Welcome to today's Webcast…

The webcast will begin momentarily….

Embrace the new world of healthcare

March, 2011

The webcast will begin momentarily…

Who We Are

ALIGN YOURSELF with an Allscripts favorite.

Galen Healthcare Solutions is a certified Platinum Plus Allscripts partner for EHR adoption — and for good reason. Our company has been involved in hundreds of successful EHR implementations, from 6 physician specialty practices to 7,000 physician networks. Imagine the insights and expertise that Galen would bring to your EHR program.

EXPERIENCE success at every level.

Whatever EHR stage you're in, Galen has the tools and resources to help you succeed. Our seasoned team of experts is skilled in all areas of EHR and can help you with everything from database building to project management and application development to HITECH completion.

GALEN HEALTHCARE SOLUTIONS

Solutions For You

The webcast will begin momentarily…

TECHNICAL Services

Interface Services

Exchanging data with third party vendors will increase the amount of valuable data available to the physician at the point-of-care. Galen can provide your organization with the ability to develop, optimize, or identify new opportunities to interface data using the following services:

- Interface Design and Development
- Interface Optimization
- Training / Mentoring
- Device Integration

EHR Reporting

Galen Healthcare Solutions has extensive knowledge of the Allscripts Enterprise EHR™ database architecture and significant experience providing clients with various reporting solutions. Whether you'd like to outsource your reporting needs or raise your team's own ability, Galen can assist by providing services focused in the following areas:

- Custom Crystal Report Writing
- Data Warehousing
- Enterprise EHR ETL Assistance
- Enterprise EHR Analytics Report Building
- Report Training Services

The webcast will begin momentarily…

TECHNICAL Services (Cont.)

Remote Technician

Galen's Allscripts certified EHR technicians will assist your organization with various technical needs from remote monitoring to the creation and maintenance of EHR system environments.

- Hardware / Software Migrations
- Mentoring / Training
- Monitoring

Application Development

As your organization becomes more advanced with the Enterprise EHR application, you will identify opportunities for tools that would help enhance your offering. Galen has the expertise to help with any aspect of custom development including project management, design, development, or implementation. These services will help ensure that you can meet the needs of your clinical users and EHR support staff.

GALEN HEALTHCARE SOLUTIONS

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VitalCenter™

Your Anytime Business Continuity Solution

VitalCenter is a client-server application that delivers patient charts to the point-of-care to ensure business continuity. This Patent Pending technology enables physicians to access electronic copies of patient charts when the EHR is not available. From hardware failures to network outages and even scheduled maintenance, VitalCenter helps health care groups handle any downtime event. And, by offering instant access to records, VitalCenter can significantly increase efficiency during normal business circumstances as well. That's why multiple medical groups around the country rely on VitalCenter to keep them up and running with maximum efficiency.

For more information, visit **vitalcenter.galenhealthcare.com**

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PROFESSIONAL Services

Project Assessment

Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

Project Management

Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

Implementation Services

Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare

Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

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GALEN HEALTHCARE SOLUTIONS

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Application Deployment

Galen has extensive experience customizing and testing the EHR to suit your organization's needs. Providing your users with a system built to meet their needs and the proper tools to complete their daily tasks will help increase success and utilization.

- EHR Development
  - Process and Workflow Design
  - User Population, Security, and Design
  - Application Configuration and Build
  - System Upgrades
- Application Testing
  - Workflow and Design Testing
  - Regression Testing
  - Data Integrity Testing

Training Services

Galen can provide education services ranging from documentation to actual onsite training of your end users. Allowing our staff to work with yours will ensure that your training department is well equipped to handle future EHR training needs.

Meaningful Use

Is your organization ready for meaningful use? The HITECH act is reshaping the EHR landscape and Galen can help. We want to make sure your organization is ready to recoup the unprecedented funding available to U.S. physicians. Whether you're at the beginning stages of adoption, or live on an electronic health record, Galen has the expertise to help guide you through the regulations with:

- Workflow Re-design
- Integration and Connectivity
- Gap Analysis and Benchmarking

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Now Hear This

LISTEN to what others think about our work.

