the

eClinicalWorks experience

Shalini Sundararajan

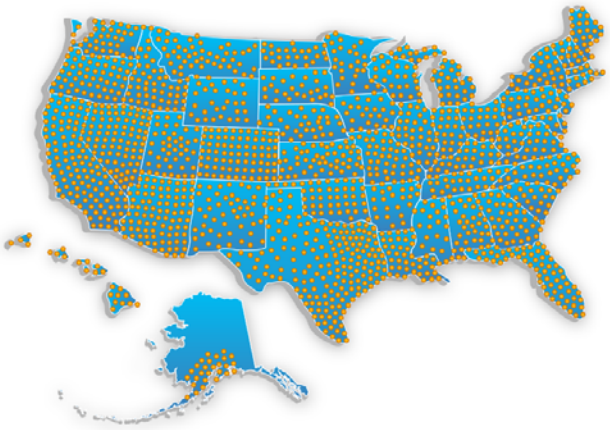
Widely Used EHR

eClinicalWorks

130,000+
Physicians using eClinicalWorks

50,000+
Facilities running on eClinicalWorks

200 Million
Patients have records in eClinicalWorks



1 Million patient visits every day in eClinicalWorks

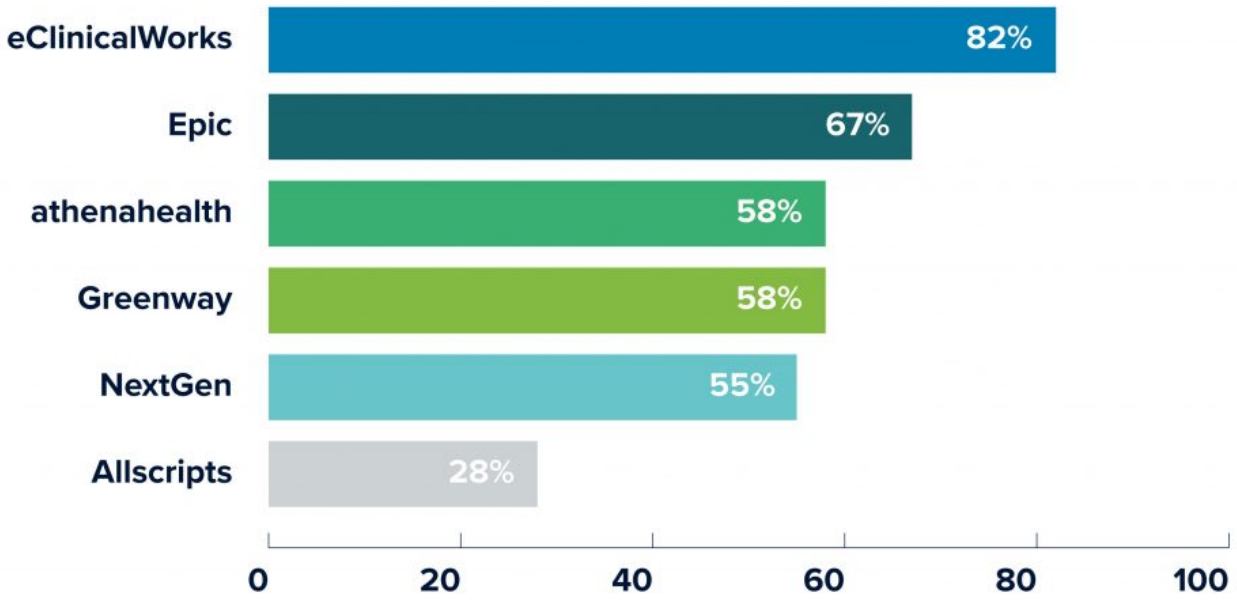
PATIENT HOME | OFFICE CHECK-IN | OFFICE VISIT | PATIENT HOME | SPECIALIST | HOSPITAL | CBO | EMPLOYER

#1 In Customer Satisfaction

eClinicalWorks

EHR Satisfaction According to Physicians

eClinicalWorks Leads the Way in EHR Satisfaction Among Physicians

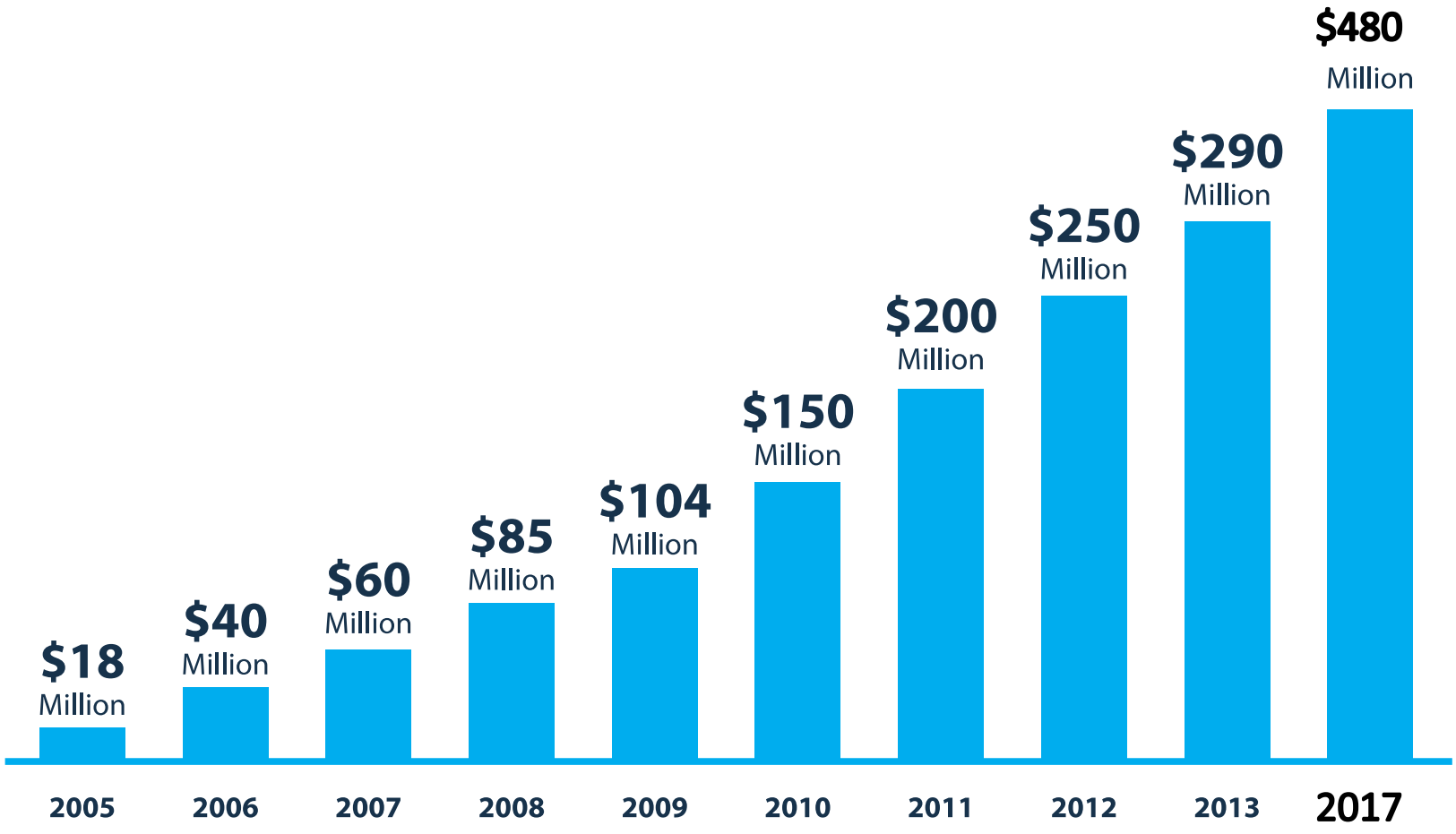


More survey data are available at:
https://www.beckershospitalreview.com/ehrs/here-s-what-physicians-like-most-about-epic-cerner-and-8-other-ehr-vendors.html

From Becker's Health IT & CIO Review survey report, January 8, 2018; Data compiled by Reaction Data, Inc.,
based on 889 responses from physician users who rated their EHR/PM vendor at "5" or higher on a scale of 1 to 10

