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Top Healthcare Apps of 2019

Certified Solutions for
Allscripts Clients

December 2019



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The Allscripts Developer program builds a culture of innovation by reducing barriers and risk associated with installing and using innovative healthcare technology. This eMagazine features the top healthcare apps from the past year.

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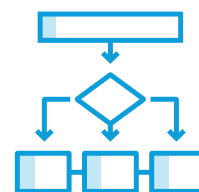
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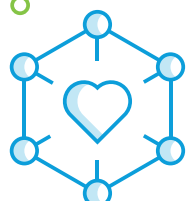
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Concord Cloud Fax

Certified for Allscripts Professional EHR™ and TouchWorks® EHR

A redesigned fax solution to improve patient care

If you asked several clinical and administrative staff members to come up with two ways to describe faxing, surely “necessary evil” and “a hassle” would be near the top of everyone’s list. Fax communication will likely remain a necessary evil until data interoperability standards are widely accepted and implemented consistently.

[Concord Cloud Fax](#) is a hassle-free option by replacing outdated fax machines and costly on-premise fax servers. The enterprise-grade cloud service is tightly integrated into the Allscripts Professional EHR™ and TouchWorks® EHR user experiences.

Fax directly from the EHR

By integrating fax communications into the workflows of the EHR, there’s no need to print original documents in order to transmit them from a fax machine and possibly expose protected health information (PHI) in the process.

Instead, users can send faxes, view their status and receive inbound transmissions directly from the EHR interface. There’s no need to launch separate client interfaces for third-party systems and no new software to learn. Most importantly, PHI is transmitted digitally, confidentially and securely.

“The implementation was seamless, and it just works!” said Benjamin Rosenthal, South Sunflower County Hospital Director of Information Systems.

Saves time for quality patient care

Fax technology isn’t just a hassle for end-users. Fax machines and on-premise fax servers place outsized administrative and financial burdens on IT resources. They consume time, budget and attention that are better spent on systems critical for delivering quality patient care and experiences.

What differentiates Concord Cloud Fax

1. The costs are tied to actual demand through a usage-based model, enabling organizations to pay only for what they need rather than purchasing capacity to handle spikes in volume or future growth.
2. It removes the need to manage the security of the fax environment by securely connecting to a HIPAA- and SOC2-audited cloud platform.
3. It eases the burden on in-house IT staff by having the vendor fully manage the fax solution, including escalations to phone carriers.
4. It ends delayed, missed and undelivered faxes from occurring with “SureConnect” technology. This intelligent retry algorithm dynamically re-routes traffic across different combinations of equipment and carriers until faxes are delivered successfully.
5. Its data centers are configured in an Active-Active redundancy mode to operate as a single unit without the concept of failover, service delays and other limitations that come with it.

“We’ve been seeing about a 95% success rate since the implementation with Concord. Almost all of the failed ones have error codes that are expected or reasonable. This is compared to about an 80-85% success rate that we were getting before, with unhelpful error codes that we couldn’t explain. So not only are we having more success now, but the errors are giving us the information we need to follow up more appropriately.”

VP, IT, SaaS content management vendor processing about 1 million pages/month with Concord

“The implementation was seamless, and it just works!”

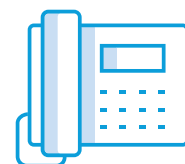
Benjamin Rosenthal, Director of Information Systems, South Sunflower County Hospital



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HIPAA Security Risk Analysis Software

Certified for Allscripts TouchWorks® EHR

Assessing your organization's risk management program

A record high number HIPAA breaches occurred last year that [affected 500 or more individuals](#) primarily through email hacking or IT incidents. Today, administrators and clinical staff receive an increasing amount of spam and the possibility of a hack is real. We know organizations are already implementing tools and procedures to be both offensive and defensive when it comes to potential attacks.

HIPAA One offers a risk assessment to organizations wanting to assess their current strategies. HIPAA One is a combination of software and services to help providers comply with HIPAA mandates and identify risks.

Avoiding violations

It is critical to ensure a strong security posture with safeguards and controls in place to prevent data breaches. It is especially important that these policies and procedures are in place to help avoid the possibility of a HIPAA violation, which could result in a breach and hundreds of thousands of dollars in fines.

