**Executive Summary Response to RFP**

The web-based, customizable medical billing application offered by YMS is exclusively designed for Ontario physicians and clinicians and caters to their clients’ billing needs. We provide electronic medical record (EMR) and medical billing software solutions that can accommodate more than 300 physicians practicing at several multi-site organizations across the Southeast LHIN. We are certified by both Canada Health Infoway and OntarioMD. We have a longstanding relationship with **Kingston General Hospital** (KGH) and are fully aware of their system requirements, having successfully met their hosting application needs for more than five years. . In addition, we have 10 years experience working with the Ministry of Health and supporting around 300 physicians through our web based billing applications. Our comprehensive billing software solutions are currently supporting hundreds of Ontario physicians and providing them the ultimate document management system to ensure accurate earnings.

We offer all the necessary resources, personnel, systems, and processes to cater to billing service plans. Our provincially and nationally certified billing solution is completely supported by experienced and expert industry billing professionals who have more than 10 years experience supporting Ontario billing and our software. As a local service provider we are always easily available to provide timely maintenance and repair solutions. The proposed specialized billing application is a comprehensive solution that includes reconciliation, error resistance, maintenance, and staff training.

The tailored YMS smart billing system has been designed to maximize your billings. The system’s features include:

* **Automated Registration:** The clients are able to prepare and maintain automatic registration. The web-based computerized system minimizes the need for manual registration, which is prone to errors.
* **Managed Reserve Time Scheduling:** Scheduling of bills according to automated registration entries and reserve time settings have been made easier and efficient.
* **Patient Status Updates:** The application automatically updates billing with just a few clicks and keeps you informed about those changes.
* **Quick Bills:** Automatically generates bills and invoices.

* **Combination Billing:** Generate more than one type of bill.
* **Financial Reporting:** Provides general accounting and can be modified to meet a client’s requirements.
* **Customized Reporting:** Every billing document can be edited or adjusted.
* **Patient Recalls:** Immediately locates a patient’s billing record.
* **Fully Locally Supported:** The application is hosted and maintained locally, providing your staff with 24/7 service accessibility.

* **Updates Included:** Any system updates are free of charge.
* **Vast Compatibility:** The application is completely compatible with iPads, tablets, laptops, desktops, thin clients, and voice recognition. You can also use a Mac as an input device with your YMS billing application.
* **Privacy & security:** The application has customized privacy settings and offers full data encryption.

We are proposing a five week **implementation plan**, scheduled to start in October, 2013, with the following agenda:

**Week 2**

7. Development/interface work for messaging compliance  
8. Project team finalizes interface   
9. YMS implementation team builds SEAMO physician database  
10. YMS reviews KGH-built infrastructure to finalize system requirements  
11. YMS installs TEST instance at KGH  
12. Project team configures TEST instance in order to test interfacing with current SEAMO systems  
13. Project team initiates test of the “user experience” (remote sessions, printing, additional peripherals, etc.)  
14. Project team implementation review meeting

**Week 1**

1. Orientation at KGH; meet with technical team and finalizing requirements  
2. YMS receives sample interface messages from existing systems  
3. YMS interfaces staff test sample messages  
4. YMS provides feedback on messaging test results  
5. SEAMO provides list of physician information  
6. Project team implementation review meeting

**Week 4**

24. Project team configures SEAMO instance to interface  
25. Release of interface to SEAMO instance

26. YMS QA of SEAMO instance  
27. YMS QA with SEAMO staff (walkthrough of configured system)  
28. Review/finalize go-live day plan  
29. Project team implementation review meeting

**Week 3**

15. YMS installs TRAINING instance at KGH  
16. YMS installs SEAMO instance at KGH  
17. Project team reviews of TEST interface   
18. Project team finalizes interface  
19. Project team configures TRAINING instance to interface  
20. Release of interface to TRAINING instance  
21. Project team finalizes user experience  
22. Draft go-live day’s schedule specifics  
23. Project team implementation review meeting

**Week 5**

30. Securely distribute log-on credentials to end users  
31. Initiate the implementation plan  
32. Project team implements review meeting

Below is the proposed **training plan** we will provide for up to 15 SEAMO employees:

**Week 1**

**Resource:** YMS project manager, YMS Billing product specialist / trainer, and SEAMO representation

**Deliverable:** Shared report detailing current workflow and proposed workflow

**Action:** Need assessment to determine any customization development that may be needed.

**Week 2**

**Resource:** YMS project manager, product development manager, YMS billing product specialist / trainer, & SEAMO representation

**Deliverable:** Shared report of proposed system customizations

**Action:** Obtain a list of all current physicians in the current billing program. Obtain physician name, number, and Ministry required EDT registration information

**Week Three**

**Resource:** YMS project manager, YMS billing product specialist / trainer, and SEAMO representation

**Deliverable:** The YMS billing system will be configured with all relevant information for users and tested

**Action:** (if required YMS will provide) an information session to introduce

**Week 4**

**Resource:** YMS project manager, YMS billing product specialist / trainer, and interested physicians and users

**Deliverable:** Presentation with Q&A session

**Action:** Part 1 “Billing Training & Change Management” sessions; five 3-person training sessions

**End of Week 5**

**Resource**: Two YMS billing product specialists and 15 SEAMO representatives requiring training.

**Deliverable:** SEAMO representatives are prepared and billing in YMS system.

**Action:** All users have access to support from the YMS helpdesk including product specialists / trainers

**Week 5**

**Week 5 – three days leading up to ‘implementation’ day**

**Resource:** Two YMS billing product specialists and 15 SEAMO representatives requiring training.

**Deliverable:** YMS billing training delivery & quick reference guide cards left with users.

**Action:** YMS system go-live day

**From Implementation**

**Resource:** YMS helpdesk professionals and YMS product specialists / trainers

**Deliverable:** Application and billing support

**Action:** Reconciliation wrapped up in previous SEAMO billing software

**One or two months after implementation, depending on the cut off dates for October and November (assuming an October implementation)**

**Resource:** SEAMO representatives

**Action:** Part 2 billing / RA training sessions; one-on-one RA sessions with SEAMO users

**Two to three months after system implementation, depending on when the last submission was completed in the previous billing software**

**Resource:** Two YMS billing product specialists and 15 SEAMO representatives requiring training

**Deliverable:** YMS billing training delivery and quick reference guide cards left with users

**Action:** Trainer post implementation follow-up

**One week after implementation**

**Resource:** YMS product specialist / trainer

**Deliverable:** Response to any questions and user tips

**Action:** Trainer post implementation follow-up

**One month after ‘go live’**

Resource: YMS product specialist / trainer

Deliverable: Response to any questions and user tips

We look forward to hearing from you.

Have a good day.

Regards,

**YMS**

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