The Athletic Trainer System®
FAQ

I'd like to try ATS before purchasing. How do I do that?

We have a fully functional demo database with a good number of athletes and teams already set up. You will have access to all the modules available with ATS so you can explore the functionality. We also do web demos via GoTo meeting.

Call, email or click demo request to request a demo log in, schedule a meeting or to discuss the options.

Where is our data stored?

Keffer Development hosts all databases in our SSAE-16, SOC II and FedRamp certified data center. This means your data never is stored outside the United States, and will be available anywhere you have internet or cellular access. We have additional information you can share with your IT department if needed.

- **If our data is stored on your server who owns it?**

  Each ATS Client owns their data. Information security is a high priority in our company. We do not share your data or sell the information. If our relationship ends we will gladly send you a copy of your data upon request within 30 days of cancellation.

Is ATS HIPAA and FERPA compliant?

On top of our Data Center being FedRamp Certified, ATS is also HIPAA and FERPA compliant. We utilize a company called Compliance Helper to ensure we maintain HIPAA and FERPA compliance. Please review the Compliance Helper page on our website for more information.

How much does ATS cost?

ATS has a wide variety of packages available to suit your programs needs.
More details can be found on our current pricing.

- **Is there is an added cost for additional users or computer/workstation installs?**

  ATS does not limit the amount of downloads of the program. ATS is licensed by user ranges, not the downloads. Please refer to the pricing guide for information on the groups for billing.

- **Are there any added costs for additional functionality like concussion evaluations or kiosk stations?**

  The standard ATS has no additional costs. We do have additional options for larger eFile sizes, "encrypted at rest" data and our ATS Data Exchange functionality.

What kind of customer support/service does ATS provide?

With initial purchase of ATS, 2(two) hours of training are included, to help setup and customize the system. Also there is training for the staff to help with the transition. Beyond that, standard support is available by phone, email, web meetings, and a library of help docs and videos.

We invite you to talk with your fellow ATCs. We have worked hard to build and maintain a reputation for customer service and support. We are happy to provide references.

May I see a list of your current clients?

References available upon request. To make that request, please use the link here to Contact Us.

Call: 1-888-328-2577   email: info@athletictrainersystem.com
Visit: www.athletictrainersystem.com

What kind of devices can I use to run ATS?

ATS was designed to work with a variety of devices. Contact us for more details.

Do you have an "App" for phones or tablets?

Our "apps" are browser-based, and do not install on phones/tablets. From a security standpoint most "apps" on phones/tablets store PHI info on the device, which is a big issue should the device be lost or stolen.

Does ATS support 2-factor Authentication?

Yes, we have our own 2-factor authentication that can be enabled for staff and/or athletes/ guardians.

Can I create/export a report to other formats?

All reports in the ATS system may be exported to a variety of formats, including, PDF, Encrypted PDF, MS-Word, MS-Excel along with other options.

ATS also can work with your email client to send encrypted attachments. These features can be restricted based on user specific security.

What business partners does ATS have?

- Secondary Insurance Carriers, and ability to submit electronic claims. See the Secondary Partners Doc.
- REV Athletics, is our 3rd party billing Partner.
- rSchool Today serves as a partner for demographics and registration.
- SWAY Medical, serves as our partner to seamlessly load their concussion reports into ATS
- Datalys and the NCAA Injury Surveillance Program, allow you to submit injury information via ATS directly to Datalys.

Does ATS communicate to hospital based EMR systems?

Yes, as an additional component to the standard options. The additional feature allows the AT Staff the ability to send athlete or injury information to any hospital/clinic based EMR system. This process is dependent on them being a part of the National Data Exchange.

Cost associated with sending information:

There is a 1-time set up fee of $150 to establish the connection. The yearly fee is $100 per billable user.

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Can athletes/guardians register and/or access ATS remotely?