A full 100% of our clients said they would recommend us.

Here's what just a few of them had to say:

"Galen Healthcare Solutions' unique blend of experience, expertise, and customer-centric mindset has proven invaluable to many of our clients. They are an excellent client advocate and Allscripts is pleased to partner with them."

—Laurie McGraw - President of Strategic Accounts, Allscripts

"Galen's technical services have allowed us to utilize TouchWorks™ Enterprise in ways that we never imagined were possible."

—Tom Goodwin - Director of Clinical Information Systems, MIT Medical

"Galen Healthcare offers a unique balance of technical expertise and strategic direction that enhanced our EHR implementation and helped strengthen our internal resources."

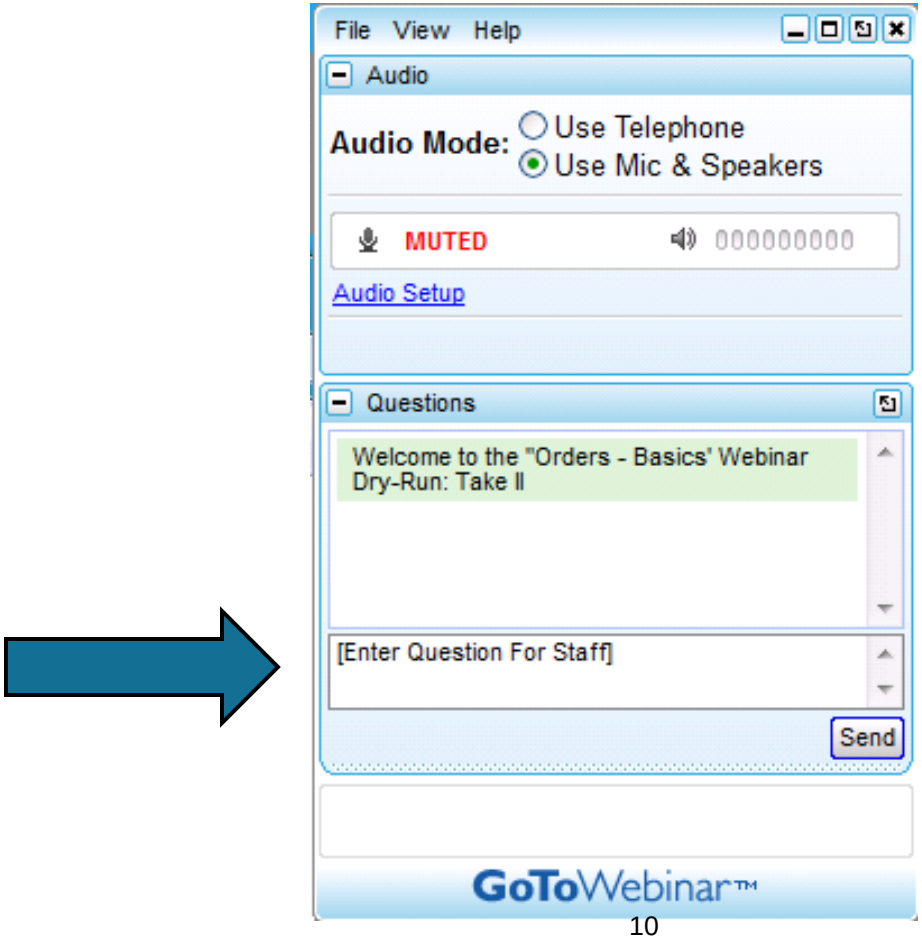
—Kevin Manemann - VP Ambulatory Solutions and Strategy, St. Joseph Health System

V11 EHR Webcast Series – Orders

Part 6 – Order Synchronization

March, 2011

Submit questions during the webcast



Today's Presenter:

Steve Cotton

- EHR Consultant
  - Serves on Galen's Professional Services team, consulting on implementations of Enterprise EHR
- Presents from the Galen office in Chicago, IL