Private, Independent, Entrepreneurial

eClinicalWorks



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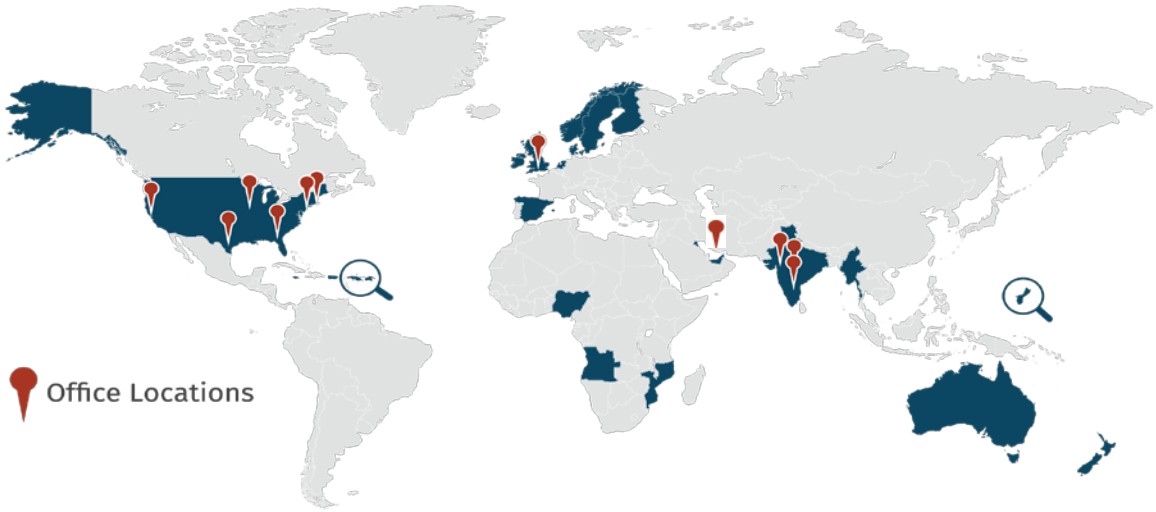
Global Customer Presence

eClinicalWorks

With 4800+ employees strong and 11 world-wide offices, eClinicalWorks has its headquarters in Massachusetts and has customers in more than 30 countries.

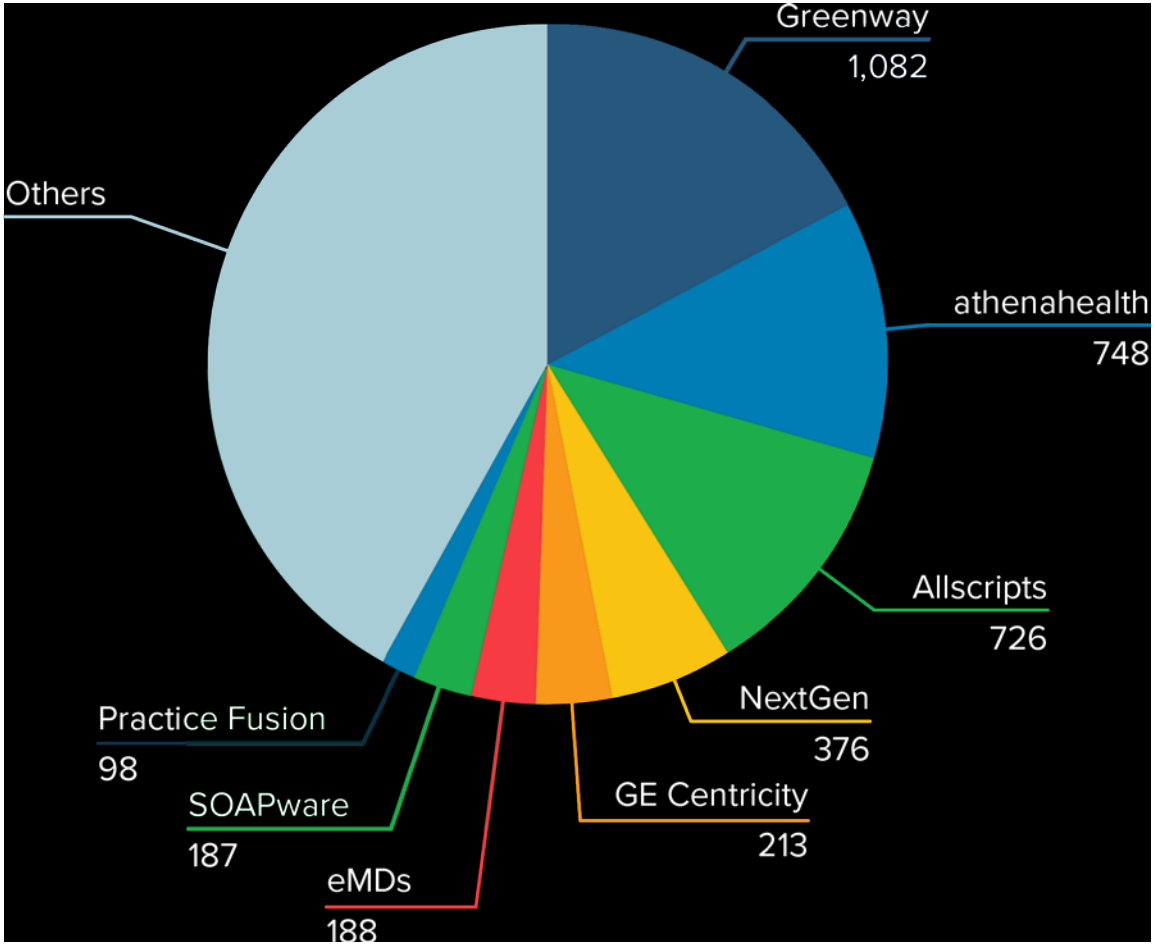


Angola
Australia
Denmark
England
Finland
Guam
Guernsey
India
Isle of Man
Jamaica
Jersey
Kuwait
Mozambique
Myanmar
Netherlands
New Zealand
Nigeria
Norhern Ireland
Norway
Puerto Rico
Republic of Ireland
Scotland
Spain
Sweden
United Arab Emirates
United States

Make The Switch

eClinicalWorks

Number of Providers Who Switched to eClinicalWorks in 2017



Leader Across All Ambulatory Verticals

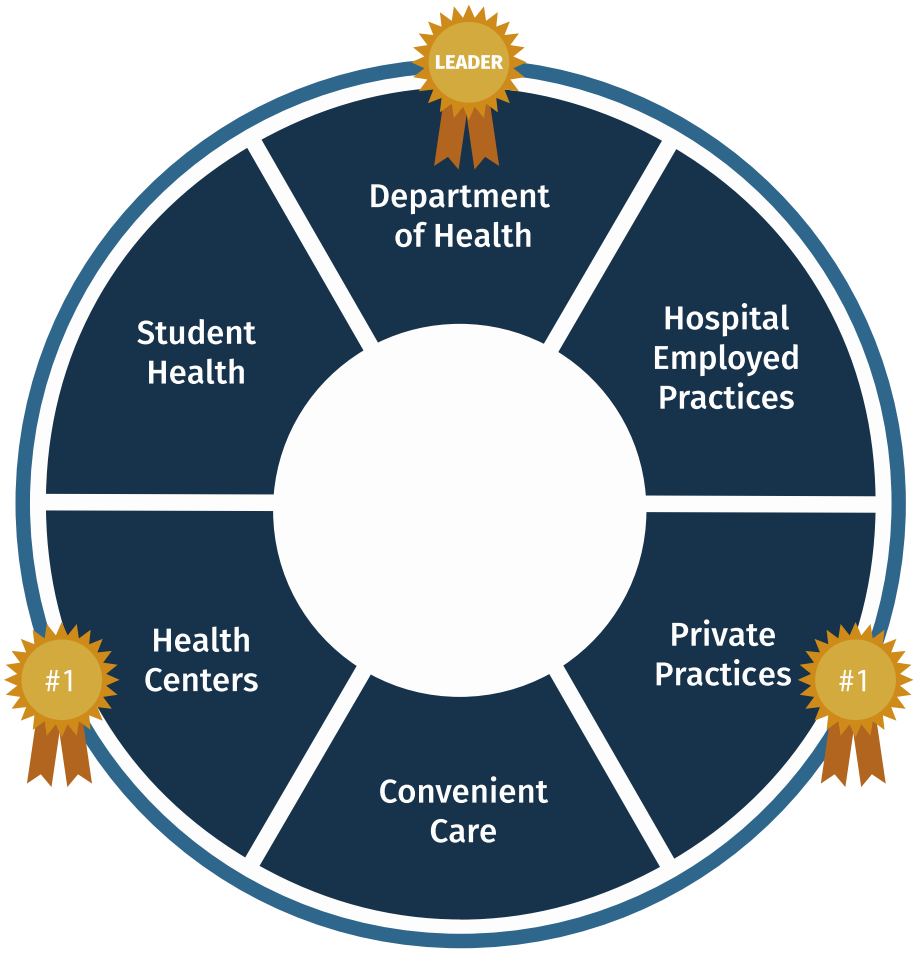
eClinicalWorks

Our overall mission continues to be to innovate and to make tomorrow better than today.

We look at innovating in terms of our products and services that -

1) Meet new needs
2) Meet needs that are sometimes not articulated or defined yet
3) Transform ways of doing old things in new ways

With one, unified product and its flexible nature we are able to serve a broad range of outpatient verticals.



Specialties

eClinicalWorks comes with a robust multi-specialty database that supports more than 50 specialties.

