HOSPITAL CHARGE CAPTURE

User Guide
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Introduction

Hospital Charge Capture (HCC) on Falcon Mobile gives providers the ability to add and submit in-hospital charges for patients while rounding in the hospital using the provider’s phone. Search features are provided for current patients in Falcon Physician, CPT and ICD codes. Information collected on the phone, once submitted, is sent to Falcon Physician, and shared with the practice’s Practice Management (PM) software, if the practice uses one. Charges can be added for a patient throughout the hospital stay.

Launch HCC

After Falcon Mobile is installed on a mobile device and the practice has been signed up for HCC, the HCC icon is available.

1. Log in to Falcon Mobile using your Falcon Physician username and password.

   When Falcon Mobile opens, the Patients page appears. The Recent Patients list will be blank on your first login.

2. To launch Hospital Charge Capture, tap the Charge Capture icon at the bottom of the screen.

   The HCC landing page appears where you may Tap the Demo Video icon to watch an HCC Demo, or may Tap the Contact Us link on the landing page to request a member of the Falcon Team to contact you.

   To navigate to the Rounding Worklist you may use the navigation menu at the bottom of the HCC landing page.
The Rounding Worklist

As you search, locate, and add hospital patients’ charges in HCC, the Rounding Worklist displays the hospital patients assigned to your practice, grouped by hospital.

**Note:** The Rounding Worklist will be blank on your first login.

The Rounding Worklist shows patients who are assigned one of three statuses:

- **Missing Information** - This charge record is missing some required information, and has not been submitted. A patient is assigned this status until all required patient information (First Name, Last Name, Birthdate, Hospital) and ICD and CPT codes have been added. When the missing information is added, the charges can be submitted.

- **Add a charge** – No charges have been entered for this patient.

- **Submitted/Completed** – All required information has been entered, including ICD and CPT codes, and have been submitted. The patient’s name is moved to the bottom of the worklist, the text and background are both gray.

Patient records in HCC are not submitted until the **Submit Charge** button is tapped. Charges can be added for a patient at any time during their hospital stay. Patients stay on the worklist until the patient is manually deleted from the list.
Filter Hospitals

By default, the hospitals for the practice added in their Falcon Physician Desktop Address book are displayed on the Rounding Worklist. The funnel icon allows a provider to choose which hospitals are displayed. The hospital field on the charge page must be filled in before a charge can be submitted.

1. Tap the Filter link.

2. The Select Hospital screen appears. Tap one or more hospitals to select. A checkmark appears next to the hospitals that will display on the Charge screen.

3. Tap OK to apply the selections. The Rounding Worklist is displayed again. Now only the selected hospitals appear in the list.

If the hospital being searched for is not displayed, it is not yet in the Falcon Physician address book, and must be added there. After it is added, it can be selected in HCC.

Add a Patient to the Rounding Worklist

It is important to always search for a patient before adding in HCC to assist in preventing duplicate records.

1. If a patient is not displayed on the Rounding Worklist, click Add to search and locate the patient.
2. Type the patient’s first or last name in the Search by Patient Name box.

3. The list of matching patients is displayed. If the patient’s name appears in the list, tap it to select it.

Create a New Patient

It is important to always search for a patient before adding in HCC to assist in preventing duplicate patient records.

1. Search for the patient by entering the patient’s first or last name in the search box.

2. If the patient’s name does not appear in the Worklist, and is not found by a search, Tap New.

3. Enter the Patient Details.
   a. Enter the First Name and Last Name.
b. Tap **Birthdate** and use the date spinner control to select the patient’s birthdate. Drag the month up or down to select a different month. Do the same for the day and year, as needed.

c. Tap **Done**.

d. Tap **Hospital**. Hospitals can be added at any time to a patient in the worklist as long as the Hospital has been added in the Desktop Address Book.

e. Select a hospital.