Yes. The ATS Athlete Portal and Family Communication Center provides this ability through secure connections.This includes demographic information, emergency contact information and online forms that may be electronically signed. Athletes/Parents may also access information from the ATS Athlete Smartphone.
More information is available in our brochure**.**

Can I have multiple teams? multiple sports? multiple schools?

Yes. Your ATS database may have as many teams, sports and schools as are needed. In addition you are able to give users security access based on the teams you define.
e.g. restrict users to seeing athletes on only the specific teams you choose.

Can an athlete belong to more than one team?

Yes. Athletes may belong to as many teams as needed.

How can I share with guardians/parents my interactions with their Athlete?

We have an Activity Journal/Injury Tree, that you have the option to share with guardians/ parents. This is visible from the athletes portal and shows the interaction with the athlete.

If I have an athlete transfer how do I send their information with them?

ATS has a report that can be ran and sent with the athlete that contains all of their information. If they are transferring to or from a school that uses ATS already, you can use the Athlete Send feature to send their information directly to the new schools ATS database.

What ways does ATS allow me to communicate with my staff, parents/guardians, athletes, coaching staff or my Physicians?

ATS has many ways to aid with communication. Please refer to our Communication Doc for further explanation of the capabilities.

How does ATS increase productivity and timely documentation?

We have an Injury Updates Needed list. It will display your injured athletes in one of three indicators Red, Yellow, Green. You will be able to custom set the days of last data entry for each level. Indicator levels are based on date of last documentation (note modality rehab). For example: if someone hasn't had interaction for example 8 days, they will be listed in red.

Do I have to manually enter all of my Athletes in to ATS?

ATS has several ways to populate your athletes. In addition to manually entering athletes, you can have the Athlete register through the Athlete Portal or utilize our Standard Import utility. You can also have your IT department set up a Nightly Sync process with us. We also have a partnership with rSchool Today.

Do you have an "athlete check-in" or something like this?

Our Athlete Kiosk allows customized ability have athlete check-in, log modalities or rehabs if desired, report injuries and more. Further information is available here.

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Can ATS be accessed by staff from remote locations?

Your staff may access their ATS data securely through the Staff Portal, the Staff Smartphone or the Staff Quick Med Check.

What scheduling functionality does ATS offer?

Comprehensive scheduling features, including:
- View staff schedules
- Schedule athlete appointments
- Allow athletes to book appointments with staff
- Athletes can view their schedule via Athlete Phone or Athlete Portal
- Automated appointment reminders can be sent to staff, athletes and coaches

How can ATS save us time and money?

There are many options that allow quick and efficient data entry, from the Daily Information Entry Screen, to being able to do an injury evaluation from the sideline. We have a 3rd party vendor who is helping bill for Athletic Training services to recoup money spent. As well as an ROI report that allows you the ability to see what would have been spent on referring athletes to Physical Therapy.

How do I customize ATS to be inclusive?

ATS has many ways to customize data collection. Including gender options, personal pronouns, nickname, preferred names, COVID vaccination status and many others.

Does ATS allow me to look at injury trends or statistics?

ATS come equipped with two possibilities:
- Each ATS database comes with the Injury Analytics Reporting feature. This allows you to see trends and number of injuries within your own database.
- We also have the ATS Sports Medicine Research, which allows you to see de-identified injury information across our client base. For more info Contact Us.

Do you have a library of pre-loaded forms I can utilize?

We have a large library (approx. 100)of created documents you can copy from. Examples:
- Medical History/PPE
- Permission/Consent to Treat
- NCAA Recommended Mental Health Forms
- Concussion, Sickle Cell, and SCA awareness forms.
- Along with many others

Why do you have an advisory council?

In addition to the input from the ATs on staff, we value opinions, thoughts and ideas from all of our clients. We realize that including thoughts from other medical professionals with a variety of day-to-day experiences can add specifics on what they need from an EMR system. For that reason we do not try to anticipate the needs of these professionals but rely on a representative group to advise us on what would help make their jobs easier.

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