Identifying and addressing security risks

Whether you are a covered entity or a business associate, you have a responsibility to protect patient information. There are simple controls that can be implemented to strengthen your security posture including conducting an annual security risk analysis.

What is HIPAA One?

HIPAA One works to provide the best HIPAA compliance software and professional services in the industry. Its cloud-based software was designed from the ground-up to be a simple, automated and affordable HIPAA compliance solution.

Earlier this year, HIPAA One integrated into Allscripts TouchWorks® EHR. You can learn more about their integration on the [Allscripts Application Store](#).

Why use HIPAA One?

- Centralized, automated risk analysis
- Automated software provides task reminders and a single source of truth for all policies, procedures, BA agreements...meaning no more spreadsheets.
- Real-time reporting: HIPAA One will automatically calculate your risk. Automated remediation tracking and benchmarking will prioritize those risks and vulnerabilities against thousands of organizations.
- Efficient and cost-effective: Each analysis is reviewed by a certified auditor experienced in responding to and passing government audits. HIPAA One also provides access to a library of policy and procedures and remediation consulting.

It is more important now than ever to build your organization's risk management program to protect against a HIPAA violation and breach.

To learn more about the products and services HIPAA One offers, visit their page on the [Allscripts Application Store](#).



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InDxLogic

Certified for Allscripts Professional EHR™ and TouchWorks® EHR

Improving clinical information availability with automatic indexing

There's no doubt that documentation is essential to patient care. Solutions that make that job easier are in high demand throughout our client base.

InDxLogic has been providing health information management solutions to meet this demand since 2006. With its recent integration into Allscripts TouchWorks® EHR and Allscripts Professional EHR™, InDxLogic now easily and automatically indexes health information.

Documentation made simple

InDxLogic's health information management (HIM) platform automatically indexes patient documents and delivers them automatically to the right patient's chart with the right date of service and no duplicates, significantly reducing operational costs and improving quality of care.

InDxLogic Features:

- Using OCR (Optical Character Resolution), a Content Management System and date algorithms, the app turns static unstructured pages into actionable structured healthcare informatics
- Automated indexing for documents with order closure and clinical data capture
- Duplicate document detection to eliminate multiple documents to the chart
- Management reporting tools to objectively evaluate the scanning and indexing process, document volumes, trends, document automation, document details

It's one thing for InDxLogic to state its capabilities, but it's incredible to hear it directly from a customer. "InDxLogic has done everything they said it would. It has been an absolute pleasure to work with their various teams to ensure our success with their product," said Dawn Buckley, RN and Chief Operating Officer at South County Internal Medicine.

A solution that saves time

InDxLogic's software contributes to better patient care by reducing the turnaround time to index a document into a patient's chart. By reducing the number of clicks that come with manual entry, InDxLogic gives staff more face-to-face time to spend with patients. Improved clinical information availability, documentation quality through standardization means clinicians spend less time on paperwork and more time on what is most important: the patient.

"InDxLogic has done everything they said it would. It has been an absolute pleasure to work with their various teams to ensure our success with their product."

Dawn Buckley, RN and Chief Operating Officer at South County Internal Medicine



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Why predictive analytics is the future of healthcare

For a long time, predictive analytics has been a business buzzword only practiced by the most serious of data junkies. Now it's a necessary business tool for anyone serious about maximizing the enormous amount of data at their disposal.

Some industries (think airlines, hotels and retail) have done a better job than others at adopting predictive analytics into their processes to drive value. Even the Wisconsin Supreme Court is [using algorithms](#) that claim to predict criminal behavior and tendencies in the sentencing phase of trials. Judges can now use data, trends and criminal histories as a means of assessing the potential risk of offenders committing future crimes.

Isn't it great that we can use data from the past to predict the future? Healthcare is starting to move forward and take advantage of predictive analytics.

Prioritizing predictive analysis

Allscripts is continuously exploring opportunities to put predictive analytics in the hands of clients to help them accomplish more with the data they have. Our recent strategic partnership with [Opargo](#), a company bringing expertise from outside of healthcare to solve challenges in scheduling patients, is a core part of the Allscripts Practice Financial Platform and evidence of this important strategy.

