



# eClinicalWorks

eClinicalWorks, a privately held company located in Westborough, Massachusetts, has established itself as the leader in the ambulatory Electronic Medical Records (EMR) and Practice Management (PM) industry. Focused exclusively on the design and deployment of its innovative, reliable, and comprehensive EHR and PM solution, eCW has been working with large practice groups and community-wide projects as well as medium, small, and solo practices, regardless of specialty or number of locations since its inception in 1999.

eClinicalWorks is a model of carefully managed growth in a stable infrastructure, led by a dedicated management team comprised of the original five company founders. The company enjoys high profitability with a five year compounded growth rate of more than 100% year-to-year and has an established customer base in all 50 states. eClinicalWorks has additional offices in New York City, NY, Pleasanton, CA and Alpharetta, GA.

<b>Company Profile</b>	
Corporation Name:	<b>eClinicalWorks</b>
Headquarters:	2 Technology Drive, Westborough, MA 01581
Number of years in EHR line of business:	12 years
Number of employees in EHR:	1644
Website:	<a href="http://www.eclinicalworks.com">www.eclinicalworks.com</a>
Demonstration page:	<a href="http://eclinicalworks.com/Collateral/Flash/English-US/indexFLASH_popup.html">http://eclinicalworks.com/Collateral/Flash/English-US/indexFLASH_popup.html</a>
<b>Products &amp; Services</b>	
1. What is name <u>and</u> version number of your EHR product?	eClinicalWorks V9
2. Is EHR ONC certified?	Yes, eClinicalWorks is a user-friendly, intuitive, and comprehensive EMR system that is CCHIT® certified and ONC-ATCB certified for Meaningful Use in the ambulatory setting. Subjective, Objective, Assessment, Plan (S.O.A.P.) templates and all the functionality of a comprehensive electronic record are incorporated into the EMR. Referral management along with messaging tools provides intra-office communication capability and streamlines workflow for practices.
3. If not ONC certified, what is estimated date for certification?	N/A
4. Is the EHR classified as a "Complete EHR" or "Modular EHR" as defined by ONC:	On October 1st, eClinicalWorks was one of the leading EHR products to receive the 2011/2012 ONC-ATCB <b>Complete EHR certification</b> by the Certification Commission for Health Information Technology (CCHIT®)
5. Model of EHR available:	<b>Y/N</b>
a. <b>SaaS</b> (Software as a service – uses Internet connection to access hardware, software, and other resources needed to operate the EHR for a monthly rental fee)	Yes
b. <b>Hosted</b> (Server or web based system is hosted by EHR vendor)	Yes

c. <b>Client Server*</b> (Server is located at client site and allows multiple users to access a single server. This allows EHR applications to be distributed efficiently to multiple users at a single time. *separate maintenance fees may apply)	Yes
<b>Modules Offered</b>	
6. Do you offer a Practice Management System (PMS)?	Yes
7. If yes, what is name <u>and</u> version number of your PMS product?	eClinicalWorks V9
8. Do you offer a Patient Portal?	Yes
9. Do you offer Billing?	Yes
a. Electronic Claims Submission	Yes
b. Claims follow-up (i.e. on claims that the physician did not get a response on in the allotted time for a general claim process for respective payor(s).	Yes
c. Denial Management (i.e. Denial is returned to the client, as part of billing Service your company follows up on this type of claim).	Yes. When ERA's are downloaded and posted, any denials will change the claim status to "ERA Payer Denied.
d. Patient Billing (i.e. for claims that have been completed from the third party perspective and the balance due is owed from the patient, as part of billing service, you would automate process for sending out patient bills)	Yes
e. Billing Code Update/Management (i.e. as part of billing service, you would manage updating the CPT Codes and ICD-9/10 codes. CPT Codes indicate the specific services rendered on the patient. ICD-9 codes are the medical diagnosis codes; the reason for performing the procedure)	Yes. eClinicalWorks provides yearly updates to the CPT and ICD Codes as they are released by CMS. This is an automatic upload to each customer.
<b>Interfaces</b>	
10. Is there an additional fee to set up interfaces with labs or the RI Dept. of Health (for transmission of immunization data)	No. There is no fee for an interface to the RI DOH for immunizations. However, there may be a fee for interface to labs depending on which labs the practice needs to interface with.
11. Do you offer the EHR as a single source solution, and if yes what is included:?	<b>Y/N</b>
EHR           Y/N: ___Y___; Required as part of single source solution? Y/N: ___Y__	Yes
PMS           Y/N: ___Y___; Required as part of single source solution? Y/N: ___Y__	Yes
Patient Portal Y/N: ___Y___; Required as part of single source solution? Y/N: ___Y__	Yes
Billing        Y/N: ___Y___; Required as part of single source solution? Y/N: ___Y__	Yes
<b>Hardware</b>	
12. Do you provide hardware recommendations relating to specifications needed to effectively run your products?	Yes. eCW Hardware Specifications will be provided upon request.
13. Do you provide an evaluation of the practice existing hardware/computer equipment? If yes, answer a. – d. below:	<b>No</b>
a. Is this hardware evaluation provided at an additional cost?	<b>N/A</b>

