

RVS Online

www.rvsonlinesurveys.com

Softek Services, Inc. has developed an online, hosted system called RVS Online that completely streamlines and automates the production and collection of physician work surveys. Specialty societies can use RVS Online to send electronic survey invitations to physicians, collect physician responses online, and generate statistical reports to formulate the AMA recommendation. For physicians, RVS Online offers the convenience of completing and submitting responses over the Web.



The screenshot shows the RVS Online website interface. At the top, there is a navigation bar with links for Home, FAQs, Preview, Order, and Contact. Below this is a header section with the RVS ONLINE logo and the tagline 'SIMPLIFYING THE SURVEY PROCESS'. A 'Society/Physician Login' section contains input fields for Email Address and Password, and a 'login now' button. The main content area is divided into several sections: 'RVS Online Features' which lists benefits for Specialty Societies (Setup surveys, Send invitations, Collect responses, Run reports) and Physicians (View invitations, Submit responses); 'Contact the RVS Survey Team' with contact information; and a 'Welcome to RVS Online!' section with a detailed description of the system. A sidebar on the right lists 'software benefits' and 'subscription options'. At the bottom, there is a 'Free Trial' offer and a 'see FAQs' link. The footer contains the copyright notice: 'Copyright © 2005 Softek Services, Inc. All rights reserved.'


Benefits

- **Web Accessible:** Access RVS online anywhere the Internet is available. No desktop software, installations or downloads are required. Registered users can log in to their private, secure account to review or complete surveys.
- **Easy to Use:** No technical skills required. The online RVS surveys replicate the current paper surveys that physicians hand-fill.
- **Cost Effective:** Quick return on investment by eliminating expensive mailings and intensive manual labor.
- **Fast Turnaround:** Setup surveys and send invitations quickly. Greater response rates with pre-populated physician data and real-time submissions.
- **Instant Data Collection:** Track survey responses and view results immediately. No need to re-enter survey responses.
- **Statistics in Seconds:** All the statistics required for the AMA recommendation form are produced in seconds.

Screen Highlights

Initial Society Screen

This screen appears after a society staff logs into the system. It displays a list of active surveys and provides links to add new surveys or send email invitations to physicians.



LOG OUT
PHYSICIANS
SURVEYS
REPORTS
ADMIN

MY SURVEY LIST

Welcome back, **Sample User**

These are your surveys, active ones listed first, with the number of completed responses for each response type. You may click on a CPT code to see the details of that survey.

| CPT Code | Global Period | Survey Date | Expense (facility) | Expense (non-facility) | Physician Work | Active |
|-----------------------|---------------|-------------|--------------------|------------------------|----------------|--------|
| 11310 | 000 | 4/15/2005 | N/A | N/A | 0 of 9 | Yes |
| 77263 | XXX | 4/12/2005 | N/A | N/A | 0 of 3 | Yes |
| 21275 | 090 | 4/12/2005 | N/A | N/A | 0 of 1 | Yes |
| 65135 | 090 | 4/12/2005 | N/A | N/A | 0 of 103 | Yes |
| 11310 | 000 | 3/21/2005 | N/A | N/A | 0 of 0 | Yes |
| 67901 | 090 | 1/11/2005 | N/A | N/A | 0 of 35 | Yes |
| 67902 | 090 | 1/11/2005 | N/A | N/A | 0 of 30 | Yes |

- ▶ [Add New Survey](#) - Use this link to create a new survey.
- ▶ [Send Email Invitation to Physicians](#) - Click here to invite physicians to respond to your surveys.

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Survey Details Screen

The Survey screen allows staff to view details of an existing survey. From this screen, staff will be able to see what physicians this survey has been assigned to and the current status of each physician's survey response.



