

FAQs for *eClinicalWorks* EMR through Health ePractice

Why should I choose Health ePractice over a competitor's offering?

Health ePractice is St. John Providence Health System's clinical IT tool initiative, which is designed to help physicians integrate clinical IT tools within an ambulatory setting and customized to meet the individual practice needs. We offer discounted pricing on an EMR package that includes:

- EMR patient charting
- ePrescribing
- Patient Registry
- Patient Portal
- Health Information Exchange through MI Health Connect

Additionally, St. John Providence will provide extensive, unparalleled on-sight support and training as you adopt these tools. This includes LEAN practice transformation to retool your office and help minimize workflow disruption. Unlike our competitors, we do not limit our assistance. We are your partner **before, during and after** the adoption of the tools.

How will eClinicalWorks (eCW) benefit my practice?

eClinicalWorks was selected by SJPHS through a physician-led and directed team based on ease of use and its comprehensive set of tools. Benefits of using eClinicalWorks include:

For Physicians:

- Save Time.** Workflow is improved through faster documentation using templates and drop-down lists. Save time because lab and imaging results are sent directly to your EMR. No more searching for charts or waiting for faxes.
- Save Money.** Application costs are subsidized by the health system. The office will experience a reduction in costly transcription services, paper products and chart storage.
- Improve Pay for Performance Bonuses.** Chart alerts and prompts will help you address gaps in care, thus improving quality scores. Patient reminders can be generated through the EMR to follow up on needed tests. Meet guidelines for **Patient-Centered Medical Home designation.**
- Improve Patient Management.** Best-practice alerts and built-in decision tools help clinicians to order the most appropriate test or procedure. Test duplication is reduced and patient safety is improved. Quality of care is achieved with improved compliance by ordering recommended tests.
- Meaningful Use.** eClinicalWorks provides all of the features needed to receive Meaningful Use reimbursement. SJHP is committed to helping you qualify.
- Improve communication.** Send patient alerts to colleagues within your office; send reminders to patients through letters, text messaging or voicemail. All of your practice data is available at your fingertips, so you can manage your patient from anywhere. With the enhancement of **eClinicalMobile** or **eClinicalMessenger**, you will never get behind with patient charting.

How will eClinicalWorks benefit my patients?

For Patients:

- Patients benefit from a “virtual office” in which their medical records are available wherever they seek care. Coordination of care is improved. Physicians and patients have access to a comprehensive clinical data.
- Patient safety is improved through reduced medication errors (e-prescribing).
- Test duplication is reduced.

What are my responsibilities?

From a financial perspective, physicians are responsible for any costs associated with the following services. (Stark Law does not permit us to subsidize these costs):

- Hardware (You own the hardware through purchase or lease option)
- Connectivity
- “Add-ons” to the EMR (i.e., Dragon voice recognition software, eMobile, eMessenger)
- Tech support for hardware

From a procurement perspective, Health ePractice can recommend vendors to assist with:

- Hardware assessment
- Equipment purchase through Dell at preferred Ascension Health pricing
- Ongoing Tech support for your hardware

From a staff commitment perspective, the office must designate a physician champion and office-staff lead to work through the transformation process. The physician/ office leader must be available to:

- Organize templates and make design decisions
- Prepare charts and organize documents

How will the implementation be rolled out?

Physicians must sign a contract with St. John HealthPartners prior to installing a Health ePractice clinical IT tool. Once the practice is committed, our team of Process Engineers will begin working with you prior to the installation.

Approximately 3 to 6 months of prep time is required to ready your practice for this workflow change (i.e., chart extrapolation and document scanning). If Practice Management is to be installed, it is recommended that this take place prior to installing the EMR, allowing for approximately 3 months to successfully integrate the tool. Prior to installing the EMR, our team will require the practice to participate in readiness assessments and trainings. The office’s ability to master competency assessments will ultimately impact the “go-live” data. Our Health ePractice team is committed to your success when implementing the EMR. We will work with you until you are ready. Once the EMR is installed, our support team will remain onsite to ensure you are using each tool (i.e., charting, ePrescribing, disease registry) effectively to meet meaningful use.

How long will the implementation take?

Every office implementation is different. Interface, conversion, build and office adaption/readiness is a factor. During this process your site will be assigned an Implementation Coordinator to help determine the time frame.

Explain what will be involved in my training process.

The Implementation Coordinator will provide a full review of the training methodology which consists of computer based training, practice exercises, dress reversals and competency assessments. There will also be onsite support during your go live.

Will follow-up support be available?

SJHP's Health ePractice is unique in that support is ongoing. You will have a site lead for the EMR implementation and our support team will provide onsite support during and after your go live. Thereafter, support staff will be available to help you remotely, or on-site as situations demand. Lean process engineers are available to assist with workflow as you continue to refine your office processes. Your dedicated Practice Partner can be your first point of contact to coordinate whatever assistance you require. Our partnership with you does not stop once your EMR has been installed.

Will eClinicalWorks help with “pay for performance” programs?

Yes! eClinicalWorks has a built-in patient registry that can assist clinicians with identifying gaps in care, as well as prompts to alert physicians to order specific tests. Test tracking and results reporting are made easy - helping to improve your scores and patient's quality of care.

Who will be hosting the system?

SJPHS will be hosting the system which means the health system will be responsible for system back-ups, software upgrades and disaster recovery planning.

What about my patient's privacy?

Patients can be assured that their data will be protected. All data will be encrypted and the system will be continuously monitored and audited. Access will be protected through the use of individual login ID's and a secure robust infrastructure design.

Will data be available when I need it?

Remote capabilities are available for Providers. Scheduled downtime related to system upgrades will be limited and will be scheduled and communicated in advance.

Who owns the data?

Ultimately, the patients own their data. However, from a business perspective, the physician/practice owns their patient data. Data will be housed in separate database for each practice. If a practice wishes to terminate from our EMR, we will evaluate the specific situation, and may need to pass on costs to provide an electronic file. This will be evaluated on a case-by-case situation, depending on the new vendor and their formatting specifications.

What are your suggestions as far as getting prepared for the go live date? Can my office start abstracting data now, can we start scanning the documents?

You can start preparing immediately by familiarizing yourself with the Meaningful Use documentation requirements. SJPHS is partnering with MCEITA to streamline your office workflows and identify and repair any inefficiencies in general workflows or processes. You can begin to prepare your paper charts by assuring that all of your scheduled patients and patients that have frequent visits have legible and accurate ACTIVE Medication lists, Problem lists, Allergies and Reactions lists, Immunizations, Procedures (surgeries, Mammograms, pap smears, colonoscopy, etc.), and selection of a few clinically relevant documents from the chart to be scanned in



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