

Netguistics' EHR Consulting Services

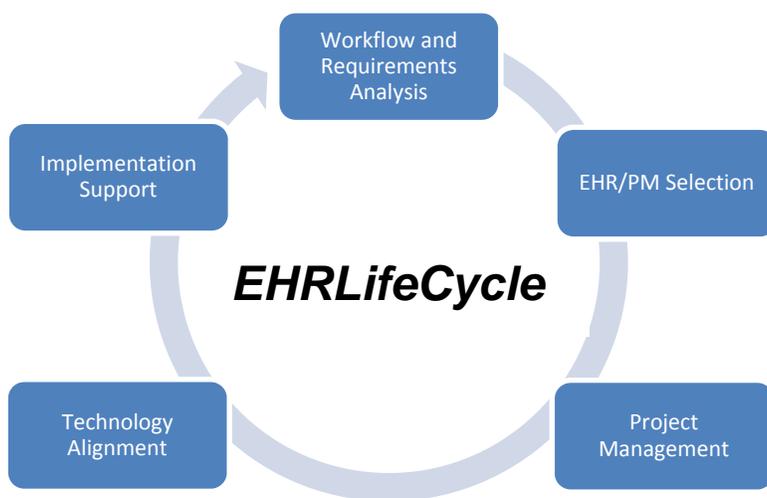
Netguistics provides EHR consulting services, such as EHR selection, contract review, EHR implementation and project management services for practices. Netguistics serves practices of various sizes and specialties throughout New York, Western Massachusetts, Western Connecticut, and Southern Vermont. Our perspective is to ensure proper alignment of information technology and your practice.

Our ***EHRLifeCycle*** service focuses on the needs of ambulatory practices, helping physicians solve problems in EHR and Practice Management (PM) system utilization. We offer vendor-neutral services such as:

- Practice workflow and requirement analysis
- EHR selection and implementation
- Post-Implementation IT services

Too often physician office dynamics change while the systems that support them do not. This can lead to a multitude of problems with your technology investments; challenging your ability to treat both simple and complex patient conditions in an efficient manner.

Whether your top concern is selecting the right EHR vendor, implementing within budget, managing technology support issues, or optimizing your current workflow, Netguistics brings the knowledge and skill to help physician offices manage risks and maintain their financial health.



Clinical Systems Review - *Identifying workflows, processes and requirements*

As practices grow and change, so too must the processes and systems that support them. Systems that don't keep pace with the dynamics of a practice can lead to a multitude of problems with your technology investment; costing your office money on a daily basis.

Typical Risk Areas:

- Incomplete EHR/billing system implementation – partial user adoption, under-trained staff, minimal process and workflow redesign
- Over-budget expenditures on areas such as hardware and lab integration
- Legacy hardware infrastructure with increasing downtime and IT support costs
- Time-consuming EHR/PM vendor support calls and a growing list of technical issues without resolution

The Need for a Clinical System Review

When any one of the risk areas listed above impact your practice; it's time to consider a full risk assessment to identify the problem areas and organize a plan to mitigate them. Conveying these risks in a business context to better understand their impact to the practice is even more complex. This process requires specific skill sets in technology risk management and process redesign that is generally not available among most physician office's internal staff.

Netguistics has expertise in technology risk assessment and can help you through a comprehensive review. We start the process by conducting an onsite review with the practice. During this audit, our staff identifies technology risks and the control environment as they relate to critical processes.

Our expertise can help ensure the integrity, reliability and performance of these processes. Through our methodologies, we help our clients realize more efficient technology controls that maximize their technology investments.

Each review is performed by our team of healthcare IT experts and is supported with our proven methodologies and tools. These reviews are designed and executed on a short timeline, keeping project costs to a minimum while quickly identifying actionable opportunities to improve your organizational performance and/or reduce your practice expenses.

