Consult Tracking
Manager Plus

Focus on Patients, Not Paperwork.

Overcome consult and Return to Clinic (RTC) management pain points

Keeping track of open consults and RTCs and performing the actions necessary to resolve them can be difficult and time-consuming. Too much time away from patients can negatively impact outcomes and satisfaction scores.

The Consult Tracking Manager Plus Difference

Consult Tracking Manager Plus (CTM Plus) is a web-based solution that streamlines workflows, provides easy administrative oversight, and helps to ensure patients are called and scheduled in a timely manner. With advanced functions designed specifically to improve Patient Aligned Care Team (PACT) and Community Care workflows, CTM Plus provides better overall outcomes for everyone across the care continuum.

CTM is integrated with the Veterans Health Information Systems Technology (VistA). It provides real-time, up-to-date dashboard views of the status of all consults, displayed by service line. Users can take necessary actions on the consult from within the dashboard without going to Computerized Patient Record System or CPRS while all data is maintained in VistA in the appropriate files.

Automation-Enhanced Workflow Efficiency

Keeping track of open consults and RTCs and performing the actions necessary to resolve them can be difficult and time-consuming.

Too much time away from patients can negatively impact outcomes and satisfaction scores.

- Age of consults
- Age from Clinical Indicated Date or CID
- Follow up actions needed, such as calls or letters
- Appointment status
- STAT consults
- Consults awaiting review
- Post Community Care appointment calls and record requests

Web-Based with Real Time Analytics

Web technology fully automates time consuming manual processes to address pivotal pain points concerning proper closure of consults. Real time dashboard information provides a holistic view of progress on all consults. Seamless integration with CPRS and VistA ensures data is accurate, timely, and actionable.

Experience the Benefits of CTM Plus

+ Provides a department/service view of RTCs

+ Displays and updates consult information in real time

+ Integrates with other VistA packages to provide up-to-date information on the same page

+ Creates workflow efficiency by eliminating paper or duplicative systems

+ Worklist view ensure every team member has up to date work list for consults they need to process

+ Improves patient satisfaction by providing tools to help ensure timely completion of consults

+ Administrators can to monitor user performance and view numerous metrics pertaining to consult aging and bottlenecks

+ Includes consult tracking unique to Community Care workflows

+ Efficient, automated tools for tracking and managing RTCs

+ Additional features for enhanced progress note management

+ Enhanced scheduling features allow you to view appointments by clinic

Functionalities

+ Dashboard view provides a complete snapshot of RTCs for one or more departments

+ Dashboard for scheduled appointments

+ Real-time analytics show status of all consults for more accurate tracking and reporting

+ Last comment entered is automatically displayed for easy viewing by user

+ Manages status of all open consults, but can also show information on canceled and discontinued consults if desired

+ Detailed reporting and metrics that capture elapsed time consults remain open

+ Consolidates management, scheduling, patient information, view of actual consult, and all other pertinent details into single screen

+ Enhanced scheduling provides clinic-centric view of all appointments

+ Ability to create and filter by an unlimited number of Groups (services) that can be given a customized grouper name

+ Customized labels can be created to mark specific consults, and allow consults to be filtered by these custom labels

+ Enables visibility of full patient record while viewing consult

+ Includes all Consult Toolbox functions, in addition to standard canned text for comments on all actions

+ Productivity reports

+ Easy tracking of quantity of calls and letters to patients, including display of letters over 14 days

+ Displays appointments and allows scheduling

+ Ability to link or unlink appointments to consults

+ Update Patient Demographics

+ Automated management for Consult View Alerts

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