Opargo's schedule optimization tool is fully integrated with Allscripts Practice Management. It leverages predictive analytics to help practices run more efficiently while ensuring patients with the greatest medical need receive proper care. This typically results in reduction of empty appointment slots due to no-shows and late cancellations, increases in utilization among all providers and improves patient care.

How Allscripts and Opargo work together:

- Gathers 12-24 months of historical data from a practice to understand how an organization has been operating in the past
- Predicts what is going to happen in the future with Opargo algorithms in use
- Optimizes appointment scheduling based on goals of the organization
- Provides monthly dashboards to measure progress

Predictive analytics can assist with the operations of a practice to reach everyone's end goal: improved patient care. Practices have an opportunity to see for themselves how using the Opargo solution can benefit their organization.

"Since we started using Opargo our providers are better utilized, resulting in better access to care for our patients."

Mary Kay Martin of Ear, Nose, & Throat Associates of Texas, PA



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Optum Patient Insights

Certified for Allscripts TouchWorks® EHR

Enhancing clinical decisions with patient-reported outcomes

The desire to bring the patient's voice to the forefront of clinical encounters is ever-present. However, obtaining that information accurately isn't as easy as asking how the patient feels or whether they are getting better.

One helpful approach is using a set of patient-reported outcome (PRO) instruments designed to measure a patient's quality of life in different health domains. PROs quantify a patient's quality of life and can be used to track progress over time, evaluate different treatment options and be included in shared decision-making discussions.

Patient-reported outcomes

The Patient Insights team within Optum developed a tool that reports patient outcomes over several therapeutic areas. They include:

SF-12V2® HEALTH SURVEY

- The SF-12v2 is a practical, reliable and valid measure of physical and mental health
- The tool uses 12 questions to measure functional health and well-being from the patient's point of view. This quality-of-life measure can be used across age, disease and treatment group, and is appropriate for a wide variety of applications.
- The SF-12v2 provides scores for each of the [eight health domains](#) and outputs [component summary scores](#)

ASTHMA CONTROL TEST

- This is a five-item survey used to measure asthma control in individuals 12 years of age and older
- The test assesses frequency of shortness of breath, symptoms, use of rescue medication, effect on daily functioning and overall self-assessment
- It helps identify and detect asthma patients who are not well-controlled

TouchWorks® EHR Integration

These patient-reported assessments are available to the provider to assign to the patient. The patient can then be prompted via email to complete the survey. Patient scores are then available to the clinician within the EHR to use during office visits to help guide treatment options, monitor progress over time, or to be used in data analysis. Real-time scoring interpretation against normative data is also available for both individual patients and aggregated populations. This enables seamless integration of the patient voice into the clinical workflow.

With the integration of [Optum's Smart Measurement System®](#) into Allscripts TouchWorks® EHR, the administration of patient-reported outcomes is now more easily completed.

To learn more, visit the [Allscripts Application Store](#).



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Charlie by healthfinch

Certified for Allscripts TouchWorks® EHR

How one physician network streamlines prescription renewals

California-based St. Joseph Heritage Healthcare, an Allscripts TouchWorks® EHR client, is experiencing the benefits of streamlined clinical workflows from working with Allscripts Developer Program partner, healthfinch, and implementing its prescription renewal delegation solution.

With close to 40,000 medication renewal requests to process each month, Heritage needed a technology solution that would enable existing staff to be more efficient and increase capacity. Doing so would enable them to expand the services of their centralized renewal team, the Heritage Contact Center, to service a broader group of physicians in multiple regions and specialties.

Enter healthfinch's prescription renewal delegation engine, [Charlie](#). With Charlie, staff members are now able to complete up to 200 renewal requests per eight-hour shift, a threefold increase from pre-implementation. Additionally, the prescription renewal delegation rate has increased from 50% to 65%, which gives clinic staff more time to operate at the top of their license and focus on patient care.

Charlie integrates with TouchWorks to streamline prescription renewal workflows, saving health systems significant time and expense. Its combination of technology, protocol content and optimization services enable safe delegation of prescription renewals from providers to staff. This helps reduce provider burnout caused by excessive administrative or off-hours work.