Documentation formats include:

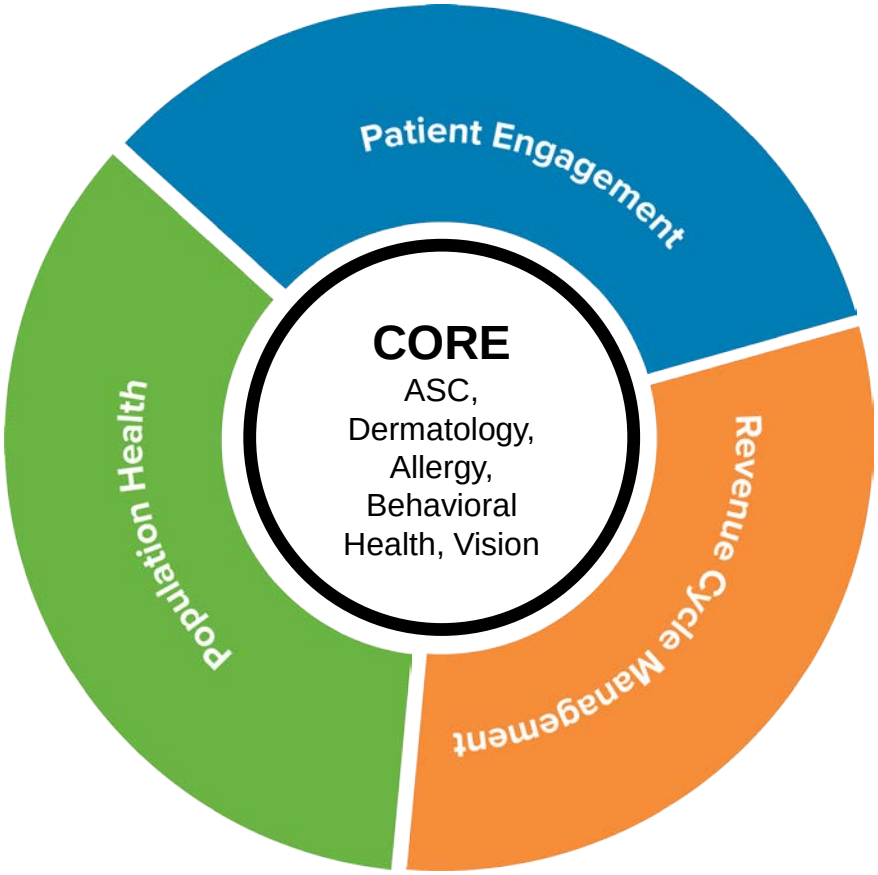
- SOAP Note
- OB Flowsheets
- Dental & periodontal exam/charting
- Orthopedic exam
- Vision exam
- Audiology exam
- Intervention Note
- Surgical Note
- Telephone/Web Encounter

Subset of specialties supported by eClinicalWorks

Allergy | Immunology	Nutrition
Behavioral Health	Oncology (Hematology)
Breast Surgery	Ophthalmology
Cardiology	Orthopedics (PTPM, Sports, Physical Med)
Cardiothoracic surgery	Pediatrics
Dermatology (with MOHS)	Physical Therapy & Pain Management
Endocrinology	Plastic Surgery
Ear, Nose, Throat	Podiatry | Podiatric Surgery
Fertility	Preventive Care
Gastroenterology	Psychiatry
General surgery	Pulmonary (sleep disorders)
Gynecology	Rheumatology
Infectious disease	Sleep Disorders
Internal Medicine | Family Practice	Urgent Care | Occupational Health
Interventional Radiology	Urogynecology
Nephrology	Urology
Neurology (with Sleep)	Vascular Surgery
Neurosurgery	Vision Screening

eClinicalWorks Technology Platform

eClinicalWorks



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eClinicalWorks Technology Platform

eClinicalWorks

One Unified Platform • Supported by One Company

eClinicalWorks is focused on four initiatives:

1. Core EHR/PM
2. Population Health
3. Patient Engagement
4. Revenue Cycle Management

EHR

+

Population Health

+

Patient Engagement

+

Revenue Cycle Management

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Grid Cloud

eClinicalWorks

eClinicalWorks Grid Cloud

strategically located across the U.S. to provide redundancy and a better user experience. The eClinicalWorks private grid cloud infrastructure provides practices scalability and flexibility as their practice grows.

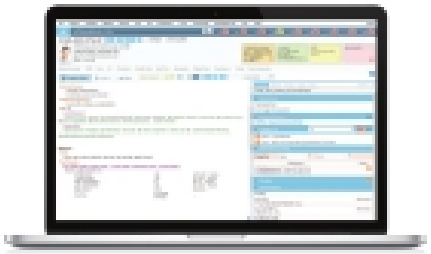
Device-agnostic EHR

eClinicalWorks

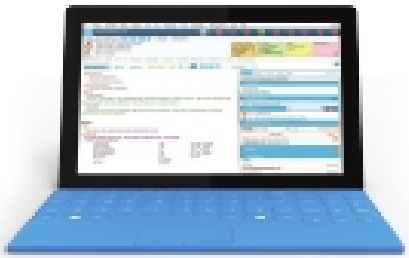
Most powerful Cloud EHR available anytime, anywhere, and on any device.

Documentation your way through Templates | Speech | Touch

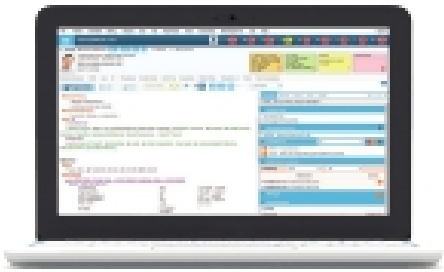
MacBook®



Surface™



Chromebook™



iPhone®

iPad®

Android™

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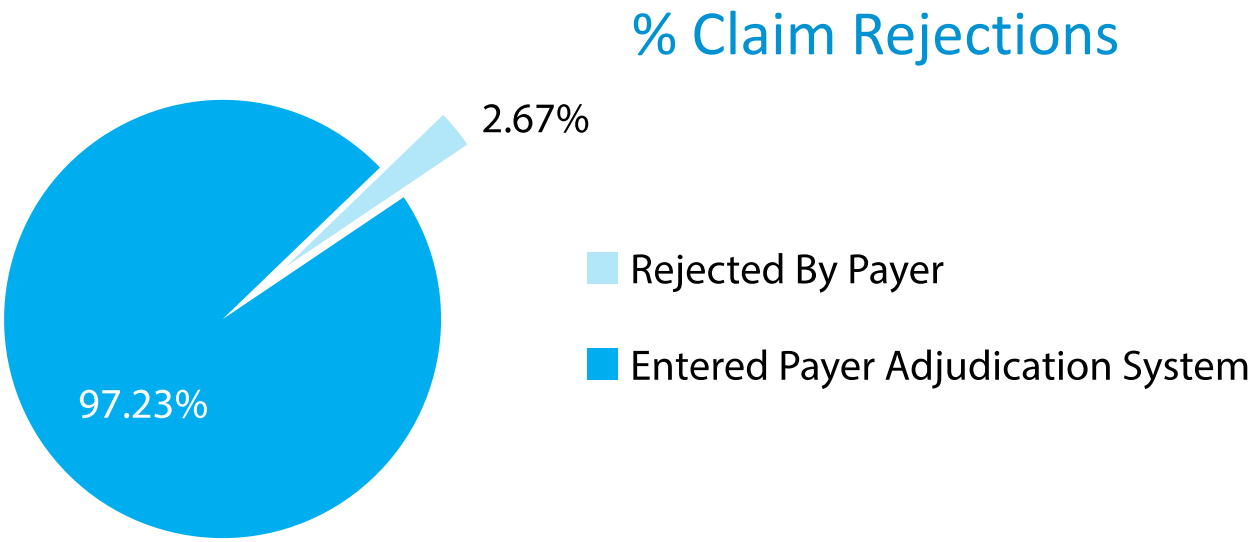
Payer Claims Processed

eClinicalWorks

$56 Billion



First pass acceptance rate [97.23%]

eClinicalWorks® Confidential

Why eClinicalWorks?

eClinicalWorks

800+

- **More than 800 health centers**
- **18 organizations** using eClinicalWorks have **won the prestigious HIMSS Davies.**
- **11 winners came from the Community Health sector** and are among the largest CHCs in the country.
- In-depth knowledge of **requirements unique to the FQHC, RHC, CHC, and Indian Health environments**.