Patients cannot be saved until the Last Name, First Name, Birthdate and Hospital are all entered. If the hospital is not in the list, it will need to be added to Falcon Physician Desktop’s address book before you can save a new patient.

The New Patient page is displayed and the Hospital is filled in under Patient Details.
f. Tap **Save**. The Rounding Worklist is displayed and the new patient is in the list.

The newly added patient will be assigned missing information status until the CPT and ICD codes are added.

**Add a Hospital Facesheet**

The hospital collects patient demographics and saves them to a facesheet. Providers may use their mobile device to take a picture of the facesheet and save it. This information may be used by office staff to complete new patient information in Falcon Physician desktop or in the practice’s Practice Management software as applicable.

To save a picture of the Hospital Facesheet to HCC for a new patient:

1. Scroll down to the Note to Biller section.
2. Tap the **camera** icon.
3. When the message “Falcon” Would Like to Access the Camera appears, tap OK.

This question only appears one time. If you tap Don’t Allow, and later change your mind, follow the steps in the section Change Falcon Camera Access to allow Falcon to access the camera.

4. Hold the phone over the sheet, and when it is focused, tap the Home button.

5. Now you have two options:
   
   
b. Save the photo – tap Use Photo.

When you tap Use Photo, a check mark appears next to the camera in the Note to Biller section.

6. Tap Save. The Charge page is displayed, and the newly added patient appears in the list.

New patients added in the HCC app may be reconciled in Falcon Physician Desktop and the practice’s PM, as applicable, by office staff.
Change Falcon Camera Access

1. Tap **Settings**.

2. Scroll down to **Falcon** and tap it.
3. Under ALLOW FALCON TO ACCESS, slide the **Camera** slider to the right.

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**Delete a patient from the Worklist**

If a patient appears on the worklist in error, or if the practice does not need to capture charges for a patient, the patient can be deleted from the worklist. Patients are not automatically removed from the worklist.

1. Swipe left on the patient name in the worklist.

2. Tap the **Remove** button.

   The patient is removed from the Rounding Worklist.
Add the Charges

Select a Patient

If the patient is listed in the Rounding Worklist, tap the patient name.

The Charge screen appears, and displays patients grouped by hospital, so you may need to scroll down to see patients in other hospitals.

Add CPT Codes

1. Tap **CPT Code** to add one or more CPT codes.
The CPT Code screen opens, and displays the CPT codes most often used by physicians as Frequently Used Codes.

2. To find a code that is not listed, enter a procedure name or code in the **Search Procedure Name or Code #** field.

3. The **more** link for each code displays a description of the code. The **less** link hides the code details.

4. Tap a code to select it. Selected codes appear above the search box in a blue rectangle.

5. To delete a code, tap the **Delete Code** icon (the circle with the X in it).

6. Tap **Back** to return to the Charge screen. The Charge screen shows the selected CPT Codes.
Add ICD Codes

1. Tap **ICD Code** to add one or more ICD codes.

2. The ICD Code screen opens. ICD codes from the last HCC entry for a patient automatically appear. Select one of them, or enter a diagnosis name or code number in the search box. The list of matching codes is displayed.

3. Tap a code to select it. Selected codes appear above the search box in a blue rectangle.

4. To delete a code, tap the **Delete Code** icon.
5. Tap **Back** to return to the Charge screen. The CPT and ICD codes are displayed, and the **Submit Charge** button is available.

6. **Room No** and **Summary Note** are optional fields that can also be filled in. If the Summary Note is filled in, it will be displayed on the Rounding Worklist.

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### Save Charges

If charges are not completed, tap **Save**. The patient’s charges will be saved to the mobile device until the charges are completed and the provider taps Submit Charges.

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### Submit Charges

When all the codes and required information have been entered, the Submit Charge button appears. Tap the **Submit Charge** button to send the charges to Falcon Physician Desktop.
The patient’s name drops to the bottom of the list, and is displayed against a gray background.

Patients stay on the Rounding Worklist until they are manually removed from the list.

