Unique Queue Design

The 'queue' is a single window listing all unfinished or unprocessed tasks or documents queued up for a particular clinician or department.

The queue design comprises a network of individual user queues, wherein all finished documents move from queue to queue and are processed by each successive department, according to standard clinical and business workflow.

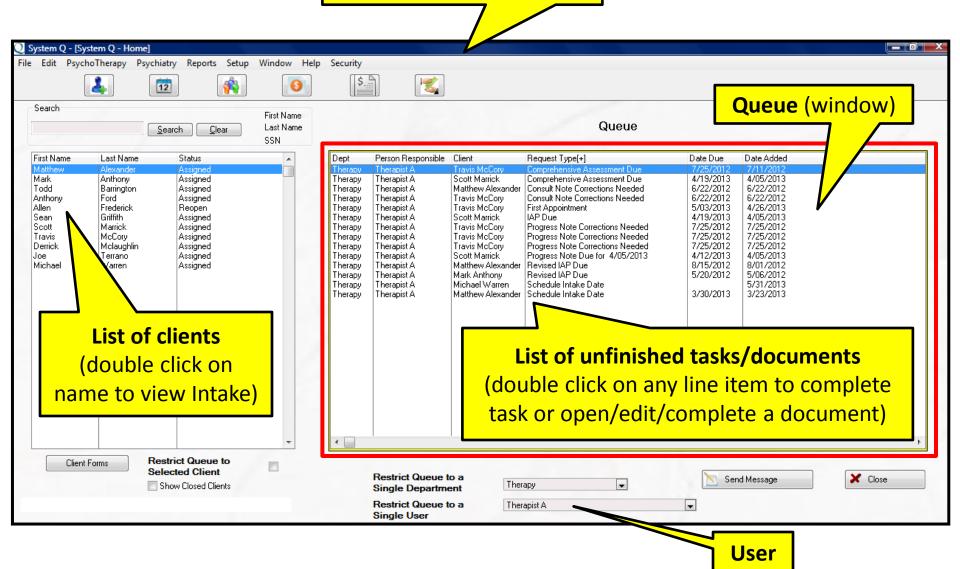
For example, a clinician's treatment plan will proceed from the clinician to the Billing department to the MDT department to the final client record.

Upon login, every user has a single main screen (no navigation) which displays both a client list and a queue (window) listing all unfinished or unprocessed tasks or documents. Every clinician has a list of their active clients and a queue of their unfinished tasks or documents. Think of this as a 'real time' virtual tickler list. Users from a department, such as Intake, Admin, MDT, or Billing, view the complete agency client list and share their respective department queue which collectively lists all their department's unprocessed documents.

Management and supervisors may easily view clinician or department performance and accurately identify all documents with past due dates.

Missing revenue is eliminated because the system requires that all progress notes identify the next appointment date before completion and automatically lists the next progress note in their queue. This ensures all billable services are accounted for.

Single screen (no navigation)



Queue of one therapist

Eliminates lost revenue

