Ohio Data Transfer

THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Visit our new improved web site:
www.ODTVision.com

Major University Setup Up Student Lab Results Hotline Using ODT VISION VRU

HIPAA has set new requirements as to how private patient's information can be delivered. Everyone who currently works in the medical field know the challenges to providing patient's information real-time while maintaining the privacy and security of this information.

We were recently approached by a major university to set up a lab test hotline where students could call up 24/7 and get private lab result information at their convince.

Purpose

The purpose of the Student Health Center 24/7 confidential hotline is to allow current students to make inquires on lab results or procedures. The user needs to be enrolled in the program, submits User ID, Password Pin and a control number, which defines which procedure the student is inquiring on. All HIPAA regulations will be fulfilled while maintaining the privacy and security of the information on behalf of the student's records.

Security

Security is ensured with the user's need to enter three fields of information in order to access a medical record. Failure to do so will also cause an e-mail to be forward to the student's e-mail address that their record was accessed improperly , which includes a date and time stamp. If a unsuccessful attempt to access a record is made (where either there is a failure to properly sign on to the system after a student UserID is submitted or improper request for information where a bad or

Continue on next page

> The system is low cost, easy to customize, easy to administer, fulfills HIPAA requirements and quickly implemented.

un-related procedure control number is submitted, an e-mail will be sent to both the system administrator and the student.   In such a case, the student is request to change their security pin number and/or contact customer service. Students have control to change or modify their own security pin numbers.

Front-end Processes

The data comes in to a centralized database, which gets information through EDI using NL7 protocol. Once the data is collected, the ODT VISION VRU is able to access the information in real-time through an ODBC dynamic link.

Automatic Notification

Once the student's lab results are received, the control window function of the ODT VISION VRU noti-fies the student via e-mail that their lab results are back and they need to call into the   system to get the results or in some cases, set up a coun-seling ses-sion.

Student Gets Results

The student can call in on a 24/7 bases and get their lab results. Security requires the student to know their student ID number, security pin number, and the control number which is assigned to this lab test. When the procedure is preformed, that number and the hotline number is given to the student. If the lab test is not back, the student is told so. In addition, some procedure request are too complex or need a consulting session so this call is transferred to a live reprehensive during office hours or the call is instructed to call back to set up an appointment.

Back-end Processes

E-mails are sent to the students automatically whenever their profiles are accessed to insure the privacy and integrity of the system. The system administrator will also receive notices of security breaches via e-mail.

The medical record fields and student record fields are updated to show all activity. If a student doesn't call in

within five days of the initial e-mail notification that the lab results are back, a second e-mail is sent to the student as a friendly reminder to check the system.

Logging and Audit Trail

All transaction including type of transaction, student name, student ID, date & time stamped is logged for audit trail purposes and to be used in allocation of system resources and see how the system is working. Failures of proper system sign-on are especially critical for review.

System Administration

System administration is minimal with only the tasks:

- Analyze log reports to determine what the system is doing
- Review line capacity monitor to see if more lines are needed
- Monitor the console screen to see that all lines are active (can be done remotely through the remote monitor feature).

The ODT VISION VRU is scalable in the field and a line capacity graphical feature will show actually line usage for each 24-hour period up to the past 30 days. This feature can be used to determine when it is time to add more lines. In the future, a foreign language menu with other languages will be offered. ▫

Application In the Spotlight, Potpourri of Specialized Applications

This month's "Application In the Spotlight" article is the third of an ongoing series which we call, "Potpourri of Specialized Applications." Many times a client will install the ODT VISION Voice Response Unit for a specific large application, but its ease of use and customization will later allow for new functions to be added to provide even greater customer service flexibility. Some of these applications have already been done at our clients' sites and some are in the planning stage.

Golf Course Tee Time Scheduling

Sometimes we are surprise when we start to market an application who would be interested in it. The golf course scheduling system seem ideal for the private county club which want to provide 24/7 scheduling for tee times from any phone, including the golfer who is calling in from a cellular phone as they are driving between appointments. But what we say almost immediately is it is the public courses who are most interested in this application. Their cliental is not fixed and they are competing with other public courses in a first come first

serve type of business. If a group of guys are at their favorite watering hole the night before and they want a tee time for the foursome in the morning and it is 9:00 PM., they are going to be playing at the course which is the easiest to set up that tee time. This application takes in to account, the lag time for the day of the week between tee times, dates where the course may be closed for tournaments and can even have recorded messages to give weather conditions or special instructions.

