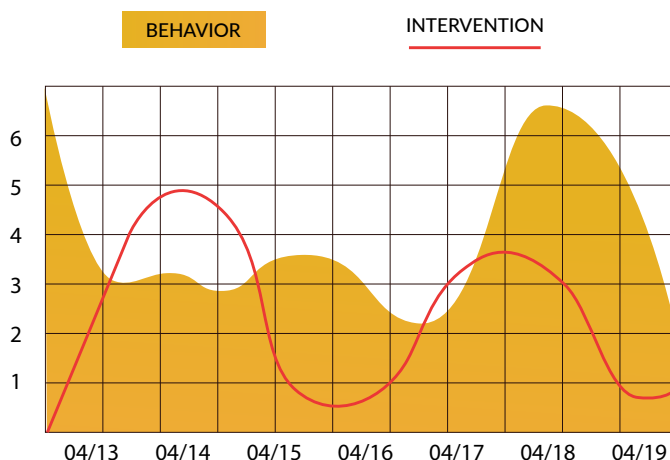
Target Behavior Tracking (TBT) is the leading data collection and aggregate reporting tool available in behavioral health and addiction treatment.

TBT supports high volume data collection and aggregation. Perfect for research, grants, and comprehensive outcome studies, TBT is a proprietary and mobile-enabled data collection tool, along with a state-of-the-art reporting engine.

TBT standardizes patient assessment by quantifying symptoms and distress into meaningful and useful data. Developed as part of a diagnostic tool set for clinicians, TBT tracks the observed target behavioral symptoms of a patient (e.g. anxiety level, aggression, depression, hallucinations) and correlates against medication type and dosage, psychotherapy, group therapy and other treatments. This data is systematically analyzed to show treatment effectiveness and patient condition in real-time.

Correlated data appears directly on screen, providing easy identification of hidden patterns or trends. Diagnostic predictions and progress can be checked against live data, reducing treatment times, patient distress, and costs.

BEHAVIOR AND INTERVENTION TRACKING



Target Behavior Tracking (TBT) is the primary progress measurement component of the Sigmund EHR informatics system.

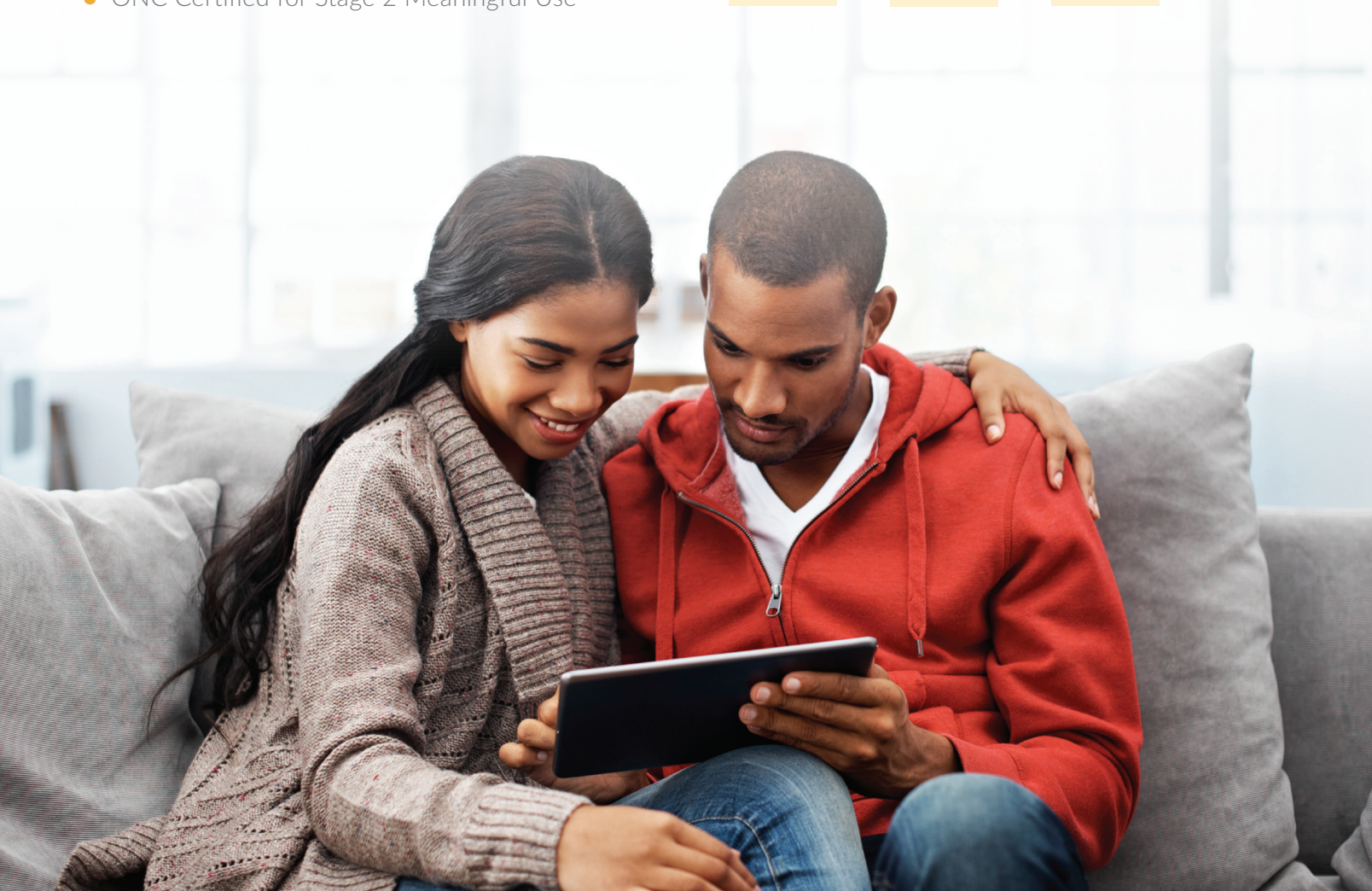
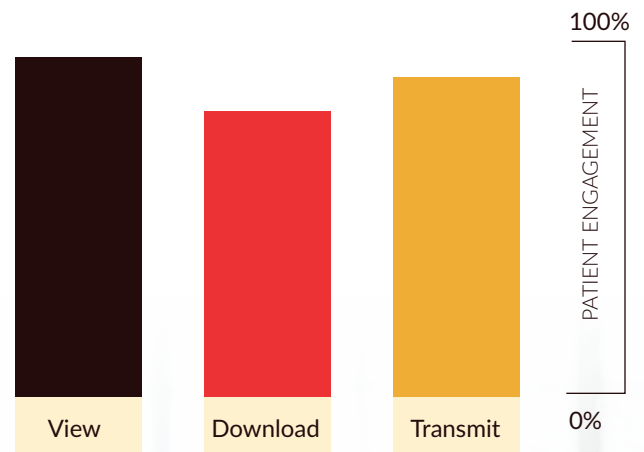
PATIENT ENGAGEMENT

Our mobile enabled HIPAA secure technology engages patients pre, during and post treatment.

Improve the client experience through intuitive and interactive engagement tools.

- Administer surveys, checklists, and questionnaires
- Publish content
- Confirm, cancel and request appointments
- Patients have ability to download a copy of treatment documentation
- Send secure messages
- Post questionnaires and manage ongoing evaluation tools
- Pay off patient balances and view statements
- ONC Certified for Stage 2 Meaningful Use

The patient portals allows communication without the delays of ground mail, missed phone calls, or misinterpreted voice messages. Patients have access to their information on demand at any time.





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