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SURVEY DETAILS
▶ [Edit/Revise Survey](#)
▶ [Reference Codes](#)

CPT Code: 11310
 Global Period: 000
 Survey Date: 4/15/2005
 Deadline Date: 4/30/2005
 Family:
 FIVE YEAR REVIEW

| Meetings | |
|----------|---------------------|
| Date | Comment |
| 4/1/2005 | Meeting notes here. |

Vignette
 Enter the vignette here.

| Description | Response Stats | Req? | Sample Size | Responses | Complete | In Progress |
|-------------------|------------------------|------|-------------|-----------|----------|-------------|
| Shave skin lesion | Expense (non-facility) | No | 0 | 0 | 0 | 0 |
| | Expense (facility) | No | 0 | 0 | 0 | 0 |
| | Physician Work | Yes | 9 | 2 | 0 | 2 |

PHYSICIAN RESPONSES/STATUS ▶ [Add/Remove Physicians](#) ▶ [Send Email Invitation to Physicians](#)

Click on the status link to view a history of that response's status flags or to change the current status of the response. Or click on "View Response" to view/modify the physician's response values.

| Physician Name | Email Address | Expense (facility) | Expense (non-facility) | Physician Work |
|-----------------------------------|------------------------------|--------------------|------------------------|--|
| Angelino, Barbara | bangelino@ssiprogramming.com | Not Required | Not Required | Status: Begun View Response |
| Barlow, Dale | dbarlow@ssitraining.com | Not Required | Not Required | Status: Sent View Response |
| Doe, John | cmartinez@ssiprogramming.com | Not Required | Not Required | Status: Sent View Response |
| Lear, Lear | llear@softekdc.com | Not Required | Not Required | Status: Begun View Response |
| Learl, Lynn | cmartinez@ssiprogramming.com | Not Required | Not Required | Status: Sent View Response |
| McCarthy, Maryann | mmccarthy@ssitraining.com | Not Required | Not Required | Status: N/A View Response |
| Naccash, Jim | llear@ssiprogramming.com | Not Required | Not Required | Status: Sent View Response |
| Smith, Mary | llear@ssiprogramming.com | Not Required | Not Required | Status: Sent View Response |
| Wilson, John | jwilson@email.com | Not Required | Not Required | Status: Sent View Response |

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Send Email Invitations

You will be able to send email invitations to the physicians you've associated with your surveys who have a valid email address. Attachments can be included with the email invitations.



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PHYSICIAN EMAIL INVITATION [▶ Return to Survey Detail](#)

From this screen, you will be able to send email invitations to the physicians you've associated with your surveys who have a valid email address. You will need to complete the following steps:

1. Select the surveys you will be collecting responses for.
2. Select the physicians you will be sending this invitation to.
3. Complete the email message body for the invitation you'll be sending.

3. Compose Message
<< PREV NEXT >>

Below is the email message that will be sent INDIVIDUALLY to each physician you selected in the previous screen; their names are listed in the "To:" box so you can confirm your selection.

Each physician will receive an individual, custom email message. This will NOT be one mass email addressed simultaneously to all the physicians below.

The fields enclosed in brackets (e.g. [PHYSICIAN_NAME]) are filled in from your member database and will be different for every message. You may enter your own society message in the first text area provided, and a signature/closing message in the second text area. Click on "Send" at the bottom when you are ready to send this message out.


| | | | |
|---------------------|--|-------------------|--------------|
| To: | Angelino, Barbara | Lear, Lear | Naccash, Jim |
| | Barlow, Dale | Lear1, Lynn | Smith, Mary |
| | Doe, John | McCarthy, Maryann | Wilson, John |
| From: | surveys@softekd.com | | |
| Subject: | SMA Survey for CPT Code 11310 - Login Info Below | | |
| Attachments: | Add | | |
| Message: | Dear Dr. [PHYSICIAN_NAME]: <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> You can add text below the salutation. </div> Please visit www.rvsonlinesurveys.com and login to the system using the following username and password: Username: [PHYSICIAN_EMAIL] Password: [PHYSICIAN_PASSWORD] | | |
| | <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> You can add your own text for the closing of the email. </div> | | |

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Physician Response Screens

After physicians receive the email that contains their username and password for RVS Online, they can log into the system and complete the survey online – anytime and anywhere. The online response screens replicate the current paper surveys.

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PHYSICIAN WORK RESPONSE [Return to Survey Detail](#)

Survey Code: 11310 Global Period: 000

CPT Descriptor: Shave skin lesion

Typical Patient: Enter the vignette here.

[1. Introduction](#) |
 [2. Physician Time and Visits](#) |
 [3. Service Complexity](#) |
 [4. Component Complexity](#) |
 [5. Other Questions](#) |
 [6. Submit](#)

1. Introduction
SAVE & COMPLETE LATER
<< PREV NEXT >>

Why should I complete this survey?

