



*"The Novo implementation was invisible to my practice, and now results are flowing seamlessly from the hospital into my EMR."*

*Dr. Michael Galang,  
DO (NY)*

*"Novo saves a tremendous amount of time. It's helped reduce medical errors. It's a significant enhancement to our practice."*

*Dr. Raymond Harrison,  
Harrison and Harrison  
Internal Medicine (TX)*

The Novo Office Assistant is an intelligent software agent that operates in physician offices. It has several important features that make it ideal for information exchange and collaboration.

- It can operate on its own performing workflow tasks such as ordering and resulting tests, and collecting reports.
- It can interact with its local environment by interfacing to applications like an EMR or presenting data to people via a browser.
- It can learn over time and acquire skills to better perform its job.
- It can collaborate with other agents over the Novo Grid to automate collaborative processes.

The Office Assistant is easily downloaded and installed on a computer in the practice. Once activated, the Office Assistant can perform many functions commonly done by the office staff.

For example, an Office Assistant can:

- Work with agents in the hospital to collect, filter, and format results and reports, then either print them or automatically insert them into an EMR.
- Assist in placing orders by acquiring patient information, learning commonly used diagnosis and test codes, and checking for medical necessity and order completeness. If an EMR is used, the agent can capture the order, submit it to the hospital, and manage the receipt of the test result(s).
- Collaborate with other Office Assistants in private referral communities that includes providers both with and without EMRs.
- Generate financial reports like facesheets and discharge documents for billing purposes.

The Office Assistant enables the practice to be in charge of what and how information is exchanged. For example, each Office Assistant can be programmed to filter out information based on criteria such as:

- Patient type (inpatient, outpatient, ER...)
- Test type (lab, rad, path...)
- Test status (final, prelim...)
- Role (admitting, referring, copy to...)

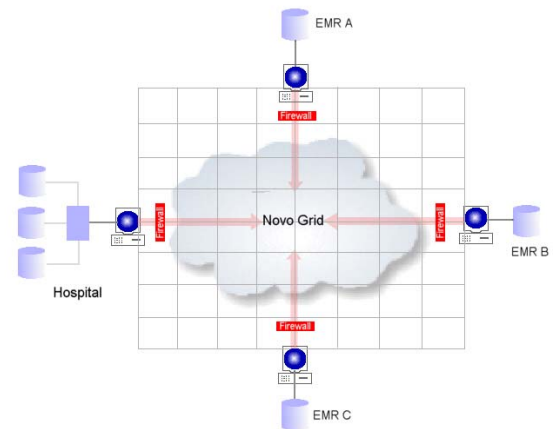
Furthermore, the Office Assistant can:

- Eliminate duplicates
- Ignore specific tests
- Transform data into any format (PDF, HTML...)

The first Novo Office Assistant went into live productive use in 2004. Since then, they have proven to be reliable and successful in automating processes that were previously done manually or via fax in hundreds of practices and hospitals across the US.

## Advantages

- Easy installation
- No special hardware required
- Works with vendor supported interfaces
- Private and highly secure
- Requires no network changes
- Requires little or no staff training
- Remotely supported by experts



## Benefits

- **Reduced labor:** Practices can save hours per day in reduced paper handling efforts
- **Timeliness:** Information is delivered to the practice within minutes of being posted
- **Efficiency:** Practices define what information they want and what format they want it in
- **Secure, private, audited:** Meets all HIPAA requirements for security and privacy
- **Improved patient care:** Through more efficient information exchange

## Practice Requirements

The Office Assistant requires a non-dedicated PC with internet connectivity. An HL7 interface is required from your EMR vendor, if direct EMR integration is desired. Contact your EMR vendor for interface information and pricing.

Contact Novo or your local hospitals and health systems, to see if they are on the Grid.