



Meet Bernie!

A virtual assistant or “bot”
to support primary care

What can Bernie do for you?

Bernie is a secure software program that has been designed to run in the background of your EMR, and search through your data to **improve patient care** and identify **missed billing opportunities** (starting with diabetes codes, with capacity to expand to other conditions).

HOW IT WORKS:

- Bernie will validate and generate a notification that a follow-up patient appointment is due based on the best practices for management of diabetic patients
- Bernie runs a search within the past 12 months to identify patients that meet the criteria for a diabetes management billing incentive (Q040)
- Bernie will also find patients that have had a diabetic visit but a diabetic management assessment was not billed (K030)

BENEFITS:

- Replaces a long, tedious manual process with less room for human error
- Improves patient outcomes and quality targets associated with diabetic patient care to ensure eligible patients are receiving care according to stated guidelines
- Leaves more time for physicians to place their focus where it needs to be: on delivering high quality patient care