What if I have a question?

How is this survey organized?

START HERE

The following information must be provided by the physician responsible for completing the questionnaire.

Physician Name (first/last):

Business Name:

Business Address line 1:

Business Address line 2:

City / State / Zip:

Business Phone: () -

Business Fax: () -

E-mail Address:

Physician Specialty:

Years Practicing Specialty:

Primary Geographic Practice Setting: Rural Suburban Urban

Primary Type of Practice: Single Solo Practice Multispecialty Group

Single Specialty Group Medical School Faculty Practice Plan

Physician Work - Introduction

Background for Question 1

QUESTION 1: Which of the Reference Services on the attached list is most similar to the surveyed CPT Code Descriptor and Typical Patient Service described at the top of this page? Click on the "Select" link to find the reference service and add it to the box below.

CPT Code: [Select](#)

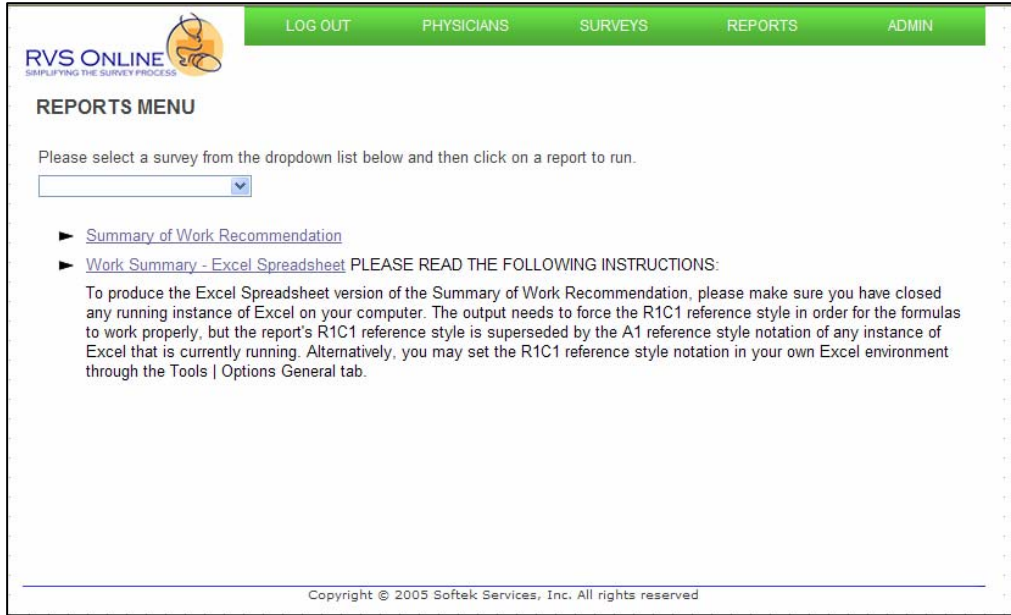
SAVE & COMPLETE LATER
<< PREV NEXT >>

If you have any questions, contact Association Contact at 202-555-1212 or surveys@softekdc.com

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Reports

Once the surveys are completed, society staff can generate the statistical report for the Summary of Work Recommendation or export the data into an Excel spreadsheet – all within minutes.



The screenshot shows the 'REPORTS MENU' page of the RVS ONLINE system. At the top, there is a green navigation bar with links for LOG OUT, PHYSICIANS, SURVEYS, REPORTS, and ADMIN. The RVS ONLINE logo is in the top left corner. Below the navigation bar, the page title is 'REPORTS MENU'. A message asks the user to select a survey from a dropdown list. Below this is a dropdown menu. Two report options are listed: 'Summary of Work Recommendation' and 'Work Summary - Excel Spreadsheet'. The second option includes instructions for generating an Excel spreadsheet, mentioning the R1C1 reference style and the A1 reference style notation. At the bottom of the page, there is a copyright notice: 'Copyright © 2005 Softek Services, Inc. All rights reserved.'