Education Path for Orders

- **Building Orders - Basics**
- **Dictionaries Related to OID**
- **Advanced Order Features and Preferences**
- **Fundamental SSMT for Orders**
- **Advanced SSMT for Orders**
- **Orderable Item Synchronization**

The Version & Release seen in today's Webinar

11.1.7 Hot Fix #9

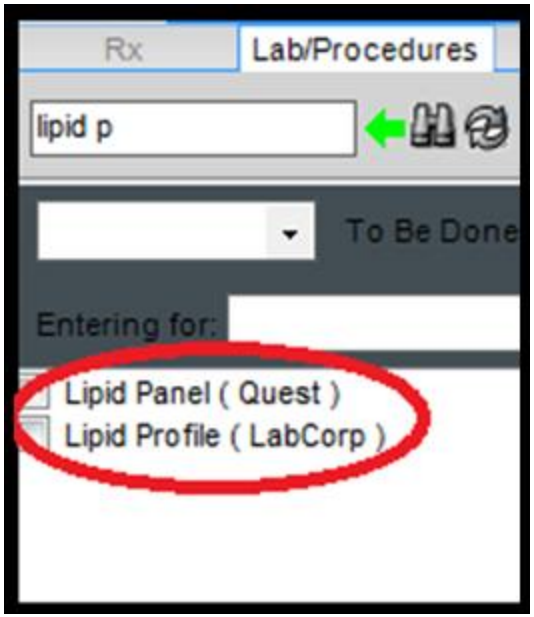
Remember… you can submit questions at any point during the webcast by typing the question into the gotowebinar panel and sending it.

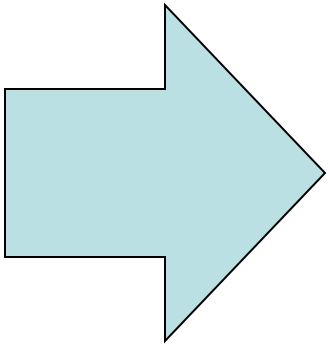
Objectives

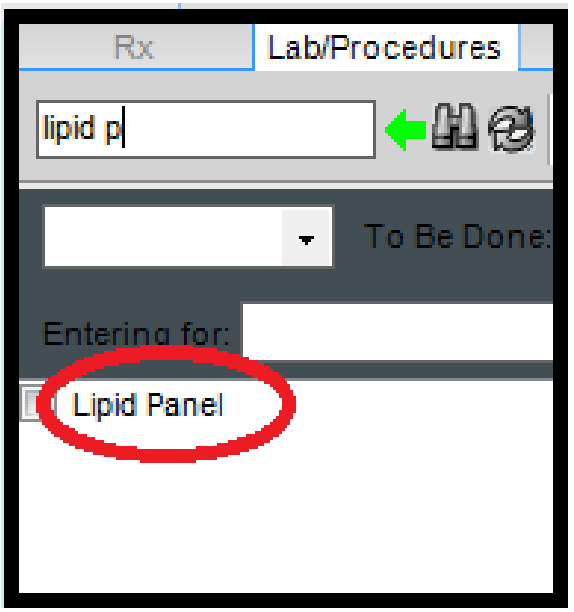
1. **Review the rationale for 'Order Synchronization'**
2. **Provide a high level overview of the process**
3. **Identify areas related to the build within the OID and SSMT**
4. **Walk-through an exercise that demonstrates how to use the OID and SSMT to achieve Order Synchronization**

What is Synchronization?