Each renewal request is cross-referenced with the appropriate evidence-based protocol, so staff members instantly know if a medication is safe to renew, needs additional review, or needs follow-up. As a result, health systems also see improved quality metrics and higher compliance when using Charlie.

"To fully operationalize a centralized refill service, it was imperative that we adopt a standardized set of refill protocols for all primary care physicians to follow. Through a consensus process with clinical leadership, our medical director ultimately signed off on a set of protocols now followed across the organization," said Renee Voll, former Executive Director, Patient Experience and Contact Center at Heritage. The healthfinch Customer Success team helped facilitate these consensus discussions, provided guidance and identified opportunities for further efficiency improvements.

The Heritage Contact Center now processes the prescription renewal requests for 280 providers across six ministries under Providence St. Joseph Health Care. In addition to being able to support so many providers, it has seen a reduction in turnaround time and a significant increase in the closing of care gaps—all of which would be challenging at this scale without Charlie.

Turnaround time prior to using Charlie could have taken as long as 72 hours. Now, requests can be completed in as quickly as 12 hours, which has a positive impact on patient satisfaction.

Charlie also enables technicians to take a more proactive role in closing care gaps associated with medication refills. With each renewal request, Charlie identifies missed labs, visits and other monitoring that needs to be completed in the next 90 days. Outstanding items can then be scheduled, improving patient safety and compliance. With care gaps addressed, the patient's next refill request will also be categorized as "In Protocol," which enables it to be processed quickly without the need for further followup.

"Today, over 65% of all refill requests are processed by nonclinical refill technicians, up from 50% before using Charlie. Technicians have increased their efficiency threefold, now processing upwards of 200 refills per eight-hour shift. This greatly reduces the burden on our providers at the end of the day and evening hours."

Renee Voll, Executive Director of Patient Experience and Contact Center at St. Joseph Heritage Healthcare



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Relaymed

Certified for Allscripts Professional EHR™ and TouchWorks® EHR

Providing automated workflows to deliver smarter care

Every year, billions of point-of-care test results (urinalyses, blood tests, etc.) are still entered manually from paper printouts into the EHR. This time-consuming process presents opportunity for human error and lost documents.

In a world where so many of our day-to-day tasks can now be streamlined with technology, why continue to enter these results manually when solutions are available to automate the process? That's why we chose [Relaymed](#) as our November App of the Month. This solution makes a real difference in clinician workflow by enabling them to focus on what matters most: providing amazing patient care.

Reducing clinical staff burden

In a busy physician practice, time is the most precious resource. Manually entering a lab result into the EHR is a time-intensive process. The University of Louisville Physicians Group found that it was taking them about 4.5 minutes per urinalysis (UA) result. Entering 13 UAs wastes about an hour of clinical staff time.

The EHR should be the data hub and single source of truth for providers as they enter the exam room to meet with a patient. Relaymed streamlines workflows that can slow practices down. An automated workflow ensures the provider has actionable information when they need it. This means clinicians have more face time with patients, which improves their experience.

Eliminating revenue leakage

We estimate as much as 20% revenue leakage (lost opportunities to collect money earned) occurs because of tests not recorded properly in the EHR. Do you really want to continue undertaking hours of administrative work to ensure all data has been manually entered only to have patients go somewhere else? Relaymed not only gives you time back, but also reduces revenue leakage.

Improving quality of care

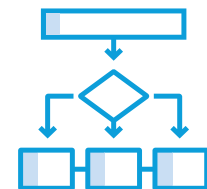
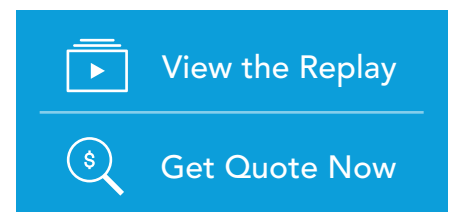
Patients don't want to wait for lab test results or delayed appointments. They are behaving as consumers who choose their healthcare. Timely, accurate lab results are an important part of the patient experience, especially if they can be delivered electronically.