Statistics for Summary of Recommendation

| LOG OUT | | PHYSICIANS | | SURVEYS | | REPORTS | | ADMIN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------------------|--------------------|-------------------------------------|---------------------------------|-------|---------|--|-------|--|--------------------------------------|-----------|------------|--|----------|---------|---|--------|--|---|---------|----------------|------------------------------------|--|--------|---|-----------|---------|-------------------------------|--------|--|--------------------------|---------|-----------|--------------------------------------|------|------|---|------|-------|--|------|------|--|-------|-------|----------------------|---------|--|-------|---|------|--|--|--|-------|----|------|--|--|--|-------|----|------|--|--|--|-------|---|------|--|--|--|-------|---|------|------------------------------|--|--|-------|--|--|--|--|--|-------|--|--|--|--|--|-------|--|--|
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AMA/SPECIALTY SOCIETY RVS UPDATE PROCESS SUMMARY OF RECOMMENDATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CPT Code: 66761 | | Global Period: 090 | | Recommended Work Relative Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tracking Number: | | Revision of iris | | Specialty Society RVU: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CPT Descriptor: | | | | RUC RVU: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CLINICAL DESCRIPTION OF SERVICE Vignette Used in Survey: A 67 year old female with occludable narrow angles who is at risk for acute angle closure glaucoma. Survey respondents who found vignette to be typical (count/pct): 30 / 85.71 % Respondents stating conscious sedation is typical (count/pct): 0 / 0.00 % Key Reference code respondents stating conscious sedation is typical (count/pct): 1 / 2.86 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SURVEY DATA RUC Meeting Date: 8/25/2005 Presenter(s): Specialty(s): CPT Code: 66761 Sample Size: 195 Resp n: 35 Response: 17.95 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th></th> <th>Low</th> <th>25th pct</th> <th>Median</th> <th>75th pct</th> <th>High</th> </tr> </thead> <tbody> <tr> <td>Survey RVW</td> <td>3.80</td> <td>3.88</td> <td>4.00</td> <td>4.55</td> <td>9.50</td> </tr> <tr> <td>Pre-service evaluation:</td> <td>0.00</td> <td>5.00</td> <td>10.00</td> <td>15.00</td> <td>45.00</td> </tr> <tr> <td>Pre-service positioning time:</td> <td>0.00</td> <td>3.50</td> <td>5.00</td> <td>5.00</td> <td>10.00</td> </tr> <tr> <td>Pre-service scrub, dress, wait time:</td> <td>0.00</td> <td>0.00</td> <td>1.00</td> <td>5.00</td> <td>50.00</td> </tr> <tr> <td>Intra-service time:</td> <td>5.00</td> <td>8.00</td> <td>10.00</td> <td>15.00</td> <td>30.00</td> </tr> </tbody> </table> | | | | | | | | | | | Low | 25th pct | Median | 75th pct | High | Survey RVW | 3.80 | 3.88 | 4.00 | 4.55 | 9.50 | Pre-service evaluation: | 0.00 | 5.00 | 10.00 | 15.00 | 45.00 | Pre-service positioning time: | 0.00 | 3.50 | 5.00 | 5.00 | 10.00 | Pre-service scrub, dress, wait time: | 0.00 | 0.00 | 1.00 | 5.00 | 50.00 | Intra-service time: | 5.00 | 8.00 | 10.00 | 15.00 | 30.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Low | 25th pct | Median | 75th pct | High | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Survey RVW | 3.80 | 3.88 | 4.00 | 4.55 | 9.50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre-service evaluation: | 0.00 | 5.00 | 10.00 | 15.00 | 45.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre-service positioning time: | 0.00 | 3.50 | 5.00 | 5.00 | 10.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre-service scrub, dress, wait time: | 0.00 | 0.00 | 1.00 | 5.00 | 50.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intra-service time: | 5.00 | 8.00 | 10.00 | 15.00 | 30.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Post-Service</th> <th>Total Min</th> <th>Median Min</th> <th colspan="3">CPT Code / # visits / median visits</th> </tr> </thead> <tbody> <tr> <td>Immediate post-service time</td> <td>567.00</td> <td>10.00</td> <td colspan="3"></td> </tr> <tr> <td>Critical Care time/visit(s)</td> <td></td> <td></td> <td>99291</td> <td colspan="2"></td> </tr> <tr> <td></td> <td></td> <td></td> <td>99292</td> <td colspan="2"></td> </tr> <tr> <td>Discharge day mgmt</td> <td></td> <td></td> <td>99238</td> <td colspan="2"></td> </tr> <tr> <td></td> <td></td> <td></td> <td>99239</td> <td colspan="2"></td> </tr> <tr> <td>Office time/visit(s)</td> <td>2721.00</td> <td></td> <td>99211</td> <td>4</td> <td>1.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>99212</td> <td>72</td> <td>2.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>99213</td> <td>56</td> <td>2.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>99214</td> <td>7</td> <td>1.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>99215</td> <td>1</td> <td>1.00</td> </tr> <tr> <td>Other hospital time/visit(s)</td> <td></td> <td></td> <td>99231</td> <td colspan="2"></td> </tr> <tr> <td></td> <td></td> <td></td> <td>99232</td> <td colspan="2"></td> </tr> <tr> <td></td> <td></td> <td></td> <td>99233</td> <td colspan="2"></td> </tr> </tbody> </table> | | | | | | | | | | Post-Service | Total Min | Median Min | CPT Code / # visits / median visits | | | Immediate post-service time | 567.00 | 10.00 | | | | Critical Care time/visit(s) | | | 99291 | | | | | | 99292 | | | Discharge day mgmt | | | 99238 | | | | | | 99239 | | | Office time/visit(s) | 2721.00 | | 99211 | 4 | 1.00 | | | | 99212 | 72 | 2.00 | | | | 99213 | 56 | 2.00 | | | | 99214 | 7 | 1.00 | | | | 99215 | 1 | 1.00 | Other hospital time/visit(s) | | | 99231 | | | | | | 99232 | | | | | | 99233 | | |