- **Used when an organization is associated with multiple lab vendors**
- **Eliminates duplicate orderable items across vendors**

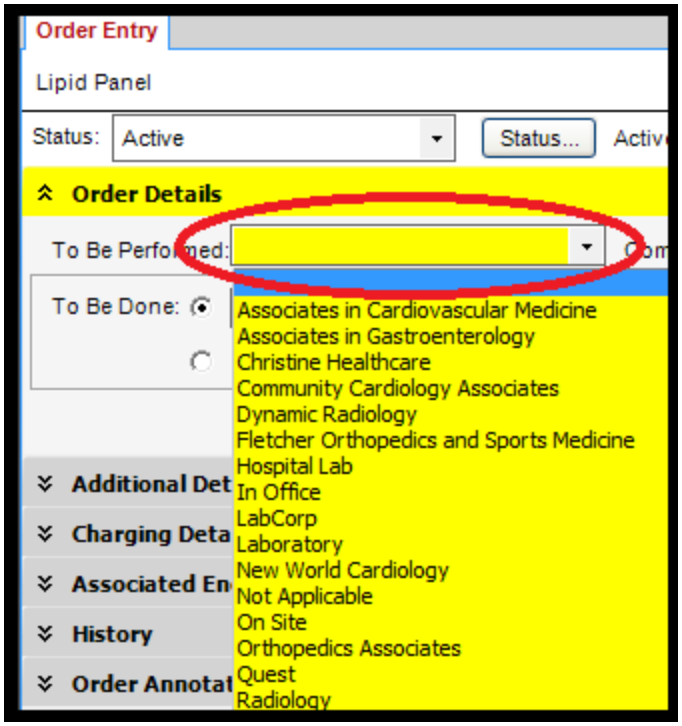


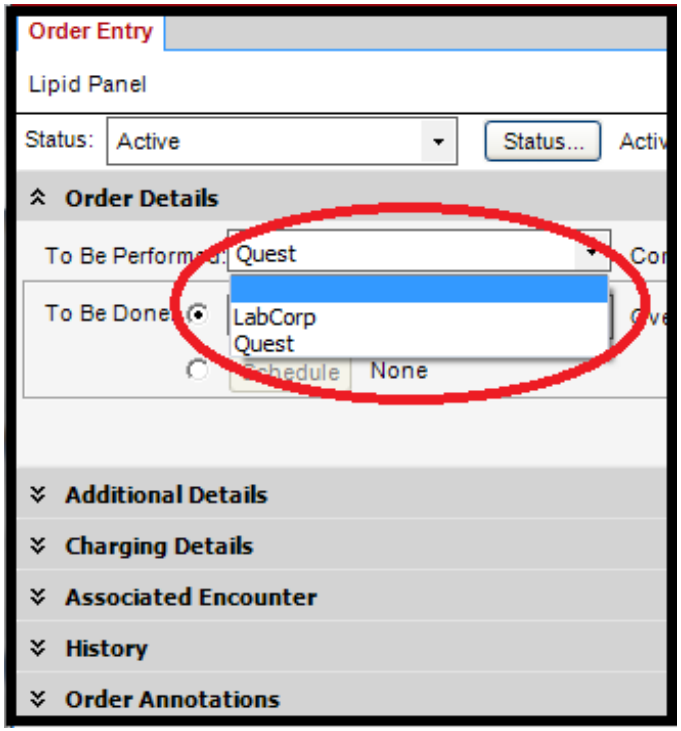




What is Synchronization?

