

MUCH MORE
THAN I.T.

POSSIBILITY

VitalCenter Online – Archival
May 4th, 2016



You have been automatically muted. Please use the Q&A panel to submit questions during the presentation

The screenshot displays the Cisco WebEx Event Center interface. The main content area shows a presentation slide with the following text: "GALEN HEALTHCARE SOLUTIONS", "MUCH MORE THAN I.T.", "POSSIBILITY", "Welcome to Today's Webcast", and "The webcast will begin shortly...". The slide features a background image of a car driving on a dirt road in a desert landscape. The interface includes a top menu bar with "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". Below the menu bar, there are controls for "Event Info" and "Public_Webc...". A red arrow points to a button labeled "Click for Full Screen Mode". Another red arrow points to a button labeled "Click to open Q&A Panel". The Q&A panel is open on the right side, showing a dropdown menu for "Ask: All Panelists" and a text input field with a "Send" button. The text input field contains the instruction: "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." The bottom right corner of the interface shows a "Connected" status indicator.

Today's Presenter

David Burkhead, Product Manager

- ✓ 10+ years of EHR build and deployment experience
- ✓ 5+ years with Galen Healthcare Solutions
- ✓ david.burkhead@galenhealthcare.com

Objectives

1. Understand WHY a healthcare organization should consider data archiving
2. Identify the key differences between converted vs. archived data
3. Review HOW data is archived via Galen's VitalCenter Online – Archival solution

WHY do we need to archive?

- ✓ Uphold and maintain eDiscovery requirements
 - ✓ Legal scenarios
 - ✓ Audits
 - ✓ Common law
 - ✓ Statutes or regulations (SEC/17a/HIPAA/FDA)
- ✓ Allows for legal decommissioning of legacy systems
 - ✓ Data preservation and fidelity
- ✓ Creates opportunity to realize immediate ROI versus maintaining existing system licenses and infrastructure
 - ✓ Typically 80% to 95% savings
- ✓ Establish one location for all archived data
 - ✓ Consistency and ease of access across many user roles

✓ Scenario #1: Legal Request for Records

- A request for medical records has recently been submitted to the HIM department regarding a pending legal matter for a previous patient.
- The request for records must meet the following criteria in order to be considered compliant with the request:
 - *The request contains a litigation hold*
 - *The records will involve multiple encounters with multiple providers across multiple data sources*
 - *The records request will need to include all preserved chart data within a particular range*
 - *The nature of the request includes not only clinical instance data, but patient and user audit data specific to the data source*



✓ Scenario #2: IT Cost and Rationalization

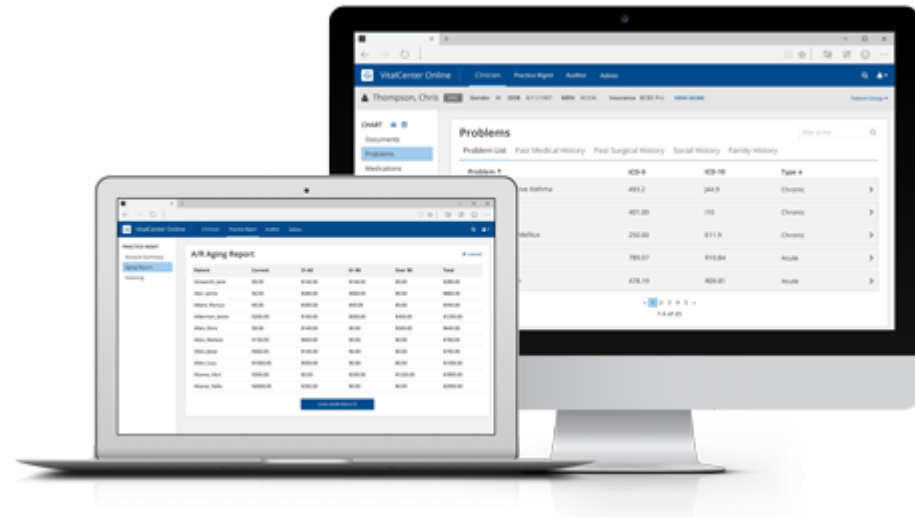
- Over the past 5 years your organization has acquired multiple external physician practices, increased its overall software stack by 40%, and undergone discrete data conversions with all of them. Your department is aggressively pursuing the reduction of licensing, maintenance, and support costs.
- As part of this IT optimization process the following preservation standards must be implemented:
 - *Any data that was excluded from previous data conversions must be accounted for (including detail, version, and audit data associated with previously converted data)*

