



Frequently Asked Questions

Do I need any special hardware to run Home Healthcare SOS Online?

No, the system can be used from any standard laptop or desktop computer. You do not have to invest in any additional hardware, such as PDA's, scanners, telephony equipment, or pen-based equipment required with other solutions.

Do I need to purchase any additional software to run Home Healthcare SOS Online?

No, there is no additional software you need to acquire in order to use SOS Online. This reduces your overall system cost and minimizes any software compatibility or integration issues. It also means there is a single point of contact for support or any system issues.

Do I need to download any software to run Home Healthcare SOS Online?

No, you do not need to download any software programs or plug-ins in order to use the system. All you need is a standard Web browser, such as Microsoft's Internet Explorer. This makes it very easy to get started with the system. There is no special training, support, installation, IT, or software distribution requirements to use the system.

Does this replace my current billing system?

No, the online system does not replace your existing billing system or any other software program you might be using. The online system acts as a front-end to your in-house systems. The online system collects data which can then be integrated into your billing or other back-end system.

How many people can use the system?

An unlimited number of individuals can use SOS Online. This includes any number of field staff as well as any number of office personnel. This can save you a lot of money since you are not charged for additional users.

Do the online forms contain all the information needed to bill Medicare?

Yes, the online forms include all the Oasis data items needed to bill Medicare.



What forms do you support?

We support all the standard Medicare-related Oasis forms, such as Start of Care, Resumption of Care, Recertification, Transfer, and Discharge. In addition, we support a variety of additional forms used by nurses, physical therapists, occupational therapists, speech therapists, CNA's, medical social workers, home health aides, and disciplines you might employ. We provide you a comprehensive suite of forms that you can select from.

What if other forms are used in my office?

Home Healthcare SOS, Inc. can provide customized forms for you. This customization will be done by our Professional Services team on a project basis. An analysis of your requirements will be performed, and a price quote for the customization work will be provided to you. Once approved, the custom forms will be implemented and integrated with your online system.

Can I use the system in the patient's home?

Yes, if desired, you can use SOS Online in a patient's home. You will need a laptop, tablet, PDA, or Web-browser enabled mobile phone computer with an Internet connection to do so. You will be able to access the patient's current records, their complete chart, and enter data right in their home.