

## 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 (window)

Search

First Name  
Last Name  
SSN

First Name	Last Name	Status
Matthew	Alexander	Assigned
Mark	Anthony	Assigned
Todd	Barrington	Assigned
Anthony	Ford	Assigned
Allen	Frederick	Reopen
Sean	Griffith	Assigned
Scott	Marrick	Assigned
Travis	McCory	Assigned
Derrick	McLaughlin	Assigned
Joe	Terrano	Assigned
Michael	Warren	Assigned

List of clients  
(double click on  
name to view Intake)

Queue

Dept	Person Responsible	Client	Request Type[+]	Date Due	Date Added
Therapy	Therapist A	Travis McCory	Comprehensive Assessment Due	7/25/2012	7/11/2012
Therapy	Therapist A	Scott Marrick	Comprehensive Assessment Due	4/19/2013	4/05/2013
Therapy	Therapist A	Matthew Alexander	Consult Note Corrections Needed	6/22/2012	6/22/2012
Therapy	Therapist A	Travis McCory	Consult Note Corrections Needed	6/22/2012	6/22/2012
Therapy	Therapist A	Travis McCory	First Appointment	5/03/2013	4/26/2013
Therapy	Therapist A	Scott Marrick	IAP Due	4/19/2013	4/05/2013
Therapy	Therapist A	Travis McCory	Progress Note Corrections Needed	7/25/2012	7/25/2012
Therapy	Therapist A	Travis McCory	Progress Note Corrections Needed	7/25/2012	7/25/2012
Therapy	Therapist A	Travis McCory	Progress Note Corrections Needed	7/25/2012	7/25/2012
Therapy	Therapist A	Scott Marrick	Progress Note Due for 4/05/2013	4/12/2013	4/05/2013
Therapy	Therapist A	Matthew Alexander	Revised IAP Due	8/15/2012	8/01/2012
Therapy	Therapist A	Mark Anthony	Revised IAP Due	5/20/2012	5/06/2012
Therapy	Therapist A	Michael Warren	Schedule Intake Date		5/31/2013
Therapy	Therapist A	Matthew Alexander	Schedule Intake Date	3/30/2013	3/23/2013

List of unfinished tasks/documents  
(double click on any line item to complete  
task or open/edit/complete a document)

Client Forms

Restrict Queue to  
Selected Client

Show Closed Clients

Restrict Queue to a  
Single Department

Therapy

Restrict Queue to a  
Single User

Therapist A

Send Message

Close

User

## Queue of one therapist

### Queue

Dept	Person Responsible	Client	Request Type	Date Due	Office	D ▲
Therapy			New Client	//		
Therapy			Schedule Intake Date	//		
Therapy			Schedule Intake Date	//		
Therapy			First Appointment	5/23/2013		
Therapy			Schedule Next Appointment	6/06/2013		
Therapy			MDT Review (Discharge) - Changes Needed	6/10/2013		
Therapy			Discharge To Be Reviewed per MDT	6/14/2013		
Therapy			Schedule Next Appointment	6/17/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/18/2013	6/25/2013		
Therapy			Progress Note Due for 6/20/2013	6/27/2013		
Therapy			Progress Note Due for 6/20/2013	6/27/2013		
Therapy			Progress Note Due for 6/20/2013	6/27/2013		
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Therapy			Progress Note Due for 6/20/2013	6/27/2013		
Therapy			Progress Note Due for 6/20/2013	6/27/2013		
Therapy			Progress Note Due for 6/20/2013	6/27/2013		
Therapy			Progress Note Due for 6/20/2013	6/27/2013		
Therapy			Progress Note Due for 5/29/2013	6/28/2013		
Therapy			Progress Note Due for 6/21/2013	6/28/2013		
Therapy			Progress Note Due for 6/21/2013	6/28/2013		
Therapy			Progress Note Due for 6/21/2013	6/28/2013		
Therapy			Progress Note Due for 6/21/2013	6/28/2013		
Therapy			Progress Note Due for 6/21/2013	6/28/2013		
Therapy			Progress Note Due for 6/21/2013	6/28/2013		

**For Therapists**  
Provides organization

All unfinished tasks or documents are easily identified and sorted by due date

All progress notes accounted for

'Next scheduled appointment' is required for completion which automatically creates the next note

**For Billing**  
Eliminates lost revenue

**For Management & Supervisors**

'At a glance' view of performance

Past due dates easily identified

Unfinished documents easily identified

Provides accurate 'real time' accountability