✓ Scenario #3: OIG Audit

- As a growing Accountable Care Organization (ACO) and community driven health center pursuing HRSA HIT grant funding. It is critical that ensured consistently and adequate HIT security controls are in place to protect sensitive EHR data and all PHI. This audit process could be triggered by:
 - Subpoena, a civil investigate demand, or notification of audit letter and would need to support:
 - *Authorized access to all records, reports, and audits (including potential legislative “inquiries”)*
 - Meaningful Use Incentive Payment Audits
 - *Providing verification that providers receiving Medicare and/or Medicaid Meaningful Use incentive payments were entitled*

Converted Data vs. Archived Data

- ✓ Data mapping and translations
 - ✓ Unverified data
- ✓ General and/or custom conversion logic
 - ✓ Date filtering
 - ✓ Demographic exclusions
 - ✓ Item type filtering
 - ✓ Status exclusions
- ✓ Detail and version data
- ✓ Audit Data



HOW...VitalCenter Online - Archival



- ✓ Easily accessed via single sign-on and custom domain
(*myhealthsystem.vitalcenteronline.com*,
archive.myhealthsystem.com, etc.)

- ✓ Clinical & PM
 - ✓ Problems
 - ✓ Allergies
 - ✓ Meds
 - ✓ Vitals
 - ✓ Immunizations,
 - ✓ Full change history for all clinical items
 - Charges / Billing / AR
 - ✓ Audit Logs
 - ✓ Orders
 - ✓ Results
 - ✓ Tasks/Worklists/Inbox
 - ✓ Appointments
 - ✓ Communications
 - ✓ Notes
 - ✓ Scans

- ✓ Satisfies legal requirements at the Federal level as well as all 50 states

State Driven Archival Regulations

Location	Medical Doctors	Hospitals	Location	Medical Doctors	Hospitals
Federal (HIPPA Security Rule)	6 Years	6 Years	Missouri	7 Years	10 Years (Age 23)
Federal (CMS / Managed Care)	10 Years	10 Years	Montana	6 Years	10 Years (Age 28)
Alabama	Indefinitely	6 Years (Age 21)	Nebraska	6 Years	10 Years (Age 22)
Alaska	6 Years (Age 21)	6 Years (Age 21)	Nevada	6 Years	6 Years
Arizona	6 Years	6 Years (Age 21)	New Hampshire	7 Years	7 Years (Age 19)
Arkansas	6 Years	10 Years (Age 20)	New Jersey	7 Years	10-20 Years (Age 23)
California	6 Years	7 Years (Age 21)	New Mexico	8 Years (Age 20)	10 Years (Age 19)
Colorado	6 Years	10 Years (Age 28)	New York	6 Years (Age 19)	6 Years (Age 21)
Connecticut	7 Years	10 Years	North Carolina	6 Years	11 Years (Age 30)
Delaware	7 Years	6 Years	North Dakota	6 Years	10 Years (Age 21)
District of Columbia	6 Years (Age 21)	10 Years	Ohio	6 Years	6 Years
Florida	6 Years	7 Years	Oklahoma	6 Years	6 Years (Age 21)
Georgia	10 Years	6 Years (Age 23)	Oregon	6 Years	10 Years - Permanently
Hawaii	7-25 Years (Age 25)	7-25 Years (Age 43)	Pennsylvania	7 Years (Age 21/22)	7 Years (Age 25)
Idaho	6 Years	6 Years	Puerto Rico	6 Years	6 Years
Illinois	6 Years	10 Years	Rhode Island	6 Years	6 Years (Age 23)
Indiana	7 Years	7 Years	South Carolina	10-13 Years	10 Years (Age 19)
Iowa	7 Years (Age 19)	6 Years	South Dakota	6 Years	10 Years (Age 20)
Kansas	10 Years	10 Years (Age 19)	Tennessee	10 Years (Age 19)	10 Years (Age 19)
Kentucky	6 Years	6 Years (Age 21)	Texas	7 Years (Age 21)	10 Years (Age 20)
Louisiana	6 Years	10 Years	Utah	6 Years	7 Years (Age 22)
Maine	6 Years	7 Years (Age 24)	Vermont	6 Years	7 Years (Age 22)
Maryland	6 Years (Age 21)	6 Years (Age 21)	Virginia	6 Years (Age 18)	6 Years (Age 23)
Massachusetts	7 Years (Age 9)	30 Years	Washington	6 Years	10 Years (Age 21)
Michigan	7 Years	7 Years	West Virginia	6 Years	6 Years
Minnesota	6 Years	Permanently	Wisconsin	6 Years	6 Years
Mississippi	6 Years	7-10 Years (Age 25)	Wyoming	6 Years	6 Years

