

YOUR QUESTIONS ANSWERED

| Is TIMS Noah® compatible?

We're compatible, annually, we test every fitting and measurement module worldwide to ensure the data is stored and able to be recalled from your database from any location.

| How does it handle audiograms?

All audiograms and fitting sessions are generated within Noah running through TIMS. The data is stored in TIMS and is available in all of your locations. TIMS also provides standardized reporting that integrates patient Noah data.

| Does the system facilitate HIPAA compliance?

Yes.

| Does TIMS have a Health Level 7 (HL7) Interface?

Yes, and we have implemented the HL7 interface with several other EHR systems. This is a critical question to ask of your current software provider, as it is an essential component of a true EHR system. HL7 is utilized by larger organizations such as hospitals and universities enabling them to eliminate any double entry.

| Can TIMS handle my electronic claims?

Yes. All electronic claims are processed through Change Healthcare (formerly known as Emdeon), one of the largest and longest established clearinghouse companies in the country. In addition to claims submission, TIMS provides complete tracking from start to finish of every claim. TIMS also gives you the option of producing printed HCFA 1500 forms for claims, and will download/process Electronic Remittance Notices (ERNs).

| What is TIMS imaging functionality?

TIMS will archive any customer related document within the patient record. With our signature pad functionality, any signed document is archived with the signature encrypted in the document.



| Can my practice track devices sold as they go through the system and trace them to their marketing source?

Yes.

| Does the program offer SOAP-based provider reporting?

Yes. Many of our customers chart using the SOAP (Subjective Objective Assessment Plan) format. TIMS also provides customizable reports that can include your SOAP notes and Noah test results. Plus, improved scripted notes and dictation mean no additional software or associated costs.

| Does TIMS run on PCs or in the Cloud?

TIMS is a Windows based application that can be installed to run on local PCs. The cloud version runs from Microsoft Azure® data centers where TIMS is accessed using Remote Desktop.

Your Questions Answered

| What kind of TIMS support is provided?

We built it and we support it. Support is provided remotely from 7AM to 6PM Mountain Time on regular business days. Our support department is always ready to assist you.

| How does TIMS support the retail side of my business?

TIMS accommodates business reporting, recalls, marketing, and accounting functions. It provides a 100% auditable accounting of every penny on the receivables side and every device documented within the system. Additionally, we relate all POS and claims revenue to customizable marketing sources.

| What about data extracts?

TIMS includes standard data extracts for external reporting and analytics on patients, appointments, sales, claims, inventory, and more.

| Can I view my schedule on the go?

You can access your patient schedule via the real-time web scheduler from any enabled device including your phone or laptop. In addition, you can add a patient and schedule appointments from a laptop, tablet, or iPad.

| Does TIMS have patient A/R management?

Yes, you can manage all patient A/R processing activities in one system; generate patient statements, aging reports, and export summary G/L financial transactions.

| Which clearinghouse does TIMS use for Electronic Claims Processing?

TIMS has been processing claims through Change Healthcare, formerly known as Emdeon, since 1996. This adds stability and reduces training and support costs.

Computers Unlimited, the parent company of TIMS Software, is located in Billings, Montana. TIMS provides quality software and unmatched service to audiologists and dispensers throughout the US, Canada, UK, Australia, UAE, and New Zealand.

To learn how TIMS can do more for your practice, contact Donna.



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