| Post-Service | Total Min | Median Min | CPT Code / # visits / median visits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Immediate post-service time | 567.00 | 10.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical Care time/visit(s) | | | 99291 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99292 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Discharge day mgmt | | | 99238 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99239 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office time/visit(s) | 2721.00 | | 99211 | 4 | 1.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99212 | 72 | 2.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99213 | 56 | 2.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99214 | 7 | 1.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99215 | 1 | 1.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other hospital time/visit(s) | | | 99231 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99232 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 99233 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| KEY REFERENCE SERVICE Key CPT Code: 65855 Global: 010 Work RVU: 3.84 CPT Descriptor: Laser surgery of eye | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| RELATIONSHIP OF CODE BEING REVIEWED TO KEY REFERENCE SERVICE(S) # respondents who choose Key Reference Code: 25 % of respondents: 71.43 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Intensity/Complexity Measures (Mean)</th> <th>New Code</th> <th>Ref Code</th> </tr> </thead> <tbody> <tr> <td colspan="3">Mental Effort and Judgment (Mean)</td> </tr> <tr> <td>The range of possible diagnoses and/or management options that must be considered</td> <td>3.28</td> <td>3.32</td> </tr> <tr> <td>The amount and/or complexity of medical records, diagnostic tests, or other information that must be analyzed</td> <td>3.16</td> <td>3.52</td> </tr> <tr> <td>Urgency of medical decision making</td> <td>3.56</td> <td>2.80</td> </tr> <tr> <td colspan="3">Technical Skill/Physical Effort (Mean)</td> </tr> <tr> <td>Technical skill required</td> <td>3.40</td> <td>3.56</td> </tr> <tr> <td>Physical effort required</td> <td>2.88</td> <td>2.88</td> </tr> <tr> <td colspan="3">Psychological Stress (Mean)</td> </tr> <tr> <td>The risk of significant complications, morbidity and/or mortality</td> <td>3.48</td> <td>3.00</td> </tr> <tr> <td>Outcome depends on skill and judgment of physician</td> <td>3.40</td> <td>3.48</td> </tr> <tr> <td>Estimated risk of malpractice suit with poor outcome</td> <td>2.76</td> <td>2.44</td> </tr> </tbody> </table> | | | | | | | | | | Intensity/Complexity Measures (Mean) | New Code | Ref Code | Mental Effort and Judgment (Mean) | | | The range of possible diagnoses and/or management options that must be considered | 3.28 | 3.32 | The amount and/or complexity of medical records, diagnostic tests, or other information that must be analyzed | 3.16 | 3.52 | Urgency of medical decision making | 3.56 | 2.80 | Technical Skill/Physical Effort (Mean) | | | Technical skill required | 3.40 | 3.56 | Physical effort required | 2.88 | 2.88 | Psychological Stress (Mean) | | | The risk of significant complications, morbidity and/or mortality | 3.48 | 3.00 | Outcome depends on skill and judgment of physician | 3.40 | 3.48 | Estimated risk of malpractice suit with poor outcome | 2.76 | 2.44 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intensity/Complexity Measures (Mean) | New Code | Ref Code | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| The range of possible diagnoses and/or management options that must be considered | 3.28 | 3.32 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| The amount and/or complexity of medical records, diagnostic tests, or other information that must be analyzed | 3.16 | 3.52 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Urgency of medical decision making | 3.56 | 2.80 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Technical Skill/Physical Effort (Mean) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Technical skill required | 3.40 | 3.56 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Physical effort required | 2.88 | 2.88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Psychological Stress (Mean) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| The risk of significant complications, morbidity and/or mortality | 3.48 | 3.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outcome depends on skill and judgment of physician | 3.40 | 3.48 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estimated risk of malpractice suit with poor outcome | 2.76 | 2.44 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Intensity/Complexity Measures (Mean) | New Code | Ref Code | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRE-service | 3.36 | 3.16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| INTRA-service | 3.28 | 3.20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POST-service | 2.88 | 2.52 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Five-Year Review Specific Questions | Option | % Response | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Has the work of performing this service changed in the past 5 years? | No | 94.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Yes | 6.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| This service represents new technology that has become more familiar (i.e. less work): | (none) | 43.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | I do not agree | 57.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patients requiring this service are now: | (none) | 43.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | No change | 54.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More complex (more work) | 3.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| The usual site of service has changed: | (none) | 43.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | No change | 57.00 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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Frequently Asked Questions