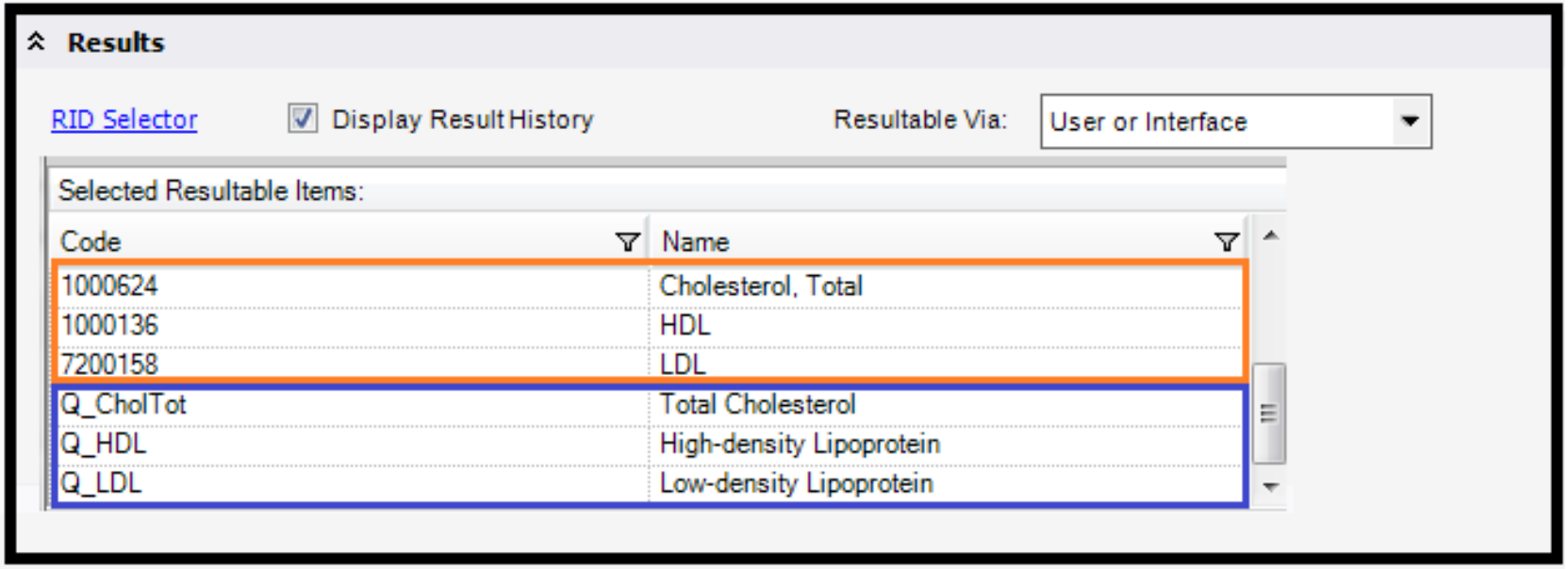
- **Allows for system logic to determine where test should be performed**





What is Synchronization?

- **Enables EEHR to accept results from either vendor**



Synchronization - Overview

1. **Request the Order/Result Compendium from both vendors**
2. **Select a "Master Vendor"**
3. **Build OID and RID dictionaries for the "Master Vendor"**
4. **Link Orderable items from "Secondary Vendor" to "Master Vendor Items"**
   - Requested Performing Location Identifiers
   - Order Performing Facility Identifiers

Synchronization – Overview Continued

5. **Link "Secondary" lab results to "Master" orderable item**

6. **Create "Requested Performing Location" picklists**

7. **Define Performing Location Defaults**
   - ~ Must be done via SSMT
     - Default Performing Location based on Patient Insurance or Site