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EHR & PM

eClinicalWorks

EHR: Features at a Glance

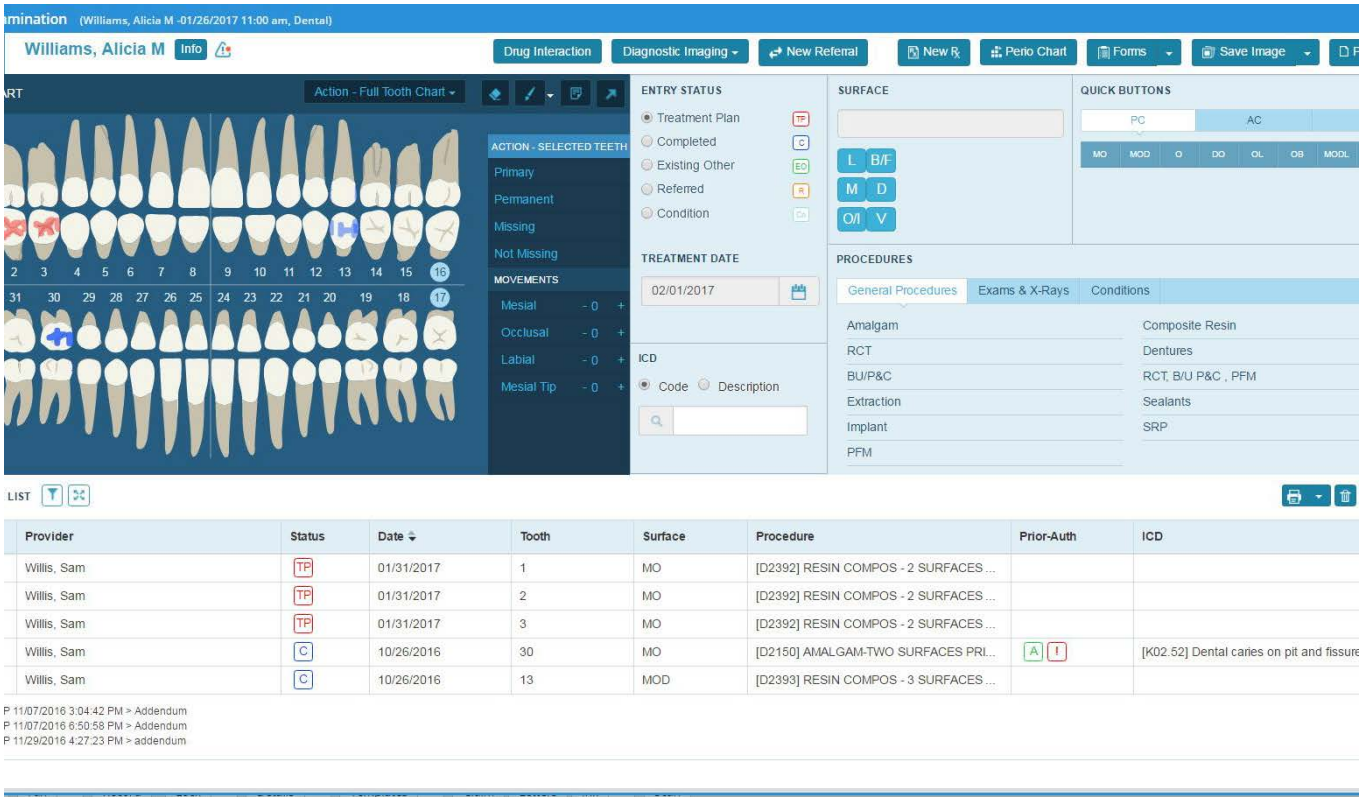
- Clinical Workflow
- Medication Dispense
- CPOE
- Inventory Management
- Clinical Decision Support
- Templates
- Order Sets
- Flow sheets
- Configurable Clinical Rules Engine

PM: Features at a Glance

- Appointment and Provider Scheduling
- Document Management
- Eligibility
- Real Time Scrubbing
- Claim Submission
- Batch Verification
- Claim Status
- Payment Status
- ERA

Integrated Electronic Dental Record (EDR)

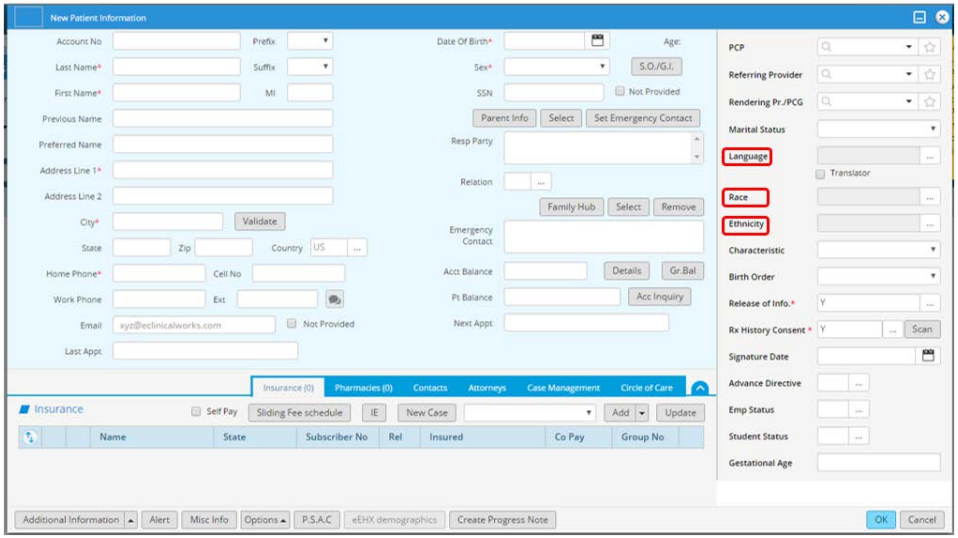
eClinicalWorks



UDS Reports

eClinicalWorks

Capturing UDS information

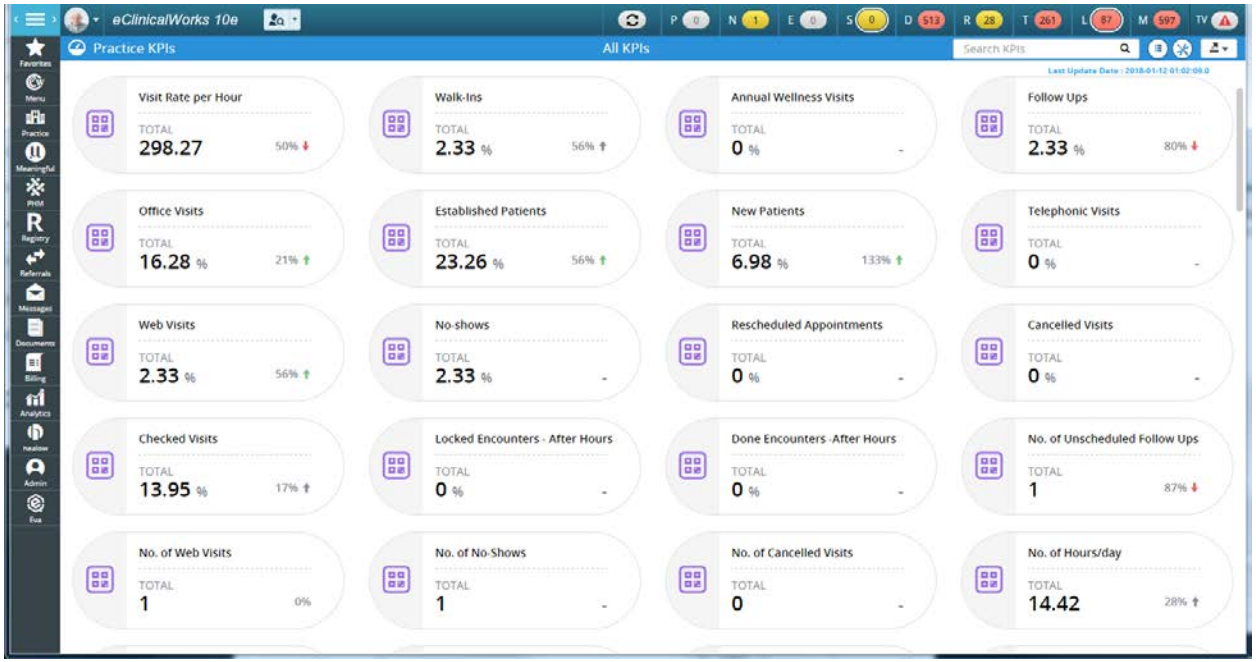


- eCW accurately accumulates and produces the patient utilization statistics specified by the Bureau of Primary Health Care (BPHC) in the UDS.
- Ethnicity, race, poverty level, VFC eligibility, etc. can all be captured within the Patient Demographics and Information screens.
- Additional configuration of Structured Data Items allow for the appropriate community mappings for UDS Reporting.
- Users can configure and map critical data values

California-Specific Programs

eClinicalWorks

Office of Statewide Planning and Development (OSHPD)



Unique Billing Needs

eClinicalWorks

Sliding Fee Schedules
Practices can bill a percentage of charges, a flat dollar amount, by CPT, or by CPT group

Split Claims
Users can separate a single claim into two distinct claims for submission

UBO4 Billing
UB billing gives practices the correct format for submitting claims to Medicare and Medicaid

Prospective Payments
For health centers participating in PPS for Medicare reimbursements and state Medicaid payments

Poverty Guidelines
Capture patient demographics data for poverty guidelines and sliding fee setup

Revenue Cycle Management
Real-time visibility from dashboards and predictive financial analytics yield a full picture of financial health