Opening the ecosystem

Just as the Allscripts Developer Program offers first class open APIs, so does Relaymed, which has some of the leading medical device vendors (including Abbott, Siemens, Roche) on its lab interface platform. These interconnecting ecosystems are where the power of open, quality and value all intersect. Relaymed CEO/Founder Neil Farish describes the journey it took to develop the solution on [Allscripts Podcast](#).

"Test results now go straight to the EHR, meaning practice staff can focus on more important tasks. Productivity and satisfaction are through the roof."

Phillip F. Bressoud, MD, FACP,
University of Louisville Physicians



ChartScout by Emerge

by Emerge

ChartScout, certified for Allscripts Professional EHR, TouchWorks EHR, and Sunrise, is an intuitive patient-chart search and visualization solution.

ChartScout provides the ability to search through the entire Allscripts EHR, not just structured data, but also inside of free-text notes and images or scanned documents. ChartScout also aggregates data into dashboards that reflect current workflows, providing users with value by saving time.

To learn more, visit the [Allscripts Application Store](#).

"We love ChartScout. The ability to search through structured data, free text, and SCANNED DOCUMENTS is awesome. My providers use it daily. It is well worth the monthly fee. We have had them set up a Medicare Wellness dashboard for us, which has been amazing. The ability to provide feedback directly from the screen is great. Any issues that we have had have been resolved promptly. This has probably been the best money we have spent in a long time. I highly recommend this product to everyone!"

Jean Williams, Office Manager, Stone Mountain Family Practice



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Point of Care AC

Certified for Allscripts TouchWorks® EHR

Point of Care AC, certified for Allscripts TouchWorks EHR, is an Anticoagulation (AC) management system.

Point of Care AC takes the complexity out of Anticoagulation (AC) therapy by providing a real-time AC dashboard for DOACs & Warfarin management. With intuitive, predictive clinical decision support, Point of Care AC incorporates evidence-based guidelines into intelligent tools that measure and improve patient's time in therapeutic range.

To learn more, visit the [Allscripts Application Store](#).

"The Point of Care AC Management System is the most sophisticated, yet lightweight, program for managing patients in all phases of their anticoagulant care. Using the validated warfarin nomogram and other advanced anticoagulant features with full Allscripts integration, we are able to dose patients on warfarin in under one minute, determine instantly key quality metrics such as time-in-therapeutic INR range, assess both bleeding and thrombotic risks using clinical decision support, and manage patients on chronic oral anticoagulant therapy in high risk situations such as those undergoing surgery or those requiring multiple antithrombotic regimens. The program can also manage patients on the new direct oral anticoagulants. As the System Director of one of largest and most complex anticoagulant clinics in the US, the POC AC system can be used at both an individual patient level to streamline care as well as enterprise level to establish quality of care. The program is absolutely invaluable."

Alex C Spyropoulos, MD, FACP, FCCP, FRCPC, System Director, Anticoagulation and Clinical Thrombosis, Northwell Health



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Vital Signs Device Integration

by Hillrom

The Hillrom Vital Signs Devices are certified for Allscripts Professional EHR, TouchWorks EHR and Sunrise.

These products are designed to enhance outcomes for patients and caregivers. Hillrom is focused on providing care teams with more intelligent—and more connected—solutions across all care settings—from the emergency department and ICU, to the physician's office, surgical suite and home.

[Learn more on the Allscripts Application Store.](#)



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The story of possible.

When you're dealing with people on the best or worst days of their lives, you can't overprepare. You are tasked with offsetting the needs of a business full of financial and competitive pressures, without compromising the care of a human life. That's why we offer flexible solutions rather than abiding by the oh-so-common "one-size-fits-all" mentality—not just for patients and families but for the doctors and staff taking care of them. With abundant humility, we offer that our role is a noble one. We use technology to help you provide care, and we believe the hardest part of healthcare shouldn't be gathering the information to provide it properly. We enable amazing teams that beat cancer, deliver babies, and make people walk again. We are the support system with lifelong consequences. It's a massive balancing act: between integration, privacy, and practicality. And it all needs to be handled with grace and understanding, and be permeated with hope.

When you change what is possible, you change everything.

To see what's possible, visit store.allscripts.com.