Message Center and Charge Summary

The PM system is the primary source. So if there is a conflict, the information that appears in the PM will overwrite information that appears in Falcon Physician.

When charges are submitted in HCC, the charge information is sent to Falcon Physician Desktop nightly. Falcon Physician attempts to match the patient information to patients in its database. If Falcon Physician finds an exact match for the patient record from HCC, then no further action is required. If matches are not found, office staff may need to add information to the PM or to Falcon Physician Desktop.

Practice without a Practice Management System

Office staff may add the new patient to Falcon Physician desktop.

1. Go to the Message Center and open Quick Registration.

2. If the provider captured a hospital facesheet to help with the demographics, click the View link in the facesheet column for the patient you want to update.
Save or print the facesheet to refer to when entering the patient’s demographics.

3. Select the patient’s name and click the **Complete in Demographics** link.

The **Complete in Demographics** link opens the Demographics sub menu in Patient Manager.

4. Click **New Patient** and then enter the patient information.

5. Click **Save** to save the record.

6. Return to the Message Center.

When the record has been updated, the patient is removed from the Quick Registration list.
Practice with a Practice Management System

Three things can happen when an HCC record comes into Falcon Physician for a practice with a Practice Management System.

1. Falcon Physician finds an exact match for the patient record from HCC, and no further action is required.
2. Falcon Physician finds a partial match for the patient record from HCC. Go to New Patient record is a Partial Match in PM.
3. The new patient who was added to HCC does not already exist in the PM. Go to New Patient record is not in PM

New Patient Record is a Partial Match in PM

1. Go to the Message Center and open the Patient Match Confirmation list.

2. Locate the new patient and click the Confirm Patient link.

The Patient Match Confirmation window opens.

The top portion of the screen shows the patient information from the PM. Potential matches from Falcon Physician are displayed below.
3. If the patient is listed in the potential matches, click the patient record and then click **Select** to merge the Falcon Physician patient record with the PM record.

4. If the patient is not in the potential matches list, click **Create a new patient** to copy the PM record into Falcon Physician.

**New Patient record is not in PM**

1. Go to the Message Center and open Quick Registration.

   ![Quick Registration screenshot]

2. If there is a View link in the Facesheet column, the facesheet can be printed to use when entering the new patient into the PM. Click the **View** link and print the facesheet.

3. When you have the patient’s information, enter the new patient into the PM system.

4. The new patient will be processed by Falcon Physician just like any other new patient is processed.

Once a new patient record has been created or matched, any charges entered in HCC on the phone by the physician will automatically be transmitted to the PM system for billing.

**Hospital Charge Capture Summary**

Falcon Physician Desktop includes a summary of the practice’s Hospital Charge Captures.

The path to Hospital Charge Capture in Falcon Physician Desktop is: **Main Menu > Charge Summary > Hospital Charge Capture Summary**.
1. Select the Report **Month/Year** to display.

2. Leave the Transmit Method set to the default value: **View**.

3. Click **Run Report**.

4. The report is displayed.

5. To download the summary to an Excel file, change the Transmit Method to **Download**.

6. Click **Run Report**.

7. Click **Open** to view the file.

   Microsoft Excel opens with the Hospital Charge Summary information filled in.
   You can edit and format the information in the report as you would any other spreadsheet in Microsoft Excel.

   ![Excel View](image.png)

   If you choose to sort the Excel spreadsheet further once downloaded, ensure that you maintain accurate related data in all columns and rows. Please refer to online help in Microsoft Excel for further Excel assistance.

### How to Sort the Downloaded Excel Spreadsheet by the Date of Visit

1. Select all the data in the report.

2. On the Home Tab, in the Editing group, click **Sort & Filter**.
3. Select **Custom Sort...**

![Custom Sort Dialog]

4. Under **Column** in the Sort by box, select **Date of Visit**.

5. Click **OK** to sort the worksheet.

The report displays the information in the selected order.