Population Health

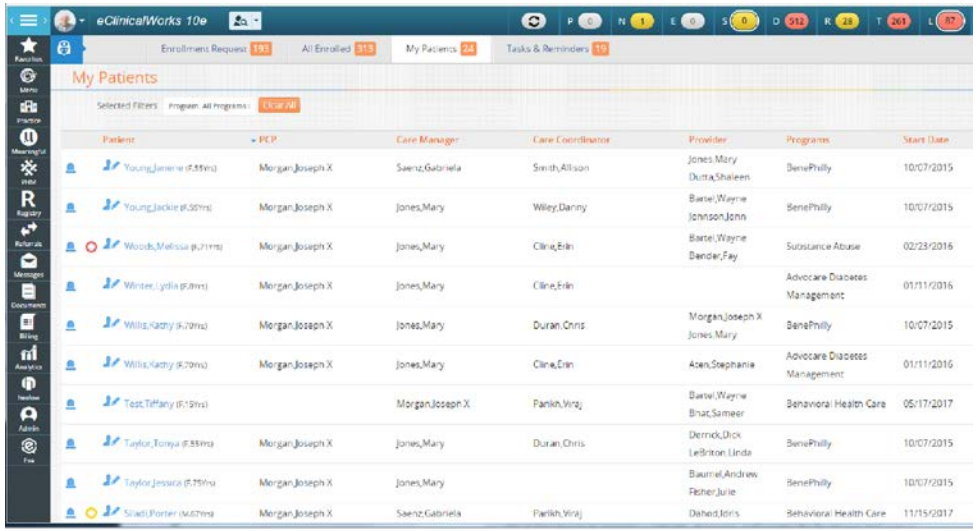
eClinicalWorks

eClinicalWorks Interoperability Platform

- eClinicalWorks — PATIENT HOME
- Devices — OFFICE CHECK-IN
- Hospital/Other EHR's — OFFICE VISIT
- Payer/Employer Data — PATIENT HOME
- Labs and Radiology — SPECIALIST
- Pharmacy/PBM's — HOSPITAL
- Patient Activity — CBO / EMPLOYER

Care Plan/Behavioral Health Features

eClinicalWorks



- Manage program enrollment and program-specific care team assignments
- Document intake questionnaires and other assessments before creating treatment plans
- Allow users to define patient-specific problems, goals, objectives, and interventions, and track goal progress
- Manage scheduling and documentation of group visit

Beyond the Practice Walls- the Care Continuum

eClinicalWorks

Interoperability . . .

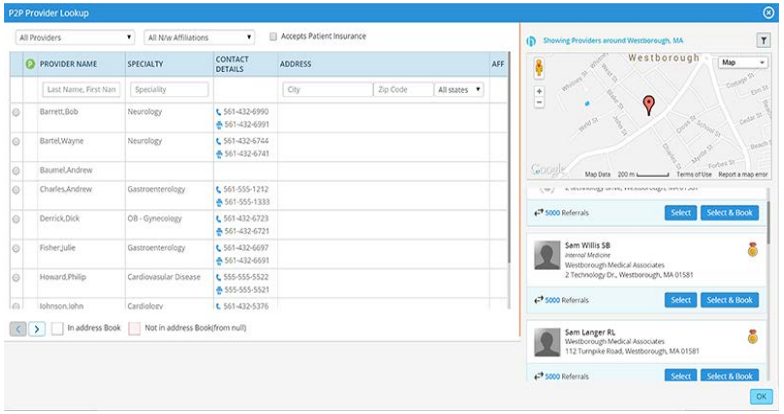
The ability to extend your reach beyond the practice walls and engage the patient's care continuum is an expectation – and interoperability solutions at eClinicalWorks make this possible.

Interoperability solutions give you the tools needed to connect with the healthcare ecosystem as patients move between care settings.

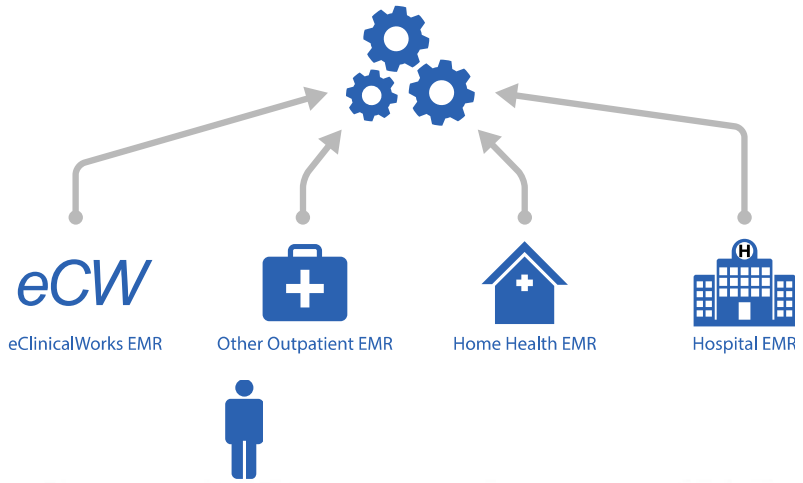
eClinicalWorks gives you the ability to:

- Develop and/or strengthen local and regional affiliations with other providers and hospitals
- Establish a closed-loop private referral network of specialists
- Connect to local hospitals for orders, results, discharge summaries, etc.
- Provide efficient post-discharge/post operative follow-up care

Private Referral Network



Hospital/HIE



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healow Insights

eClinicalWorks

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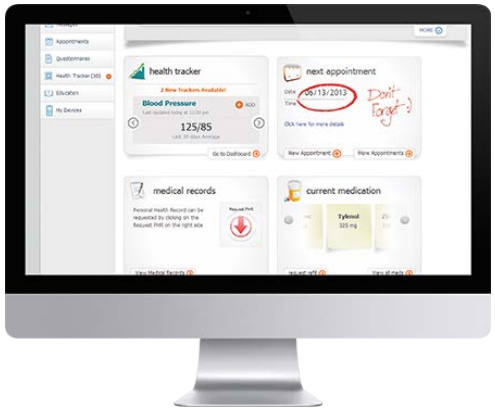
Patient Engagement

eClinicalWorks



Patient Portal

The Patient Portal provides a secure communication channel between providers and patients, allowing patients to be proactive in the management of their own health. Patients can review their personal health records (PHRs), view lab results, ask questions, or request prescription refills, referrals, and education materials. Your patients can also access their PHR, and more, through the healow app for iOS and Android platforms.

Portal notification – Messenger sends reminders, practice notifications, and more to your patients' secure Patient Portal account

App notification – The healow app can reach patients day and night, at home, at work, and everywhere in between – leverage smartphone technology to engage your patients wherever they are!

Email – General information (non-PHI) can be sent to patients using their email account, including links to helpful attachments

SMS Text messages – Patients of all ages are using text messaging to stay connected – Messenger's two-way text messaging capability can be used to remind patients of appointments, wellness activities, office hours, and more

Voice messages – Patients receive interactive, personalized voice messages from your practice and respond using their telephone keypad, automatically updating information in the EMR schedule

Revenue Cycle Management

eClinicalWorks

eClinicalWorks changed the game in the EHR industry and now it's doing it again in the billing industry!

By leveraging technology with efficient processes and workflows, eClinicalWorks is redefining the status quo of the medical billing industry by offering billing services based on a percentage of monthly collected revenue.

"eClinicalWorks RCM has made it easy for our practices to gain visibility into their billing through the dashboard. They've watched the accounts receivables come in quicker than before through RCM's claims automation and claims scrubbing process."

Steven Huynh
EHR Applications Specialist, Beth Israel Deaconess Care Organization