Who is Softek Services, Inc.?

Softek Services, Inc., based in Washington, D.C., specializes in helping clients get the most from their information technology by providing database solutions, general consulting and software training. Our automated solutions, together with our Customer Service team, provide feature-rich, easy to use, cost effective and dependable solutions that meet the requirements of our customers. RVS Online was developed to automate the survey process for medical societies.

What types of surveys can I conduct with RVS Online?

RVS Online can be used to help you quickly, easily and accurately complete Physician Work Surveys. Practice Expense Surveys will be offered soon.

What do I need to begin using RVS Online?

You do not need any software, hardware or equipment of any kind to use RVS Online. You work from this Web site using your own private account. As a subscriber you are given a password and immediate, 24 hour access to the surveys and their results. All updates to the products are also automatic and require no installation.

How long does it take to get a survey online?

Your survey can be created and launched within 30 minutes. All you need to have available is the CPT code, your Reference Codes, and a list of physician names and emails.

How do I invite people to take my survey?

When your survey is ready to launch, you can use our automated email invitation feature and distribute a personalized invitation to hundreds of physicians with just a few clicks.

What if the doctor still prefers to complete a manual survey?

He or she can request a manual copy, complete it and send it back in the traditional manner. Upon receipt, a society staffer can quickly and easily enter their responses into the web-based program so those results can be used in the totals.

Can the physician stop in the middle of completing the survey to return at a later time and pick up where they left off?

Yes. The doctors can make changes, pause and resume their survey without losing data or responses. The survey becomes complete only after they submit their answers to you.

How long does it take to generate my statistical report?

It happens almost instantly; the report is calculated in less than a minute and is based on the current survey responses.

Are the survey results confidential?

You bet! Each user account can only view his/her surveys and survey responses. All your data is confidential and owned by you. Softek will never sell nor provide your data to any third party, and never uses it internally or externally for any purpose whatsoever, other than to communicate directly with you about your account, our products and services, and to fulfill our service agreements with you.

Frequently Asked Questions (Continued)

Where is the data stored? Is it reliable?

Your data is hosted with Interland, one of the top five hosting companies in the world! We understand the value of this software and your data and did not “skimp” on where and how the data is hosted.

How much does it cost?

Annual subscriptions are available based on the number of CPT Codes you anticipate surveying over the course of one year. The more surveys you conduct, the more you save per survey.