the eClinicalWorks experience

Shalini Sundararajan
Widely Used EHR

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
#1 In Customer Satisfaction

EHR Satisfaction According to Physicians

eClinicalWorks Leads the Way in EHR Satisfaction Among Physicians

- eClinicalWorks: 82%
- Epic: 67%
- athenahealth: 58%
- Greenway: 58%
- NextGen: 55%
- Allscripts: 28%

More survey data are available at:

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

- 2005: $18 Million
- 2006: $40 Million
- 2007: $60 Million
- 2008: $85 Million
- 2009: $104 Million
- 2010: $150 Million
- 2011: $200 Million
- 2012: $250 Million
- 2013: $290 Million
- 2017: $480 Million
With 4800+ employees strong and 11 world-wide offices, eClinicalWorks has its headquarters in Massachusetts and has customers in more than 30 countries.
Number of Providers Who Switched to eClinicalWorks in 2017

- Greenway: 1,082
- athenahealth: 748
- Allscripts: 726
- NextGen: 376
- GE Centricity: 213
- eMDs: 188
- SOAPware: 187
- Practice Fusion: 98
- Others: 13,129
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.
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

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Specialty</th>
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<tbody>
<tr>
<td>Allergy</td>
<td>Immunology</td>
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<tr>
<td>Behavioral Health</td>
<td>Oncology (Hematology)</td>
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<tr>
<td>Breast Surgery</td>
<td>Ophthalmology</td>
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<tr>
<td>Cardiology</td>
<td>Orthopedics (PTPM, Sports, Physical Med)</td>
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<td>Cardiac Surgery</td>
<td>Pediatrics</td>
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<td>Dermatology (with MOHS)</td>
<td>Physical Therapy &amp; Pain Management</td>
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<tr>
<td>Endocrinology</td>
<td>Plastic Surgery</td>
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<td>Ear, Nose, Throat</td>
<td>Podiatry</td>
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<td>Fertility</td>
<td>Preventive Care</td>
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<td>Gastroenterology</td>
<td>Psychiatry</td>
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<tr>
<td>General surgery</td>
<td>Pulmonary (sleep disorders)</td>
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<tr>
<td>Gynecology</td>
<td>Rheumatology</td>
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<tr>
<td>Infectious disease</td>
<td>Sleep Disorders</td>
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<td>Internal Medicine</td>
<td>Family Practice</td>
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<tr>
<td>Interventional Radiology</td>
<td>Urogynecology</td>
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<td>Nephrology</td>
<td>Urology</td>
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<tr>
<td>Neurology (with Sleep)</td>
<td>Vascular Surgery</td>
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<tr>
<td>Neurosurgery</td>
<td>Vision Screening</td>
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eClinicalWorks Technology Platform

CORE
ASC, Dermatology, Allergy, Behavioral Health, Vision

Patient Engagement

Population Health

Revenue Cycle Management
eClinicalWorks Technology Platform

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

Documentation your way through Templates | Speech | Touch
Payer Claims Processed

$56 Billion

First pass acceptance rate [97.23%]
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.
EHR & PM

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
UDS Reports

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

Office of Statewide Planning and Development (OSHPD)
Unique Billing Needs

- **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 Integration Platform

Health Information Aggregator

Analytics
Patient Engagement
Care Planning
Referral Network

eClinicalWorks Interoperability Platform

eClinicalWorks  Devices  Hospital/Other EHR’s  Payer/Employer Data  Labs and Radiology  Pharmacy/PBM’s  Patient Activity
Care Plan/Behavioral Health Features

- 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
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
Patient Engagement

**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
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
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

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
• 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
See how eClinicalWorks helps patients navigate the entire healthcare continuum.
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.
Streamline the Check-In Process

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.
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.
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”!

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

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 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.
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

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