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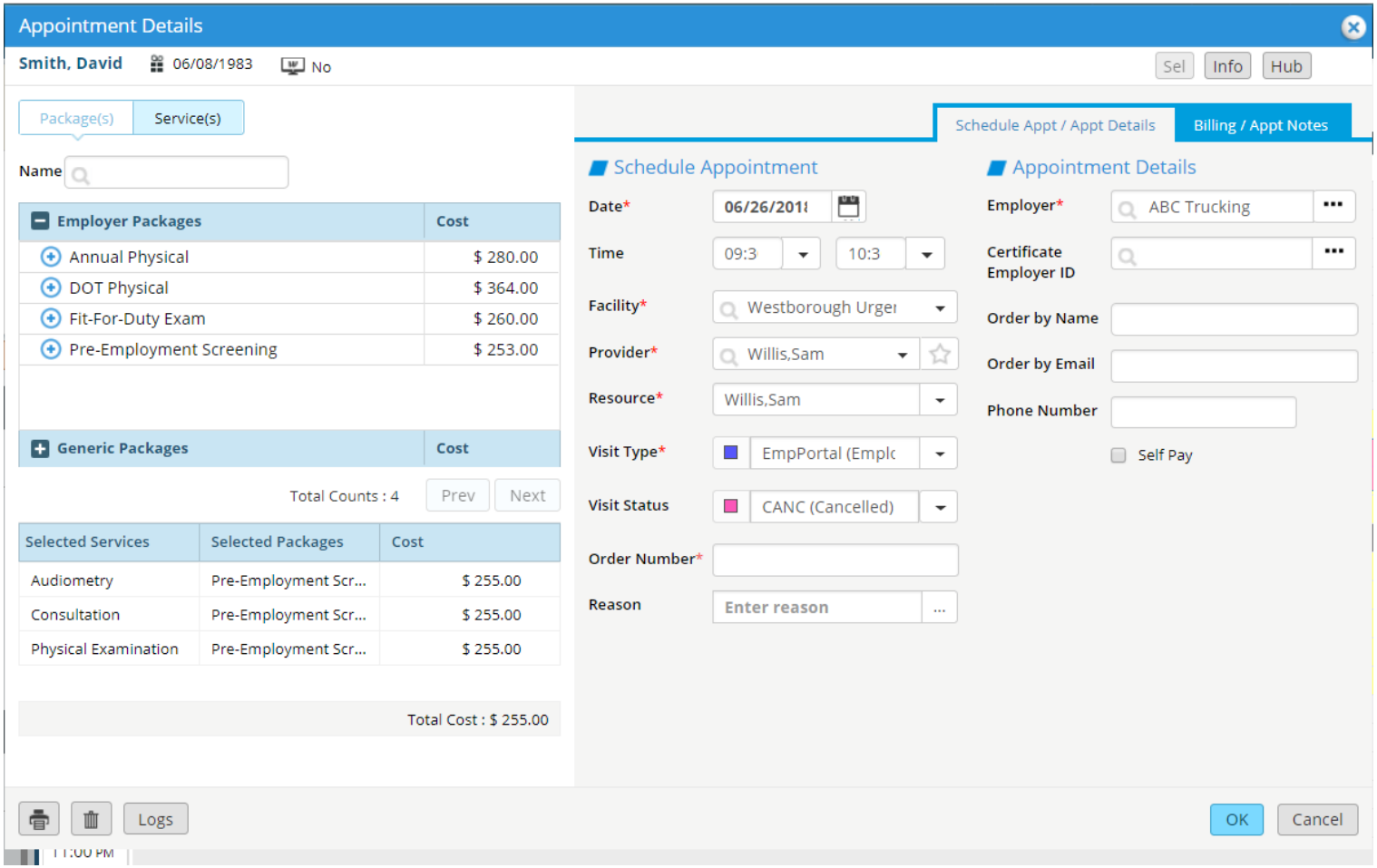
Occupational Health

eClinicalWorks



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Employer Portal

eClinicalWorks

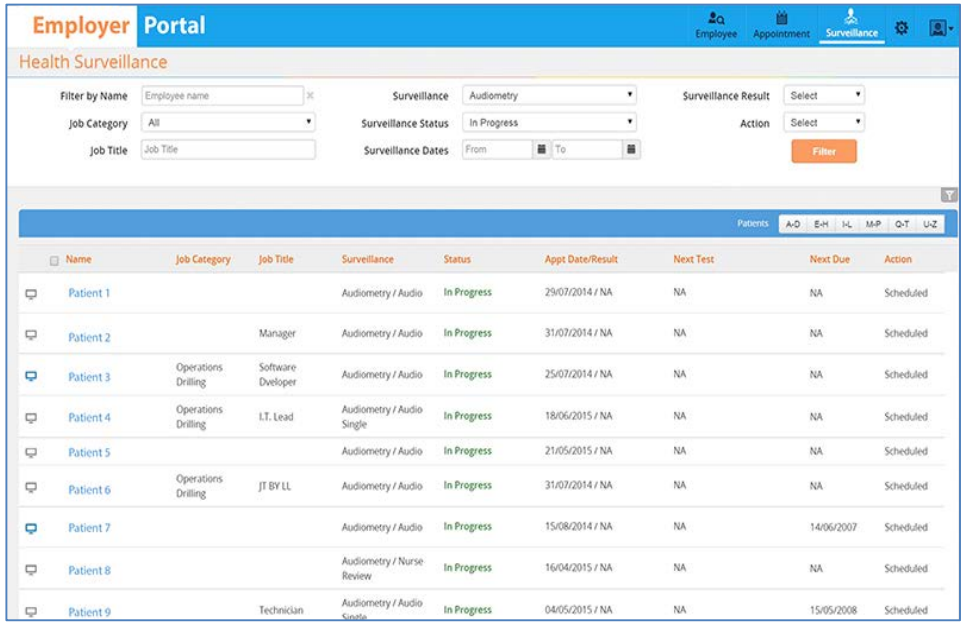
Workplace Health and Regulatory Compliance

Employers require access to patient records to ensure that each employee has the appropriate clinical assessments performed at the regularly scheduled intervals.

This visibility ensures compliance with OSHA regulations as well as with other industry requirements.

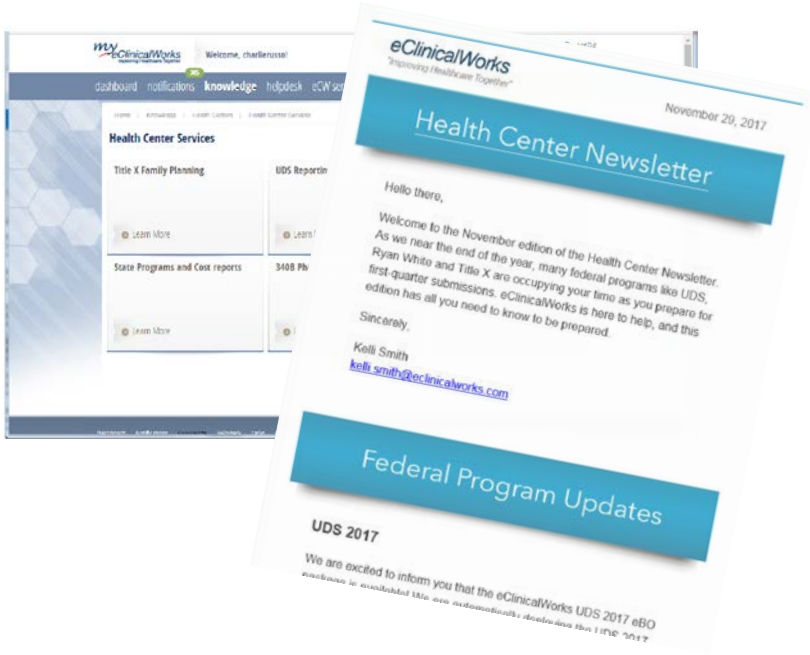
Employee physical exams and drug screenings are other areas where employers need reporting in order to monitor the compliance status of their employees.

The Employer Portal also provides access for bill payment for employee visits to the medical facility for standard assessments, preventive care, and urgent care.



Committed to Community Health

eClinicalWorks



How eCW helps Health Centers

- An annual Health Center Summit
- A dedicated series of classes at the annual
  National Conference
- A regular users' group meeting, with in-person and/or remote participation
- A regular CHC newsletter, informing customers of the latest trends and eCW updates
- A dedicated Health Center Knowledgebase at my.eClinicalWorks.com
- A commitment to continual improvement

eCW Health Center Davies Award Winners

eClinicalWorks

- Petaluma Health Center, 2017
- Unity Health Care, 2017
- Mountain Park Health Center, 2016
- HealthNet, 2015
- CHCs of Florida, 2014
- Unity Health Care, 2012
- NYC Health, 2011
- HRHCare; 2011
- Open Door FQHC, 2010
- Urban Health Plan, 2009
- Children's Health Project, 2008

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Patient Journey

eClinicalWorks

See how eClinicalWorks helps patients navigate the entire healthcare continuum

PATIENT HOME OFFICE CHECK-IN OFFICE VISIT PATIENT HOME SPECIALIST HOSPITAL CBO EMPLOYER

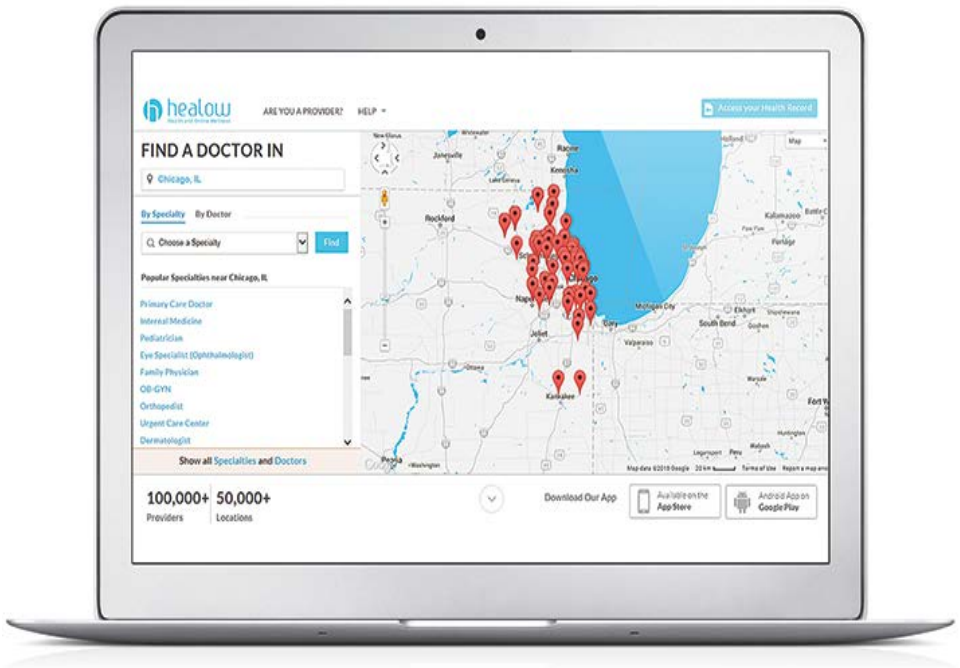
Find a Doctor in…

eClinicalWorks

Patients can use healow.com to find the right care, at the right location, and at the right time.

healow.com gives patients the ability to search for local providers based on proximity to their home or work, by specialty, or by first available appointment.

healow.com provides information on the physicians listed, such as languages spoken, education, hospital affiliations, and insurances accepted.



