**NUVELOX IN ACTION**

“We needed something that was going to track all of our client details,” says Dave Budd, Director of Full Life Care, a Seattle-based not-for-profit that operates four Adult Day Service centers in Washington.

“We wanted it for reporting to our funding sources,” Budd explains, “to keep track of all of our medical information, and family contact information, and to track people’s physical and functional status over time. We looked around at all the products that were on the market,” he continues, “and just nothing had the capacity that we were looking for. That's why we turned to Nuvelox.”

At the time, Nuvelox had a state-of-the-art program that was built for occupational therapists. The original idea was to expand that billing database to include the other areas of adult day health, such as nursing, social work, tracking daily attendance, meal counts and transportation, Budd explains. To develop the best product possible, the Nuvelox team interviewed “nearly every” Full Life employee about what they did and what they would like to see.

“Based on all those interviews and feedback from us, they built their software,” Budd says. “My understanding is that they basically needed to build a whole new product.”

**A Scalable Solution**That product is TxOffice-ADS, a scalable cloud-based software system. It has been evolving ever since to meet the needs of Full Life and other single and multi-site Adult Day Service centers across the U.S. that use it to maintain secure client records in accordance with HIPAA, and to address the varying documentation requirements of state regulatory agencies.

Key features include structured data for progress tracking, interoperability using Health Level-7 messaging (HL7), integrated features for search and filtering, evaluations, progress notes, integrated ICD- 10 codes and diagnosis, outcome tracking, medication management, integrated standard assessments, attendance tracking and reports.

If there’s an additional feature you’d like to see, Nuvelox will work with you to develop and implement it. Responding to the client’s needs is in its DNA.

“I would say that what drew us to Nuvelox was their excitement about creating a new database that was designed to do all the things that our adult day health care programs needed. We told them what capacity we needed and they responded,” says Budd.

More than 165 custom reports are currently implemented in the system, with more being added on a regular basis. Standard, non-custom reports can be generated using a variety of software programs that are seamlessly integrated with TxOffice-ADS. New reports can be created on demand.

**Nuvelox’ HL7 compatibility**TxOffice-ADS’ HL7 compatibility is a major benefit, Budd feels, and it will be even more critical in the future. “The way healthcare reform is going, health systems are going to want client information directly from long-term care providers,” he says.

There are also benefits on the business and marketing side.

“One feature of the program allows us to bill directly to the state for reimbursement, which has cut out a lot of our administrative process,” Budd says. “I would say one of the benefits for marketing is it allows us to capture contact information for all of our referral sources, physicians and family members.”

Having all these technical bells and whistles — and range of customizable features — doesn’t mean a thing if your staff finds them difficult to implement or struggles with finding what they need, of course.

“Nuvelox is easy to use,” says Budd. “It’s visual, it's intuitive. And so even somebody like me, who doesn’t use it all the time, can log into it and find my way around.”