



## The 7 Myths of Going Online - Automating Your Oasis and Clinical Data Collection

### **1. You have to replace your existing system**

While it is true that purchasing most electronic health record applications require you to throw out your existing office/billing software, this is not the case when you use SOS Online.

Replacing your existing billing application would have a significant impact on your operations. Think of all the patient data stored in your existing system, accumulated over years. This is information you need to retain and continue to access. It is unlikely that you can transfer all this information into a new system.

With SOS Online you don't have to worry about this. SOS Online was designed to work with your existing back-office/billing system. You keep your existing system and add SOS Online as the "front-end." As you collect data online, you can export it to your existing system. This provides the least disruptive solution available.

*"Keep what you have, add what you need."*

### **2. It will cost a lot of up-front money to get started**

Unfortunately, most software vendors charge significant up-front license fees in order to get started using their systems. This is the traditional software licensing model used by many software companies. The initial license fees are typically non-refundable so there is significant risk on the agency. You could lose this cash payment if the system turns out to be less than expected or you decide the application is not suitable for your use. There is also an ongoing yearly maintenance fee that is typically in the 10%-15% range of the initial fee that agencies must pay each year in order to get updates to the software.

SOS Online uses a new, non-traditional pricing model. For a very minimal set-up cost, you are provided a customized SOS Online Web site. Once you start using SOS Online, you are charged a monthly subscription fee based on the size of your organization. You can cancel at any time on 30-days notice. Your financial risk is significantly reduced as you are not required to sign a long-term contract.

*"We take the risk that you will continue to use SOS Online, so we are very motivated to keep you as a happy customer."*

### **3. You will need IT staff to install and manage the system**

Many systems require you to have IT staff on board to initially install and configure the system, troubleshoot and provide user support, perform system upgrades as new releases are available, take back-ups of you data, monitor activity and up time, and generally manage the operations of the software. This can be a very costly effort.

With SOS Online, all of this goes away. You do not need IT staff to perform any of the functions described above. Because SOS Online is hosted for you, there is no hardware or software to install in your office, no updates to download, and no ongoing support or maintenance to perform. We do all of this for you – at no additional cost! This is an important factor when you consider the total cost of ownership of an application.



#### **4. *Your field staff will not want to change***

It is true that most people are resistant to change. However, a lot of this resistance is because of prior bad experiences that individuals might have had. Most software systems make you adapt to how they work. You have to use their data input methods, follow their processes, and make use of their screen layouts and system organization. The result is that the new system is completely foreign to all your users. They have to be completely re-trained on how to enter and view data and how to perform their activities. This can take a long time, result in lost productivity, and cause a lot of frustration.

In comparison, SOS Online adapts to how you work. As an example, we take your paper forms and create online versions of them. Your users can work with the same forms that they have been using. The only difference is that the forms are online versus being on paper. We don't force you to learn something new. The result is that users are familiar with how to document information on these forms. They don't have to learn to navigate around a new application has their own forms, or no forms at all!

The bottom line is that change is inevitable. The government is driving companies to electronic health record systems. The earlier you get on board, the better off you will be.

*"Change is coming."*

#### **5. *It will take a long time to train your staff on using the system***

It typically takes weeks, if not months, for users to be trained on new applications before they can effectively use them. During this time productivity goes down. And, the longer the training takes, the more likely users will become frustrated or discouraged.

Because we customize the SOS Online for your use, the time needed to train your staff is significantly reduced. In less than a day of training, your staff can be up and running and effectively using SOS Online.

We work very closely with you during your "ramp up" time to ensure that SOS Online meets your needs and you are able to use it effectively. We provide targeted follow-up training to key users for specific functions, such as exporting Oasis data and posting visit notes. The result is a relatively short timeframe from contract signing to SOS Online usage.

*"Time is money."*

#### **6. *You will need to buy your staff laptops or other devices***

Many electronic health record systems do require you to purchase hardware of some type. You might need to purchase laptops, tablet PCs, PDAs, or some other type of mobile device in order to use the software. This can be cost-prohibitive and require a larger up-front non-refundable investment that carries a lot of risk.

This is not the case with SOS Online. With SOS Online, you do not have to purchase any special software to use it. SOS Online can be used on any computer or device that includes an industry-standard Web browser. This means that it can likely be used on all the computers in your office today. It is also likely that every one of your field staff has computers at home that they use for email or online banking. They can continue to use these computers to access SOS Online. Any laptop or tablet computers your staff currently has can be used with SOS Online.



Home Healthcare SOS, Inc.

“Use what you have.”

**7. *It will take too long to implement the system***

A significant number of systems never get off the ground because it takes too long to implement them. This is not the case with SOS Online.

We have a very well-defined process we follow from contract signing, through site customization, training, ramp-up, and full usage. This time can be from days to weeks depending on the level of customization we provide you and how quickly you are able to work with us and get your staff going.

A strong leader goes a long way towards making a rollout successful. We will work closely with you to successfully transition from paper to an online environment.

“Spending time up front reduces time spent later.”