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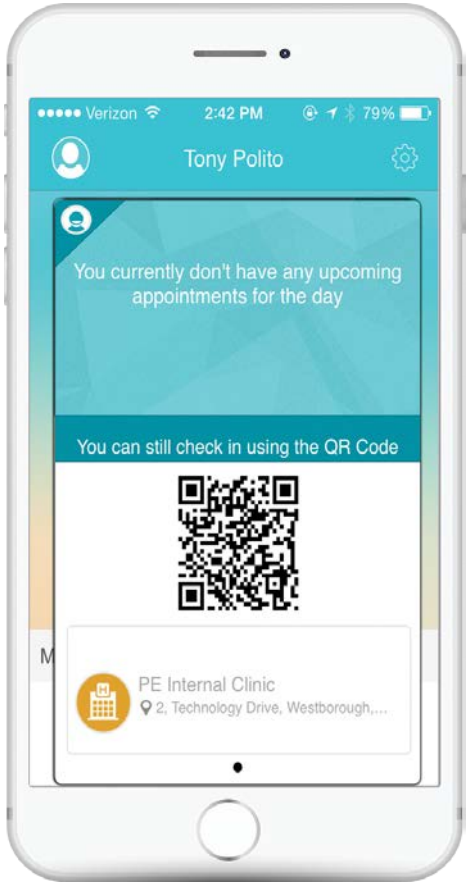
Streamline the Check-In Process

eClinicalWorks

When the patient arrives at the facility, provide them with an efficient check-in experience. . .

In addition to an appointment confirmation, the patient will receive a QR Code that can be used for a smooth check-in.

Similar to an airline boarding pass, your patients can check-in using the healow app or a printed confirmation page.



PATIENT HOME | OFFICE CHECK-IN | OFFICE VISIT | PATIENT HOME | SPECIALIST | HOSPITAL | CBO | EMPLOYER

Kiosk-Self Service Check in

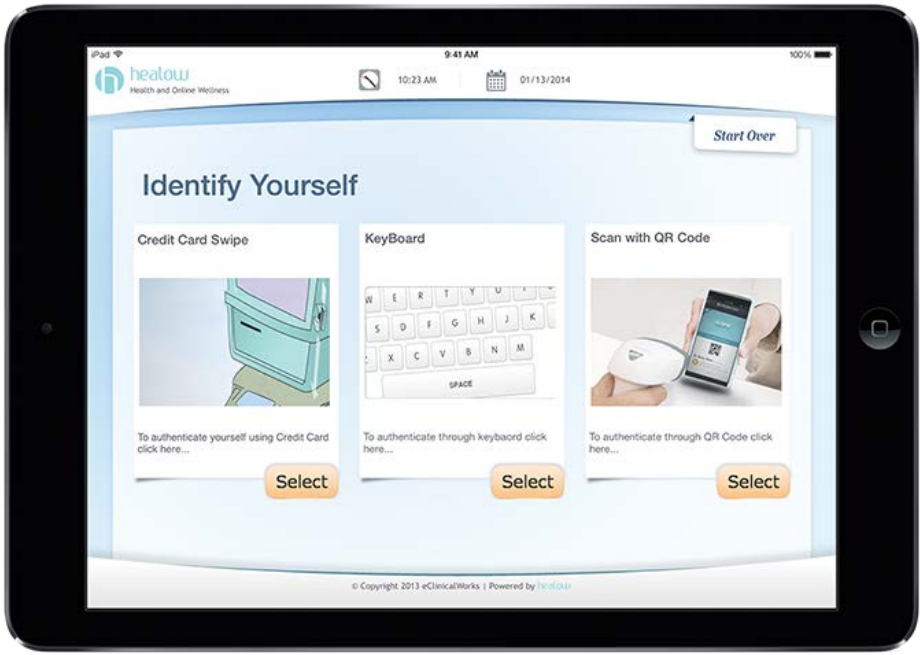
eClinicalWorks

The Kiosk streamlines the check-in process even more-and provides added, integrated functionality as well

Using the kiosk, patients can:

- Pay their co-payment
- Update demographic information
- Check insurance eligibility
- Complete practice questionnaires
- Sign consent forms

The Kiosk brings increased efficiency to your front office and allows your staff to assist patients who need their attention.



Documentation- Your Way!

eClinicalWorks

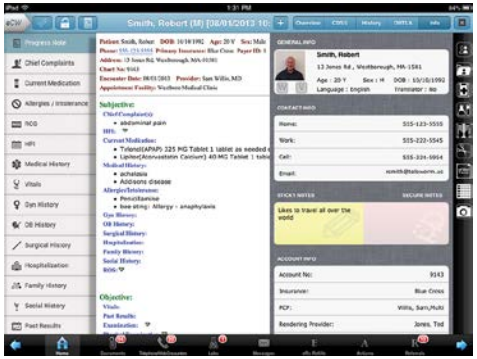
Scribe

Scribe is available on eClinicalWorks, eClinicalMobile on a smart phone, and eClinicalTouch, our native iPad app.

When providers dictate a note, Scribe automatically places the content within the appropriate sections of the Progress Note, creating a professional Progress Note with a click of a button –

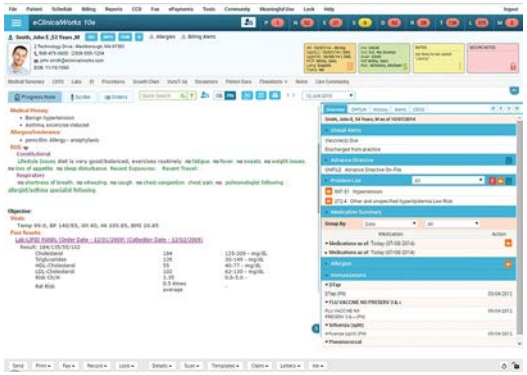
"Scribe It"!

Touch



This native iPad app has the look and feel that iOS users expect combined with anytime, anywhere availability and integration with Scribe.

Templates



eClinicalWorks comes pre-loaded with hundreds of templates that use structured data to create a complete and comprehensive progress note.
Ease of completion and robust content result in a well-documented visit that

- Gives the patient a clear understanding of the visit
- Creates a comprehensive encounter note for referrals
- Supports higher reimbursement

Patient Engagement

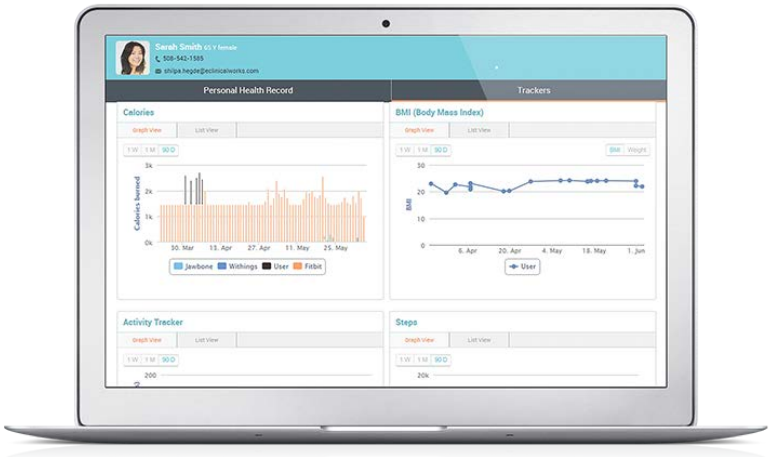
eClinicalWorks

Patient engagement doesn't stop when the patient leaves the office!

Your patients can stay connected to your providers after they leave the office with the healow | health and online wellness mobile health app.

Tech-savvy patients are adopting wearable devices at a rate of around 20% and growing, according to a recent PricewaterhouseCoopers survey. And healow is ready with seamless integration with wearables that brings the data directly into the EMR.