b. Is this hardware recommendation provided at an additional cost?	N/A
c. Will you order hardware on behalf of the practice?	No
d. Do you support hardware that you order on behalf of the practice?	No
<b>Additional Software</b>	<b>Y/N</b>
14. Is additional software necessary for running EHR program (i.e. software that isn't otherwise included in the purchase of the EHR)? If yes, describe:	Yes. eCW Hardware Specifications will be provided upon request.
<b>Training</b>	<b>Y/N</b>
15. Do you offer on-site training in addition to the 10% on-site training that is required by your contract with the RI REC? If yes, answer a. – b. below:	Yes
a. Is this included in purchase price?	Yes
b. Approximately how many hours of on-site training do you provide as part of purchase of your system?	The number of hours varies depending on the number of providers and users. However, eClinicalWorks recommends the following minimum number of hours be allocated during training for each user to fully benefit from the training: <ul style="list-style-type: none"> <li>• Providers - 12 hours – 16 hours</li> <li>• Billers - 12 hours</li> <li>• Front Office &amp; Mid Office – 8 hours</li> </ul>
16. Describe fees for on-site training if it is not included	N/A
17. Do you offer the following modes of remote training?	Yes
a. Live client specific training	Yes
b. Role-based training recommendations	Yes. Training is offered for every user, i.e., front office personnel, doctors and nurses, billing staff, etc.
c. Live webinars	Yes
d. Recorded webinars	Yes
e. Other (please describe):	Yes. Videos, tutorials, user guides, and national/regional user groups who share ideas and information.
<b>General Support</b>	<b>Y/N</b>
18. Do you offer the following mechanisms for ongoing support?	
a. Phone	Yes
b. On-line support ticket system	Yes
c. Chat support	Yes
d. E-mail	Yes
e. User-forum	Yes
f. Knowledge based content	Yes
<b>Meaningful Use Product Features and Support</b>	<b>Y/N</b>

19. Does your EHR have a Meaningful Use (MU) Dashboard?	Yes. eClinicalWorks provides Meaningful Use, Adoption, Quality (MAQ) dashboards -- tools to measure provider and practice performance on meaningful adoption of EHR, population health trends, and chronic disease/preventative care management.
20. Do you offer training on how to use the MU functions?	Yes
21. Please describe your MU initial training and ongoing support?	Part of eClinicalWorks on-site training is focused on those features of the application that provides the tools to achieve meaningful use: ePrescribing, CPOE, Quality Measure Reporting, etc. eCW provides advanced training several months post Go Live to reinforce key features of the product, many of which are related to Meaningful Use (reporting, decision support, etc.). eClinicalWorks is committed to helping practices assess their progress toward Meaningful Use, and can provide guidance on how to bridge the gaps through our Meaningful Use Remote Assessment service. eCW also has eCW RoadShow – The Meaningful User Tour which has/is taking place across the country. Please refer to the eCW Web site to see how eCW is assisting clients to meet MU: <a href="http://eclinicalworks.com/knowledge-center-meaningful-use.htm">http://eclinicalworks.com/knowledge-center-meaningful-use.htm</a> .
22. Do you offer encounter-based MU alerts/flags (ie. Show whether or not MU requirements are met at time of each patient encounter)	eCW has real-time MU alerts for demographic capture that will alert the staff member who is registering the patient that certain fields (email address, for example) must be entered to meet the MU requirement for demographic capture.
23. Can your EHR report on MU for mid-level staff (ie. Pas or NPs)	The MAQ Dashboard will capture MU measure compliance for clinical providers such as NPs and Physician Assistants as well as for MDs. All system users who are issued a “Provider” license in accordance with the eCW definition of provider will contribute to the MU statistics.
24. Does your EHR have additional MU reporting functions?	MAQ Dashboards provide the MU reporting functions.
<b>Migration of Data</b>	
25. Do you offer paper migration of historical data into new EHR?	Data migration is usually performed programmatically by the eClinicalWorks Data Migration team to achieve an automated migration, freeing up human resources from tedious tasks. It is required when practices, groups, or enterprise networks convert from a legacy or paper-based EMR/PM system to eClinicalWorks.
26. Do you offer paper migration of historical data into new PMS?	
27. Does the paper migration service put historical data in as scanned or structured data?	Structured
28. Do you offer data migration from old EHR or PMS into new EHR or	

PMS?	
29. Is there a cost for data migration service?	eClinicalWorks offers data migration/conversion services. Cost is dependent upon the amount of data and the file format.
<b>Direct – secure messaging/Integration in EHR</b>	
30. Do you have plans to integrate Direct – secure email (as specified by the ONC national Direct Project) in your EHR?	Direct Project is the new name for the old NHIN – National Health Information Network. This is on the eClinicalWorks roadmap in our development process.
31. If yes, what is timeframe for this integration?	To be determined.
<b>Clinical Specialties</b>	
32. List the number of practices you have implemented at by the following specialty:	
a. Family Medicine	
b. Internal Medicine	
c. Pediatrics	
d. Obstetrics – Gynecology	
33. Total number of practices in State of RI?	
34. Total number of practices Nationwide?	9,000+
35. Implementation by Practice size: 1-5, 6-10, etc.	
a) 1-5	
b) 6-10	
c) 11-20	
d) 20+ providers	