

Referral Order Optimization

August 2013

Embrace the new world of healthcare



Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation!

A screenshot of a Cisco WebEx Event Center window titled "Cisco WebEx Event Center - Dry Run - charge". The main window displays a presentation slide with the title "Embrace the new world of healthcare" and the Galen Healthcare Solutions logo. The slide content is divided into three sections: "PROFESSIONAL Services" (Project Assessment and Project Management), "Implementation Services", and "Connecting Community Healthcare". A red arrow points from the main content area to a Q&A panel on the right side of the window. The Q&A panel has a "Collapse the panel" button at the top, a list of participants (Galen Healthcare Solutions (host) and Tracy Kimble), and a text input field for asking questions. The input field contains the text "Select a participant in the ask menu first and type your question here. There is a 256 character limit." and a "Send" button. The status bar at the bottom of the window shows "82%" zoom and various icons.

Recent Webcast Survey

- **Please provide feedback**
- **From Survey Monkey on behalf of Education@GalenHealthcare.com**
- **Check Junk Mail**

Agenda

- **Basic referral workflow**
- **Pros and cons of basic referral workflow**
- **Overview of Galen Referral solution**
- **Implementation options**
- **Features and Benefits**
- **Demo**

Overview

- **Referral solution to optimize the referral workflow**
- **Started from client request to integrate referrals**
- **Evolved to needing an application component**
- **Increased interest due to ACO and PCMH initiatives**

Basic Referral Workflow

- **Provider orders a referral in Allscripts**
- **Referral team works referral worklist**
 - Obtain financial authorizations if needed
 - Schedules appointment with referring provider
 - Collects\Prints\Faxes necessary chart documents to referring provider
- **Consult note sent from referring provider and scanned into Allscripts**
- **Referral order completed**

Basic Referral Workflow

- **Pro**
 - Available to be used in Allscripts today
 - Successfully used by many to manage referrals
 - Provides the means to achieve meaningful use (w/ARN)
- **Cons**
 - Manual process of collecting/printing/faxing clinical documentation
 - No way to facilitate preferred providers
 - Lack of reporting
 - Not integrated

Galen Referral Solution

- **Integrated solution that allows providers and clinic staff to easily send referrals and related clinical information to outside providers from within the EHR**
- **New workspace within the EHR that allows for the selection of documentation**
- **Electronically send referral order information and associated documentation**

Implementation Options

- **HL7 Integration**
 - HL7 messaging from Allscripts Enterprise to 3rd party with attached documents
 - Option available in current release
- **Secure Fax/Email**
 - Independent of 3rd party
 - In development for future release

Features and Benefits

- **Current**

- Eliminates manually effort of collecting/printing/faxing clinical documentation
- Integrates with typical workflows and uses existing build
- Independent of Referring Provider EHR
- Reporting

- **Future**

- Documentation default selections based on specialty
- Preferred provider network support
- Advanced reporting

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Demo

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For the Galen take on industry news, EHR developments, interesting solutions we have developed, and new Galen products check out our blog...

A screenshot of the Galen Healthcare Solutions blog homepage. The header features the Galen logo, the tagline 'embrace the new world of healthcare', the word 'blog', and navigation links for 'Wiki', 'VitalCenter', and 'Galen Healthcare Solutions'. The main content area displays a blog post titled 'The Three Types of Organizations that Need New EHRs' by Christopher Libby, dated February 18, 2013. The post text discusses the era of electronic health records and the challenges of EHR adoption. Below the text is a pie chart titled 'The New EHR Adopter' showing that 38% of Unregistered Professionals and 43% of Medicare Registrants have adopted EHRs. To the right of the chart is a text block explaining that buying a new EHR is not cheap, leading to slow adoption by smaller practices, but government mandates are forcing providers to overcome resistance. A sidebar on the right contains a 'Sign up' form with an email field and a 'Submit' button, a 'Search for:' field with a 'Search' button, and a 'Tags' section listing various topics like 'Allscripts', 'Enterprise EHR', and 'Business Intelligence Clinical'.

blog.galenhealthcare.com

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

You can contact us through our **NEW** website at www.galenhealthcare.com

A screenshot of the Galen Healthcare Solutions website. The header includes the company logo, navigation links (Blog, Wiki, Webcasts, Forum), a search bar, and a 'Company' dropdown menu. The 'Company' menu is open, showing options: About Us, Executive Team, Careers, and 'Contact Us', which is circled in red. Below the menu, a red box highlights a contact form. The form contains fields for First Name, Last Name, Company, Phone, Email, City, and State/Province. It also has a 'Product/Service Interest' section with checkboxes for Technical Services, Project Management, Implementations, VitalCenter™, and Other. A 'Details' text area is at the bottom of the form. The left sidebar features a 'vitalcenter™' section, a 'BLOG' section with the title 'Creating and Applying Custom "Hold For" Reasons', a 'WIKI' section with 'eCalcs - Integrated Health Calculators', an 'EVENTS / WEBCASTS' section for a February 20, 2013 event, and a 'DEVELOPER FORUM' section. The main content area has a large image of two men looking at a screen and a 'Welcome to the NEW galenhealthcare.com' message.

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