Clinician View



Patient View

Example: Blood pressure monitoring on healow

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Patient Reminders

eClinicalWorks

Increased patient satisfaction, increased compliance, and increased efficiency . . . a win-win for you and your patients

Send automated reminders to patients to increase their level of satisfaction and compliance and reduce the number of “no shows”, late arrivals, and open appointment slots

- Appointment reminders
- Medication reminders
- Health maintenance reminders
- Campaigns such as flu shots, immunization, clinics, blood pressure checks

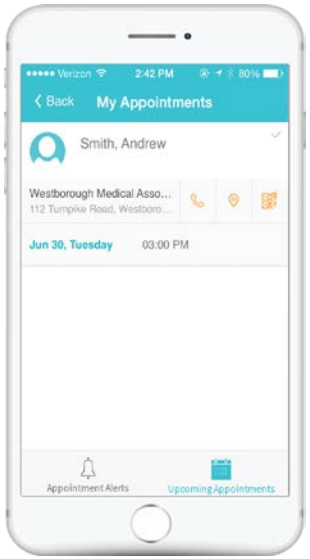
Voice message

SMS/text

Email

Portal message

healow app notification



Appointment reminders let the patient confirm their appointment, reschedule, or cancel

Integration with the Resource Schedule updates the schedule in real time

Scheduled medication reminders help patients achieve compliance with their medications and improve outcomes
-schedule the reminders once and they are automatically delivered to the patient on the healow app or Apple Watch™

PATIENT HOME | OFFICE CHECK-IN | OFFICE VISIT | PATIENT HOME | SPECIALIST | HOSPITAL | CBO | EMPLOYER

Telehealth – the New Frontier

eClinicalWorks

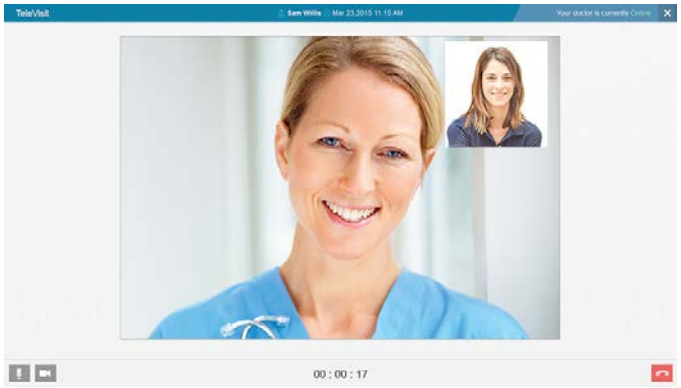
- Televisits are integrated into the EMR for a smooth workflow
- Information submitted or conveyed by the patient can be directly imported into their EMR record
- Televisits can be used in several ways to enhance the patient experience and give them the care they need – where and when they need it

B2B – Business-to-Business model connects patients to specialists that you have on-call or scheduled for televisits

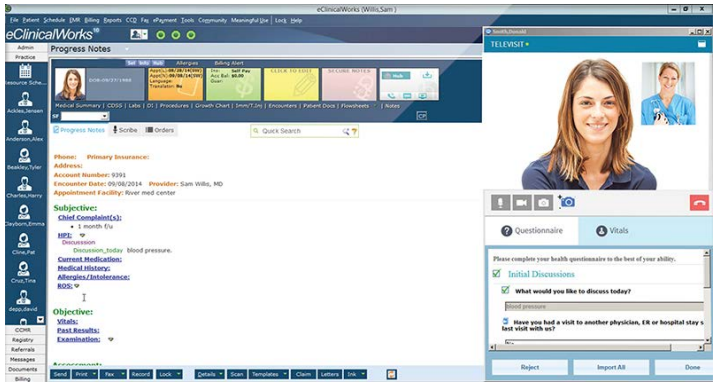
B2C – Business-to-Consumer can be used if you have Care Coordinators or Nurse Care Managers who interact with patients to help them manage complex and chronic conditions

Reimbursement for telehealth visits is now allowable by most major payers and billing and claim creation for televisits is an integrated part of the eClinicalWorks unified EMR/PM solution.

Patient View



Provider View



PATIENT HOME | OFFICE CHECK-IN | OFFICE VISIT | PATIENT HOME | SPECIALIST | HOSPITAL | CBO | EMPLOYER

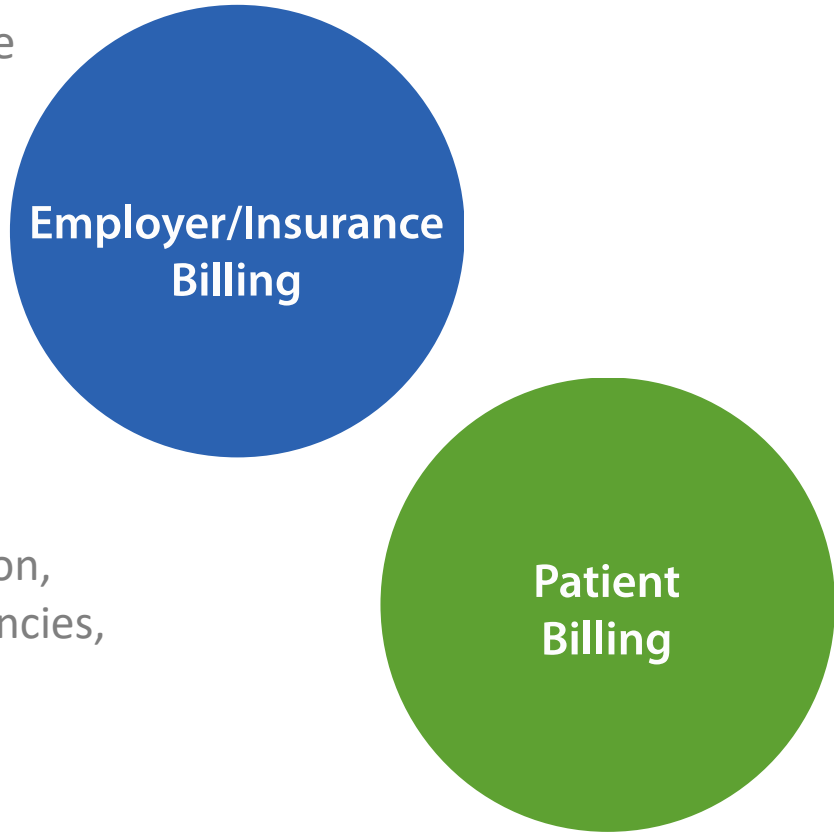
Central Billing Office

eClinicalWorks

An integrated solution means smooth office workflows and increased efficiency.

eClinicalWorks is a fully unified EMR/PM solution that has extensive Practice Management functionality.

All PM tasks are present in the unified solution, resulting in a smooth workflow, office efficiencies, and a complete administrative, clinical, and financial patient-centric record.



Value proposition

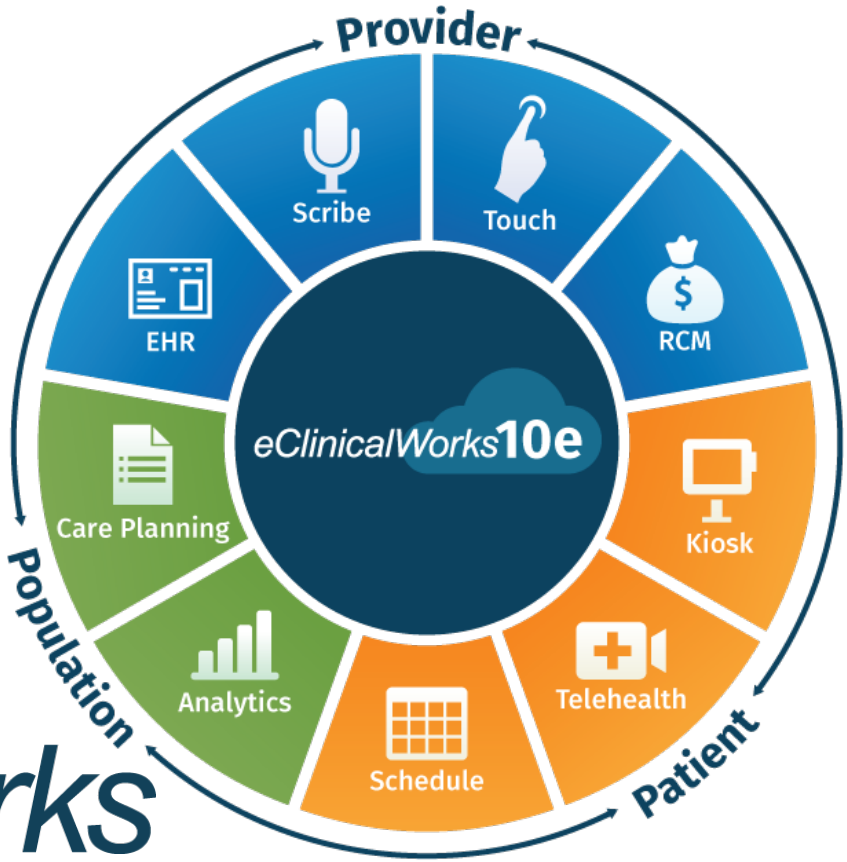
eClinicalWorks products cover the entire continuum of care as patients move through the healthcare system.

Commitment to excellence, technology innovation, and continuous product and process improvement make eClinicalWorks your healthcare technology partner for today – and tomorrow.

PATIENT HOME OFFICE CHECK-IN OFFICE VISIT PATIENT HOME SPECIALIST HOSPITAL CBO EMPLOYER

Working together we truly believe we can make healthcare faster, smarter, and more convenient for your customers

WE ARE eClinicalWorks



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