EHR/PM Selection Service – *Effective and Affordable Consulting*

Selecting an Electronic Health Record (EHR) or Practice Management (PM) system can be a costly, time-consuming process. With more than 200+ EHR vendors in the marketplace, where do you begin? How do you safeguard against the risks of EHR implementation?

To deal with this Netguistics has developed ***EHRLifeCycle*** to help practices move from EHR adoption to implementation. Practices can take advantage of our personalized, full-service approach. Through our methodologies, we help our clients identify EHR/PM solutions that maximize their technology investments, while best fitting their budget and needs.

IT Project Management and Support

It is a common misconception that EHR systems are “plug-and-play” with minimal training and implementation service from the vendor. What many practices are not made aware of is the amount of work the practice is responsible for, not the vendor, to configure the EHR to make it work successfully in their environment. Vendor-based training and implementation and practice-based implementation are two separate concerns. To be successful in your EHR implementation, to be able to effectively manage your vendor and your investment; an internal project manager needs to be identified.

Our approach to implementation is to provide expert project management assistance when and where you need it. Utilizing a four-phased approach: project planning, process design, configuration & integrated testing, and implementation “go-live”, our project managers enable the practice to successfully implement an EHR/PM system on-time and within budget.

Our project management implementation services include:

- Review vendor contract agreements, objectives and control environment
- Identify key risk areas for scope of implementation
- Develop budget and project plan, and team to align with practice objectives

Technology Alignment

Process design for EHR implementation is the art of making your patient visits and daily workflow run more efficiently in an electronic environment by re-evaluating the way systems and controls were established with paper. When multiple providers and stakeholders work to automate different forms, workflows, offices, control environments, and objectives... things get complicated.

To help you reduce the time it takes to chart electronically and minimize your overhead in going electronic, Netguistics facilitates an internal process redesign. We leverage your clinical and administrative objectives with our knowledge of best practices to ensure your implementation success. This includes:

- Complete review of all workflows and processes
- Analysis and identification of failure points in current processes
- Process refinement and creation/alignment of workflows
- Alignment of new processes to healthcare technology standards and best practices
- Determination of any systems impact and required enhancements
- Analysis of resource requirements necessary to execute new processes
- Creation of measures of success and key performance indicators
- Monitoring and tracking of performance to ensure success

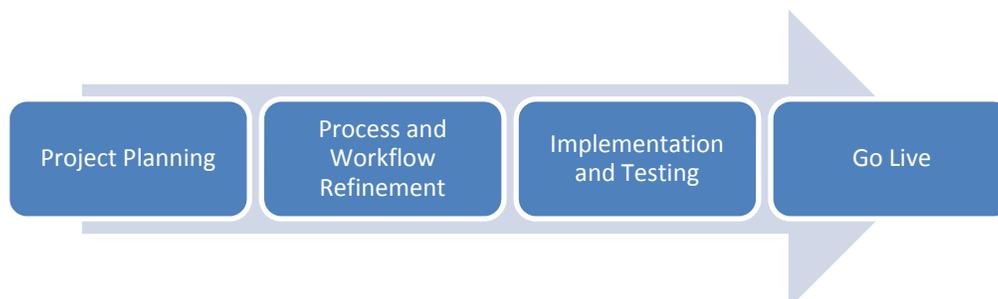
Implementation Support

Our implementation support begins with developing configuration and testing procedures as a stepping stone to a successful implementation. They include:

- Design procedures for testing and measuring alignment of systems to practice
- Manage and test integration of EHR to practice management, lab, medical devices, other software systems and third party vendors
- Provide a plan for ongoing configuration and maintenance

Transitioning from configuration and testing, we formulate a strategic “Go Live” strategy which includes:

- A practice readiness assessment
- A review of workflows, processes and responsibilities of staff with respect to the EHR system
- Assistance with documentation of key system controls for compliance purposes
- IT services needed for systems integration and network support of the EHR system



All of this results in a successful EHR implementation which is reliable, fully functional and able to enhance practice productivity.