



3M Health Information Systems – Media Advisory:

COVID-19 Resources for Healthcare Provider Organizations

April 21, 2020

3M Health Information Systems today announced a wide array of COVID-19 tools and educational resources for hospitals, health systems and physician practices, including no-cost software license additions and technology enhancements to help customers as they respond to the COVID-19 outbreak.

"Supporting our customers on the frontlines of COVID-19 care is a primary focus for all 3M Health Information Systems employees," said Mark Colin, vice president and general manager of the 3M division. "Our goal is to quickly provide technology tools and education that will assist clinicians, quality professionals and revenue cycle teams in addressing the challenges of this public health crisis."

Through its [COVID-19 resource center](#), 3M Health Information Systems is providing the latest guidance for coding and clinical documentation integrity (CDI) teams from the Centers for Medicare and Medicaid Services (CMS) and Centers for Disease Control and Prevention (CDC). Ongoing blogs and webinars by 3M experts provide education on COVID-19 related topics such as telemedicine coding, data integrity, and accurate public health reporting.

In addition, 3M Health Information Systems has implemented the following no-cost programs to support its customers:

Speech recognition software license additions at no cost

3M's M*Modal customers can add additional software licenses for 3M™ M*Modal Fluency Direct and 3M™ M*Modal Fluency Assistant at no additional cost for 90 days, making the 3M cloud-based speech recognition system available to even more physicians and caregivers. Physicians can use the software's speech-driven workflows to quickly capture clinical notes directly in the electronic health record (EHR) from anywhere, using any device, plus automate routine documentation tasks through workflows powered by conversational artificial intelligence (AI). 3M Fluency Direct templates also help nurses triage a high volume of telephone calls up to four times faster while reducing time spent documenting each call.

New COVID-19 content integrated with 3M M*Modal CDI solutions

3M M*Modal clinical documentation integrity (CDI) solutions have been updated to include clinical intelligence on COVID-19 based on CDC guidelines for COVID-related symptoms and diagnoses. Powered by natural language understanding, COVID-19 clinical intelligence is presented to clinicians within their regular EHR workflow using the computer-assisted physician documentation (CAPD) functionality of 3M

Fluency Direct. The same context-specific intelligence applies to back-end CDI workflows and reporting, where it can be used to identify patient populations with symptoms and/or a diagnosis of COVID-19.

Ready-to-use, no-cost documentation and query templates for clinicians and CDI specialists

Using CDC guidelines, 3M has developed new speech-driven templates that help clinicians quickly and efficiently capture COVID-19 symptoms and risk when documenting patient encounters with 3M Fluency Direct. For CDI specialists, 3M has developed a series of COVID-19 query templates, which are available for [open download](#). The new query templates are included in the latest update of the 3M™ 360 Encompass™ System, released on April 14.

Software updates promote accurate COVID-19 coding and grouping

As of April 1, 3M coding software products, including components of the 3M 360 Encompass platform and the 3M™ Coding and Reimbursement System, have been updated to support new COVID-19 coding guidelines from CMS. Additional grouping software updates with new COVID-19 information were made available on April 14.

For more information about 3M Health Information Systems resources and its response to the COVID-19 crisis, please visit our [COVID-19 Resource page](#). Customers seeking details related to product updates should visit [3M Support](#) or contact their primary account representative.

About 3M

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