Virtually Any Source System

✓ Supports dozens of source EMR systems

- Allscripts Touchworks
- Allscripts MyWay
- Allscripts Pro
- Allscripts PM
- Aprima
- AmazingCharts
- American Medical Software
- Athena
- Cerner
- CPSI
- eClinicalworks
- Epic
- E-MDs
- GE Centricity
- GE FlowCast
- GE Logician
- Greeway PrimeSuite
- Greenway Intergy
- HealthPac
- LytecMD
- McKesson Horizon Clinicals
- MedInformatix
- Meditech
- Misys EMR
- Merge
- NextGen
- Practice Partners
- Sage (Med Manager)
- SRSSoft

✓ **Technical**

- ✓ Ideally paired with data conversion projects
- ✓ Leverages and modifies existing conversion tools (such as data extracts, ETL, and plugins)

✓ **Functional**

- ✓ Role driven for personas
 1. Clinical
 2. Practice Management
 3. Admin
 4. Auditing
- ✓ Requires minimal to no prior end-user training

Pole Question

Login



Username

Password

[Log in](#)

[Forgot password?](#)

Dashboard & Patient Searching

CLINICIAN

Recent Patients

Patient Lists

Tasks

Recent Patients

Sharp, Jane MEDITECH Female DOB: 4/13/2010	MRN: M50263116 SSN: 123-45-6789	162 N Franklin Ave Unit #4 Chicago, IL 60606	📞 123-555-7890 🏠 555-555-5555
Brady, Alicia MEDITECH Female DOB: 8/7/1991	MRN: M61403158 SSN: 123-45-6789	4307 Hawthorne Lane Elgin, IL 60120	📞 123-555-7890 🏠 555-555-5555
Pittman, Terri EPIC Male DOB: 5/24/1989	MRN: 622569 SSN: 123-45-6789	656 5th Street East Oak Lawn, IL 60453	📞 123-555-7890 🏠 555-555-5555
Pittman, Terri TOUCHWORKS Male DOB: 5/24/1989	MRN: 426117447 SSN: 123-45-6789	615 Highland Avenue Hanover Park, IL 60133	📞 123-555-7890 🏠 555-555-5555
Pittman, Terrance MEDITECH Male DOB: 5/24/1989	MRN: M51667804 SSN: 123-45-6789	239 S Main St Hanover Park, IL 60133	📞 123-555-7890 🏠 555-555-5555
Benson, Wallace EPIC Male DOB: 4/12/1982	MRN: 05519 SSN: 123-45-6789	615 Highland Avenue Hanover Park, IL 60133	📞 123-555-7890 🏠 555-555-5555
Morales, Floyd MEDITECH			

Patient Chart

CHART

Documents

Problems

Medications

Allergies

Vitals

Orders

Immunizations

In Basket

Other

SCHEDULING

Registration

Appointments

BILLING

Account Summary

Charges

Documents

Filter documents

Type	Date	Owner	Status
Office Visit	01/19/2016	Riley, Ian	Final
Office Visit	07/20/2015	Riley, Ian	Final
Injury	06/20/2015	Davidson, Timothy	Final
Office Visit	04/19/2015	Davidson, Timothy	Final
Office Visit	03/15/2015	Cunningham, Christopher	Final

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Patient Chart – Problems

- CHART
- Documents
- Problems**
- Medications
- Allergies
- Vitals
- Orders
- Immunizations
- In Basket
- Other
- SCHEDULING
- Registration
- Appointments
- BILLING
- Account Summary
- Charges

Problems

Filter active

Problem List | Past Medical History | Past Surgical History | Social History | Family History

Problem	ICD-9	ICD-10	Type
Chronic Obstructive Asthma	493.2	J44.9	Chronic
Hypertension	401.00	I10	Chronic
Type II Diabetes Melitus	250.00	E11.9	Chronic
Abdominal Pain	789.07	R10.84	Acute
Nasal Congestion	478.19	R09.81	Acute

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Patient Chart – Medications

- CHART
- Documents
- Problems
- Medications
- Allergies
- Vitals
- Orders
- Immunizations
- In Basket
- Other
- SCHEDULING
- Registration
- Appointments
- BILLING
- Account Summary
- Charges