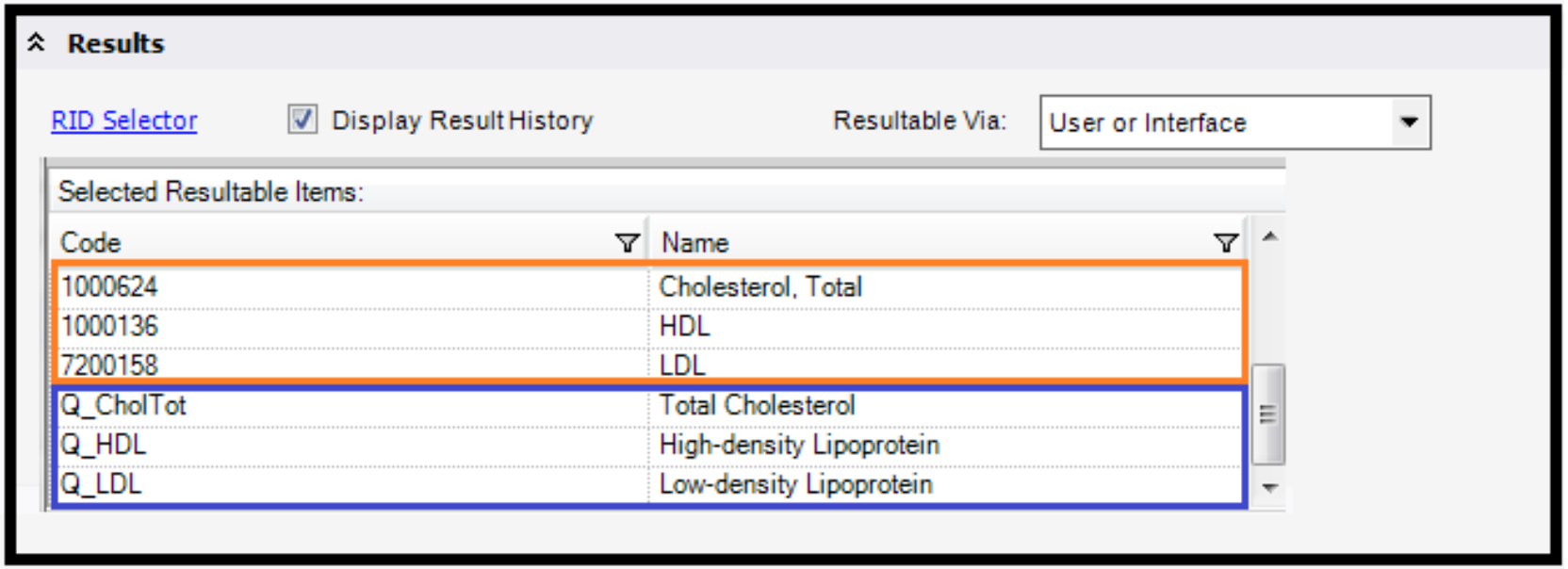
Case #1: Your organization is currently live with Order and Result interfaces for LabCorp. Quest is being brought in as a secondary vendor

- **Compare the new (Quest) compendium with the current (LabCorp) compendium**
  - LabCorp 'Basic Metalbolic Panel' = Quest 'BMP'

- **All patients with Aetna insurance should be directed to Quest for lab work**
- **All patients with Cigna insurances should be directed to LabCorp for lab work**

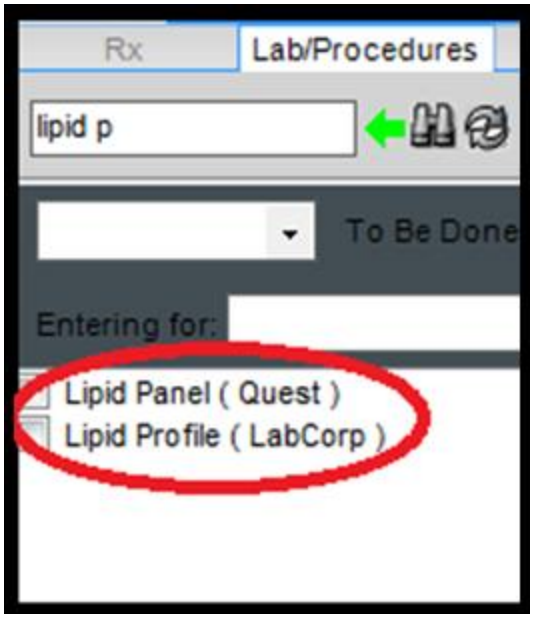
Exercise – Step 1

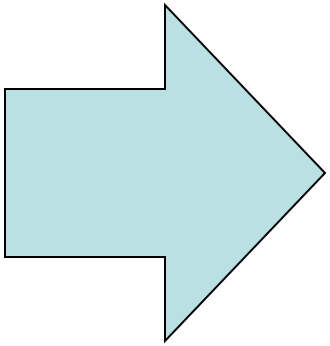
- **Enable EEHR to accept results from either vendor**
  - Link secondary lab results to “Master” item