Scheduling Remote Service Personnel in Artificial Bull Insemination

One of the most unusual applications we ever came across is to pass an appointment request from a farmer who just spotted a bull which has came in heat to the technician who is assigned to that farm for an artificial bull insemination appointment. Every cow has a 21 day cycle which first come three days after calving. The farmer may be making the request at

10:00 at night or 5:00 in the morning. Time is important as we have a short time frame to complete the process. The system automatically determines who should get this assignment.

Mortgage Company Needs to Interact 24/7

We see multiple areas for the ODT VISION VRU in to-day's mortgage companies. The primary interest is for current clients to interact with their accounts. This includes everything from making payments, checking on yearly interest amounts, to inquiring on payouts. There is also the non-client call where they are checking on current interest rates, setting up appointments, or leaving contact information for a sales representative to call outside of business hours.

Distribution Standards

Whenever we start working with a distribution firm we know they are going to be interested in "Order Entry", "Shipment Status", "Stock Availability", and "Pricing Information". Tied into these standard applications are logistic needs. We are now seeing other pro-active needs where information is automatically forward to their clients.◘

200 East
Campusview
Blvd. 200
Columbus, Ohio 43235

Phone: 614-985-3814
Email: sales@ODT
VISION.com

Get Your Own Demo Today

Go to www.ODT VISION.com to get your own demonstration of the ODT VISION Voice

Response Unit which will run on any Windows based PC of Windows 98 or later with sound card and speakers. This is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

Improving Customer Service Affordability

Submit your technical questions or get free project analysis regarding your telephony application to:
TechSupport@ODTVISION.com
Or Call: 614-985-3814

HOW DO THEY DO THAT?
Syntax for Lab Results Hotline

Enter Proceedure Control Number

```
GetProcedure:GetProcedure:

If ErrorCt = 3 then ; if 3 errors, end the call.
        Rtn = Play "MaxEr.vox",0,"@"     ; "Exceeded max tries...."
        CallStatus = "Security Failure Max. Tries procedure No."
        GoTo Endscript
Endif
ClearDigits

Rtn = Play "ProcedureNo.vox",0,"@"                        ;
"Please enter your procedure control number
rtn = GetDigits 9,"#",15; get digits until # key,
ProcedureInput = DigitBuffer      ; or a max of 15 seconds.

w = length ProcedureInput                              ;
Check if length is correct
If w = 0 then GoTo EndScript
If w <> 9 Then
        Errorct = Errorct + 1
        Goto GetProcedure
Endif
rtn = Play "YouEntCN.vox" ; you entered the procedure number of....
rtn = Speak ProcedureInput
Cleardigits
Rtn = Play "1ToAccpt.vox",0,"@"; "Press 1 to accept..."
        OKInput = GetDigits 1,"@",5; "or any other key to cancel"

;--------------------------------------------------------------
; If user accepted the line, look up in database
;--------------------------------------------------------------

        If OkInput <> "1" then
                Errorct = Errorct + 1
                goto getprocedure
        Endif
```

Find Proceedure Number in Database & Speak Results

```
;--------------------------------------------------------------
; find customer number in database table
;--------------------------------------------------------------
SeekDB Procedure, =, ProcedureInput
If MatchDB then


        If custinput <> procedure.studentNO then; not al-
lowed to look at this record
                Rtn = Play "NotAuth.vox"  ; You ented a
procedure number not linked to your account
                ErrorCt = ErrorCt + 1
                Callstatus = "Tried to access wrong proce-
dure record"
                GoTo GetProcedure
        Endif

        gosub ClearScreen
        msgbox "--------------------------------------------"
        msgbox "Procedure found"
        CallStatus = "Procedure found and readback"
        gosub ScrollScreen

        VoiceText "For the student named"
        VoiceText student.name
        msgbox "value of resultsposted"
        msgbox procedure.resultsposted

        If Procedure.Resultsposted <> "-1" then
                VoiceText "The results found are"

                VoiceText procedure.Description
                RTN = VoiceSpeak
                CallStatus = "Procedure spoken to caller"
        Endif

        If Procedure.Resultsposted = 0 then
                msgbox "procedure not back yet"
                VoiceText "Procedure Not back yet"
                Rtn = VoiceSpeak
                CallStatus = "Procedure Not Back Yet"
        Endif

Else

ProcedureError:
        Play "ProcedureEr.vox"              ; "Procedure # in
error or not found in database"
        ErrorCt = ErrorCt + 1
        CallStatus = "Procedure Number bad or not found in
DB"
```