Medications

Filter current

Current | History

Medication	SIG	Ordered by
Amoxicillin 125 MG Oral Tablet Chewable	TAKE 1 TABLET DAILY	McCarthy, Maureen
Depo-Medrol 20 MG/ML Injection Suspension	TAKE 1 TABLET AS NEEDED BEFORE BEDTIME	Riley, Ian
Lorazepam 1 MG Oral Tablet	TAKE 1 TABLET AS NEEDED BEFORE BEDTIME	McCarthy, Maureen

Patient Chart – Medication Details

- CHART 📄 📅
- Documents
- Problems
- Medications**
- Allergies
- Vitals
- Orders
- Immunizations
- In Basket
- Other
- SCHEDULING
- Registration
- Appointments
- BILLING
- Account Summary
- Charges

[← Back to Medications](#)

Version [← 2 of 2 →](#)

Depo-Medrol 20 MG/ML Injection Suspension

Details

Admin by	Riley, Ian	Pharmacy	Walgreens
Admin date	Aug 01, 2015	Prescribe action	Fax
Authorization	Retrospective	Prescribed for	Arthritis
Day:Qty:Refill	30:30:0	Recorded by	Riley, Ian
Dose	2 mL	Recorded date	Aug 01, 2015 12:11PM
Expiration date	Sep 01, 2015	Route	Intramuscular
Expires	Aug 30, 2015	Route	USE AS DIRECTED
Last Update	Aug 01, 2015 12:13PM	Site	Left deltoid
Last Update by	Riley, Ian	Start date	Aug 01, 2015
Lot #	11df235	Status	Active
Manufacturer	GLAXO SMITH KLINE	Supervised by	Riley, Ian
Ordered by	Riley, Ian		

Comments

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Patient Chart – Medication Details

- CHART 📄 📅
- Documents
- Problems
- Medications
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- Orders
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- In Basket
- Other
- SCHEDULING
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- Charges

[← Back to Medications](#)

Depo-Medrol 20 MG/ML Injection Suspension

Details

Admin by	Riley, Ian
Admin date	Aug 01, 2015
Authorization	Retrospective
Day:Qty:Refill	30:30:0
Dose	2 mL
Expiration date	Sep 01, 2015
Expires	Aug 30, 2015
Last Update	Aug 01, 2015 12:13PM
Last Update by	Riley, Ian
Lot #	11df235
Manufacturer	GLAXO SMITH KLINE
Ordered by	Riley, Ian

Pharmacy
Prescribe action
Prescribed for
Recorded by
Recorded date
Route
Route
Site
Start date
Status
Supervised by

Thompson, Chris EPIC

Male MRN: 45334
DOB: 7/12/1984 SSN: 123-45-6789

Thompson, Chris TOUCHWORKS

Male MRN: 813516724
DOB: 7/12/1984 SSN: 123-45-6789

Thompson, Christopher MEDITECH

Male MRN: M64239793
DOB: 7/12/1984 SSN: 123-45-6789

[Manage Group](#)

Comments

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Patient Chart – Medications (Alt. Source)

CHART

- Documents
- Problems
- Medications
- Allergies
- Vitals
- Orders
- Immunizations
- Tasks
- Other

SCHEDULING

- Registration
- Appointments

BILLING

- Account Summary
- Charges

Medications

Filter active

Active Past

Medication	SIG	Ordered by
Amoxicillin 125 MG Oral Tablet Chewable	TAKE 1 TABLET DAILY	McCarthy, Maureen
Daily Multivitamins	TAKE 1-2 TABLETS EACH MORNING WITH BREAKFAST	Riley, Ian
Lorazepam 1 MG Oral Tablet	TAKE 1 TABLET AS NEEDED BEFORE BEDTIME	McCarthy, Maureen

Audit Information (Source System)

- Vitals
- Orders
- Immunizations
- In Basket
- Other
- SCHEDULING**
- Registration
- Appointments
- BILLING**
- Account Summary
- Charges
- Claims
- AUDITING**
- VitalCenter Online
- TouchWorks**

TouchWorks

Export Date Range Filter TouchWorks

Access Start	Access End	Action Date/Time	User	Action
1/2/16 5:14 PM	1/2/16 5:18 PM	1/2/16 5:18 PM	Riley, Ian	Administered Medication
1/2/16 5:14 PM	1/2/16 5:18 PM	1/2/16 5:18 PM	Riley, Ian	Ordered Medication
1/2/16 5:14 PM	1/2/16 5:18 PM	1/2/16 5:18 PM	Riley, Ian	Updated Problem
1/2/16 5:14 PM	1/2/16 5:18 PM	1/2/16 5:18 PM	Riley, Ian	Created Problem
1/2/16 5:14 PM	1/2/16 5:18 PM	1/2/16 5:18 PM	Riley, Ian	Signed Note