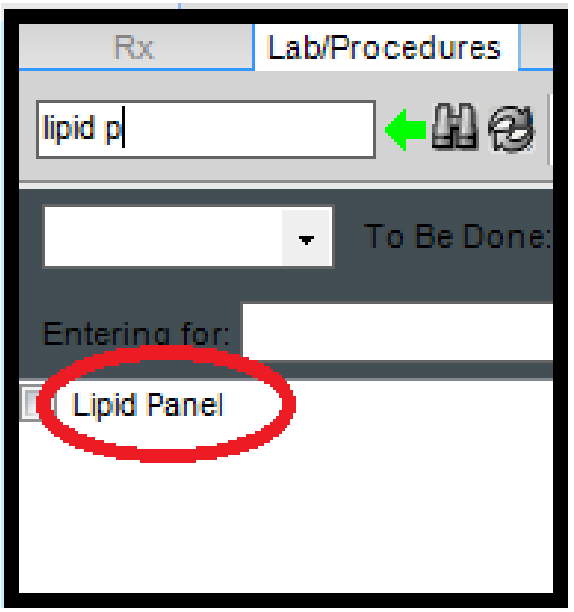


Exercise – Step 2

- **Map equivalent secondary orders to master orders**

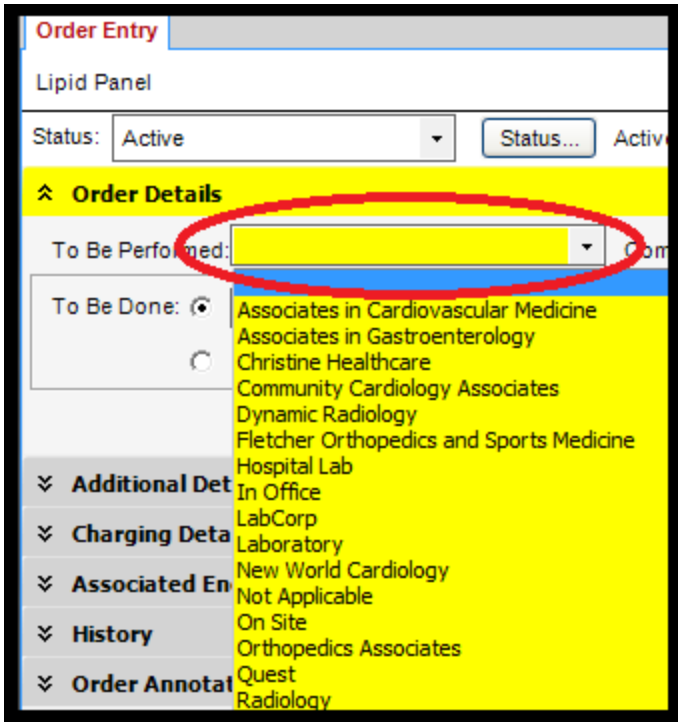


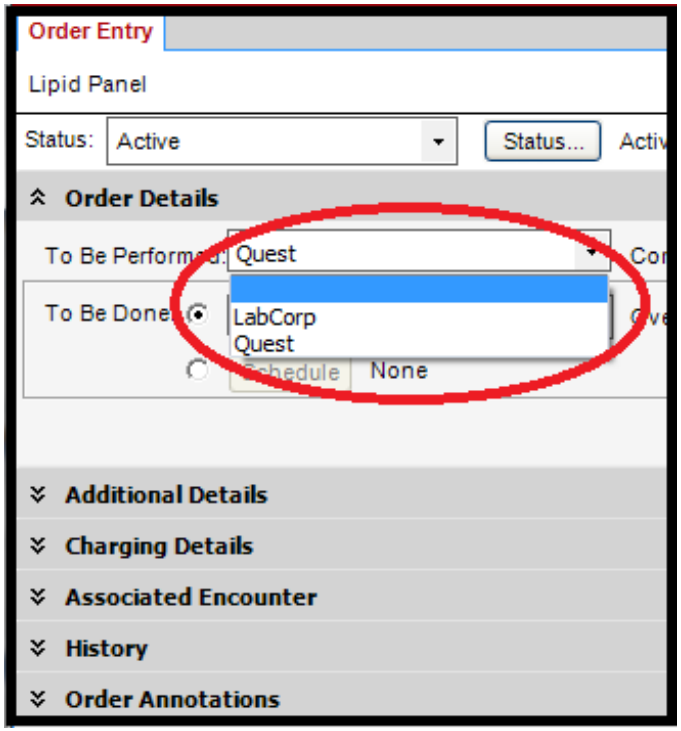




Exercise – Step 3

- **Limit performing locations**
- **Create default logic**





Case #2: After matching order equivalents between LabCorp and Quest you find that there are some unique Quest orders that are not performed by Quest

