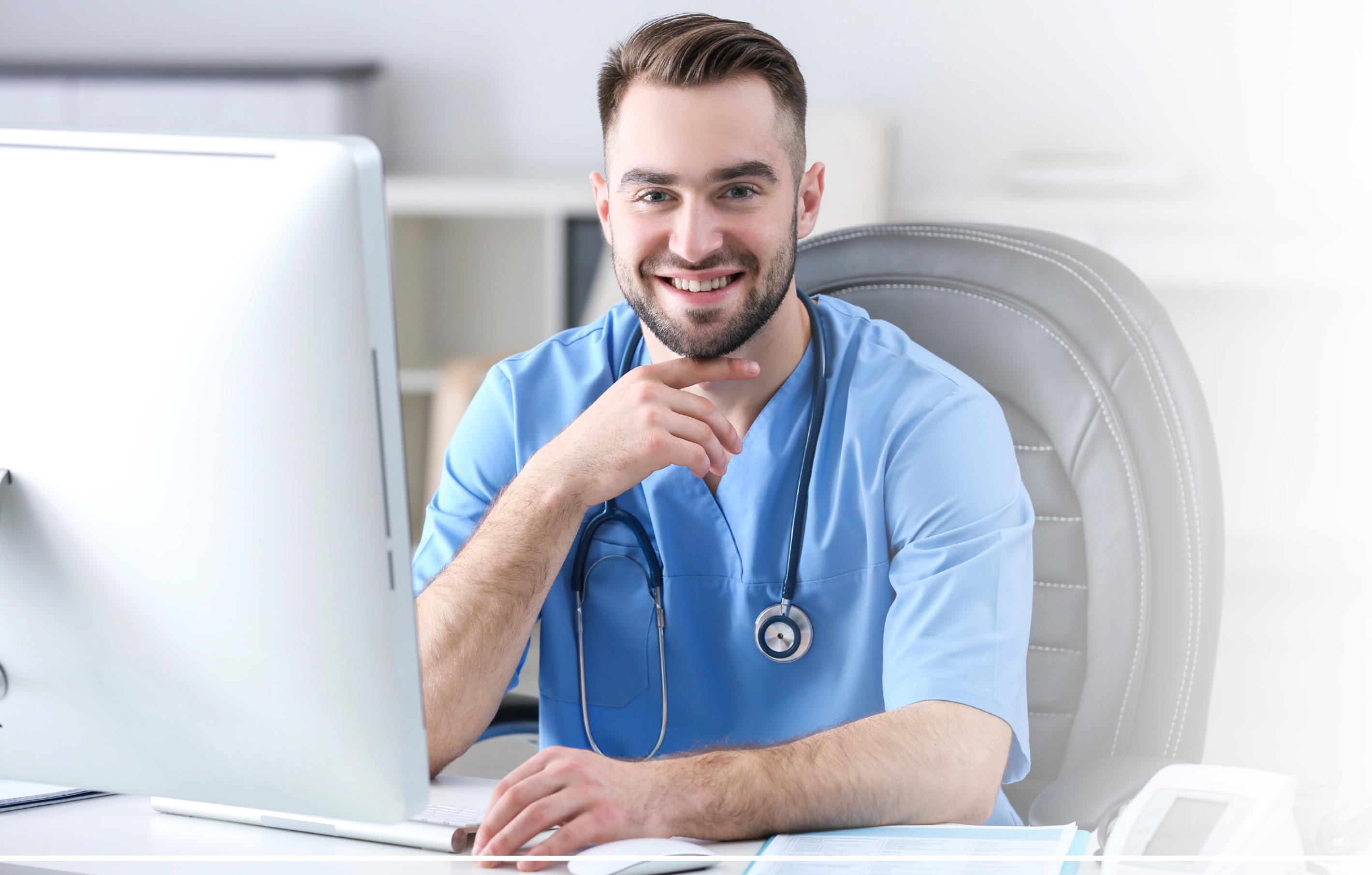

KANTIME
IMPLEMENTATION GUIDE

How **better** happens.

There are several aspects of an EMR implementation that can cause confusion and lead to costly delays: the sheer number of people involved, the complex nature of the process itself, lack of clear communication, transparency, and accountability, among others. Our experience shows us that one thing is for certain – every project will require varying levels of configuration to meet your needs.

In order to ensure this gets done right, we have developed our KanTime Onboarding Portal (OBP) software specifically for this purpose and to be a central hub for our unique implementation methodology.

KanTime's OBP provides you with a web-based view into each stage and component of your agency-specific project plan including status information on all tasks assigned by date, activity type, resource name, responsible party, and status indicator. This ensures you always know where things stand at any given time during your project timeline and its impact on the targeted go-live date.

KanTime Implementation Services utilizes an experienced Project Director and team along with a collaborative "Train the Trainer" approach to get your agency up and running expeditiously.