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Audit Information (VCO)

- Vitals
- Orders
- Immunizations
- In Basket
- Other
- SCHEDULING**
- Registration
- Appointments
- BILLING**
- Account Summary
- Charges
- Claims
- AUDITING**
- TouchWorks
- VitalCenter Online**

VitalCenter Online

Export | Date Range | Filter VitalCenter Online

Access Start	Access End	User	Data Source	Action
3/6/12 9:15 AM	3/6/12 10:29 AM	Johnson, Ben	TOUCHWORKS	Added Patient Group
3/6/12 9:15 AM	3/6/12 10:35 AM	Johnson, Ben	TOUCHWORKS	Viewed Allergy Summary
3/6/12 9:15 AM	3/6/12 10:35 AM	Johnson, Ben	TOUCHWORKS	Viewed Allergy Details
3/6/12 9:15 AM	3/6/12 9:15 AM	Johnson, Ben	TOUCHWORKS	Exported Clinical Chart
3/6/12 9:15 AM	3/6/12 9:58 AM	Johnson, Ben	TOUCHWORKS	Viewed Problem Summary

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Patient Chart

VitalCenter Online | Clinician | Practice Mgmt | Auditor | Admin

Thompson, Chris | EPIC | Gender M | DOB 8/11/1987

CHART | Documents | Problems | Medications | Allergies | Vitals | Orders | Immunizations | In Basket | Other | SCHEDULING | Registration | Appointments | BILLING | Account Summary | Charges

Documents

Type	Status
Office Visit	Final
Office Visit	Final
Injury	Final
Office Visit	Final
Office Visit	Final

Print Chart

Chart Contents

Entire chart
 Custom

Encounters

All encounters
 Custom

From: 01/01/2013 To:

2016 March

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Continue

Practice Management – Patient Billing



- Vitals
- Orders
- Immunizations
- In Basket
- Other
- SCHEDULING**
- Registration
- Appointments
- BILLING**
- Account Summary
- Charges
- Claims
- AUDITING**
- TouchWorks
- VitalCenter Online

Accounts Receivable

All Tagged

Date	Charge	Payment	Balance
11/22/2015	\$245.00	\$0.00	\$245.00 30 DAYS
11/18/2015	\$536.00	\$0.00	\$536.00 PAID
10/01/2015	\$285.00	\$285.00	\$0.00
09/29/2015	\$125.00	\$125.00	\$0.00
08/01/2015	\$140.00	\$140.00	\$0.00
07/17/2015	\$408.00	\$408.00	\$0.00

Practice Management – A/R

PRACTICE MGMT

Account Summary

Aging Report

Invoicing

A/R Aging Report

EXPORT

Patient	Current	31-60	61-90	Over 90	Total
Answorth, Jane	\$0.00	\$140.00	\$140.00	\$0.00	\$280.00
Aker, Jamie	\$0.00	\$280.00	\$600.00	\$0.00	\$880.00
Albert, Marcus	\$0.00	\$300.00	\$40.00	\$0.00	\$440.00
Alderman, Jessie	\$200.00	\$100.00	\$500.00	\$450.00	\$1250.00
Allen, Dora	\$0.00	\$140.00	\$0.00	\$500.00	\$640.00
Allen, Wallace	\$130.00	\$600.00	\$0.00	\$0.00	\$760.00
Allen, Jesse	\$560.00	\$140.00	\$0.00	\$0.00	\$700.00
Allen, Lucy	\$1000.00	\$500.00	\$0.00	\$0.00	\$1500.00
Alvarez, Abril	\$300.00	\$0.00	\$330.00	\$1220.00	\$1850.00
Alvarez, Sofia	\$2600.00	\$350.00	\$0.00	\$0.00	\$2950.00

LOAD MORE RESULTS

Questions?

**Thank you for joining us today.
To access the slides from today's presentation, please visit:**

<http://wiki.galenhealthcare.com/Category:Webcasts>

For additional assistance or to request information about our many services and products, please contact us through our website:

www.galenhealthcare.com



MUCH MORE THAN
I.T.

The logo for Galen Healthcare Solutions features the word "GALEN" in a large, white, sans-serif font. A white, curved line starts from the left, passes through the letter "G", and extends to the right, ending under the letter "N". Below "GALEN" is the phrase "HEALTHCARE SOLUTIONS" in a smaller, white, sans-serif font.
GALEN
HEALTHCARE SOLUTIONS