- **Identify the secondary (Quest) lab items that are unique**
  - "BUN" order is only performed at Quest

- **Synchronize the orderable item to itself**
- **Set performing location default to Quest so that it is the only available RPL**

Questions

At this time, we will review the questions submitted prior to and during the webinar.

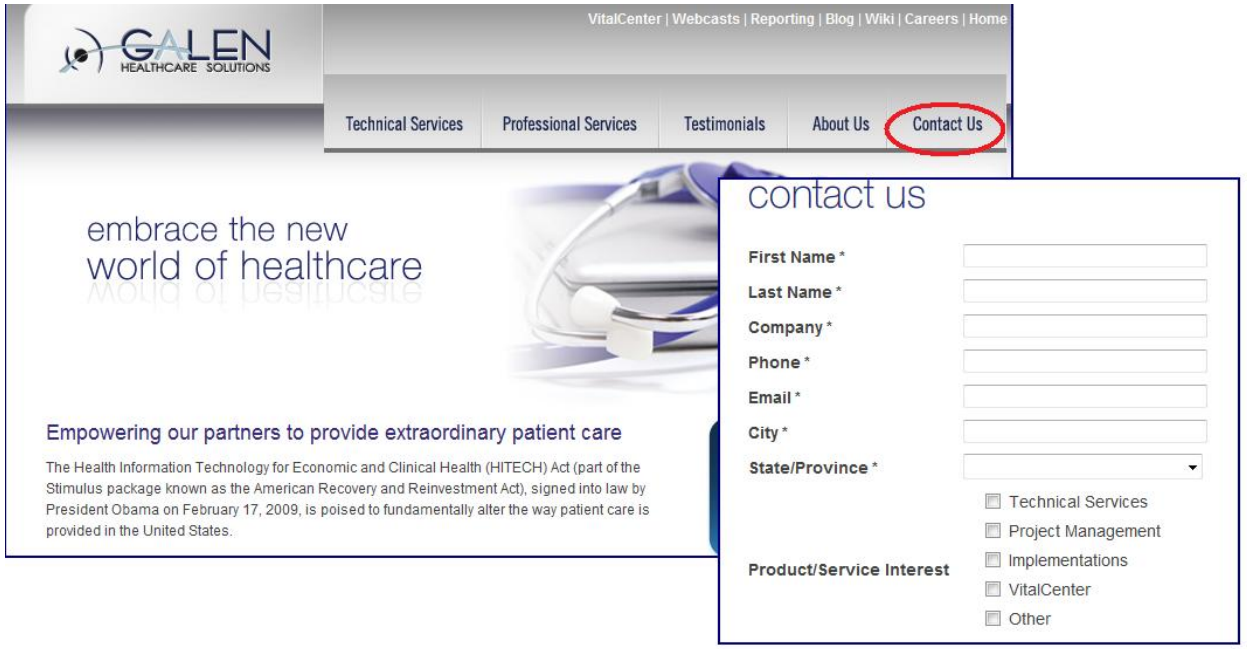
Next webinar

Allscripts Enterprise EHR Tasking

Friday, April 1 @ 2:00pm EST

- **For more information on future Galen webcasts, visit http://www.galenhealthcare.com/calendar/**
- **We will post responses to all related questions submitted during the webcast on the Galen wiki: http://wiki.galenhealthcare.com/webcasts/**

Thank you for joining us today, for additional assistance….

You can contact us through our website at

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