There are five steps associated with any KanTime implementation, starting with a detailed discovery to ensure your KanTime Software is optimally configured to drive efficiency and quality patient care in your organization. The four remaining steps that follow, some sequentially and some concurrently, are data collection, back-office training, clinical training, and end-to-end utilization testing.

Discovery

Shortly after signing your contract and receiving your welcome letter from the Director of Implementation, the implementation kickoff conference call will be scheduled with your Project Director within one to two weeks. This meeting will be attended by your KanTime RVP of Sales, Project Director and team and should be attended by your key internal project champions, typically one from each department. This meeting is a handoff from sales to implementation and **provides an in-depth discovery call to validate initial needed configurations, timelines, and provides a high-level summary of what you can expect during the implementation process** and the KanTime OBP. Additionally, this meeting will define a targeted go-live date as well as weekly project conferences.

After this call, several things will be put in motion: your Project Director will generate a custom project plan and load it into the OBP, your KanTime database will start its initial configuration process, and the assigned development engineer will utilize a provided user permission to your legacy software to start the data collection process.

What to expect:

- Welcome and Onboarding call with Director of Implementation
- Determine targeted go-live date
- Confirm required integrations
- Overview data collection/migration project
- Validate training model

Data Collection

Our engineers will collect data from your legacy software such as client, patient, physician, clinician and staff demographics, some payor and service configurations, and transfer the data to excel file templates for your staff to review for accuracy. Any missing data will be filled in by your agency staff where applicable. Information such as schedules, care plans, and medication data from your legacy software will not be compatible with KanTime's required format and will be added by your agency staff once you receive your KanTime database.

Once the templates are verified as correct and submitted to the OBP, KanTime will upload them to your database so your staff will not have to enter that data manually.

What to expect:

- An Assigned Development Engineer will collect data from your legacy software
- Data templates are built by KanTime and approved by you before upload
- Confirmed required integrations

Back Office and Clinical Training

While the KanTime database is being populated with your agency data, back office and clinical training will begin. Our trainers are experts in their fields who bring real world experience into every class they teach. The training will either be provided by webinar with recordings provided for future use or on-site training based on agency choice. Agency champions from each department will receive the bulk of the training in support of our “Train the Trainer” model. Your customized project plan in the OBP will always have the planned dates and times for the training scheduled by LOB for your organization.

For Clinical Training, KanTime will provide access to our online education platform, KanTime University

This consists of self-paced, LOB-specific training videos with practice documentation exercises to determine a pass/fail grade for each section. There is also a management portal to track the progress of your field staff in becoming certified on KanTime clinical documentation. KanTime University will remain available for your organization for as long as you are a KanTime customer to facilitate future new hire training as well as permit upload of agency-specific content.

What to expect:

- Onsite or webinar-based training depending on contract selection
- 14-16 hours of instructor-led training broken down by department
- KanTime Software Videos and help topics review by students
- Self-paced LOB-specific training videos and practice documentation exercises
- Management portal to track progress
- Agency Champions are taught system management and configuration modules.

End-to-End Utilization Training

The KanTime Project Management Team will make sure the customer understands and is able to document, submit claims, receive payment, perform payroll, etc. for each planned LOB. This provides us with a final opportunity to **ensure all configurations are in place to validate optimal efficiency for each LOB's workflow.** In addition, a member of your Project Management Team will either be onsite or online sharing screens the first time your agency generates payroll and claims depending on the training model selected.

Once these processes are verified and working as expected, the customer will graduate to general support. However, the Implementation Project Director will reach out for what we call "Touch Points" on a periodic basis to make sure all is progressing as expected.

Once this hybrid phase has passed, the agency will graduate to KanTime Support and the Project Director and team will move on to another project plan.

What to expect:

- Process review of patient from creation to billing and discharge as well as all agency processes supported in KanTime
- Screensharing during post go-live to include first payroll, first claims submission and remittance processing
- Transfer to KanTime Support

Live telephone help desk support for both Home Healthcare and Hospice is available Monday through Friday from 8:00 a.m. to 8:00 p.m. EST, excluding KanTime's observed holidays, and from 9:00 a.m. to 6:00 p.m. EST on Saturday and Sunday for Home Health.

KanTime Support

Emergency support is provided by an automated telephony system that collects details of any emergency issue from the caller and instantly notifies our emergency support staff. **Our emergency staff is available round-the-clock on an on-call basis and they immediately attend to critical issues should they arise.** KanTime also provides a customer-ticketing portal, available within KanTime Software, which is accessible 24/7, 365 days a year.

As the #1 Home Health and Hospice EMR enterprise solution, we help agencies achieve better compliance and efficiency by streamlining end-to-end processes. From patient intake through billing and payments, our solutions support all lines of business and allow you to do what you do best – deliver quality care to your patients.

Get in touch today to discover why agencies nationwide trust KanTime for all of their post-acute care needs.

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