

# Frederick Memorial Hospital

## Centrally Managed Electronic Health Record System for Provider Practices

### WHAT CAN FMH PROVIDE?

FMH can help you understand the many options for automating your healthcare processes through use of EHR systems and connectivity to Health Information Exchange (HIE) networks and then help you install the NextGen system.

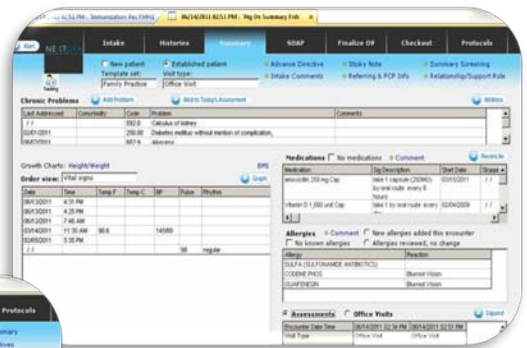
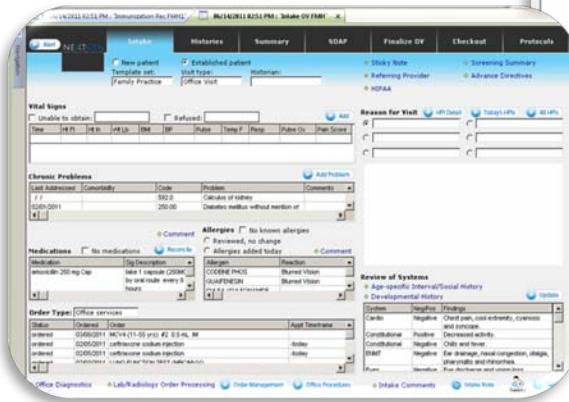
### WHY FMH?

FMH manages a centrally located, securely managed, and price-negotiated implementation of NextGen's EHR/EPM solution. Through its Managed Services Organization, FMH offers licensing, training, implementation, and ongoing support for the NextGen system.

### HOW DOES IT WORK?

Provider practices purchase licenses and services from FMH, participate in the implementation process and pay a monthly support fee for ongoing support services.

A full Electronic Health Record (EHR) and Electronic Practice Management (EPM) system implemented by experienced healthcare information technology (HIT) professionals.



### Features

- Automated scheduling
- Automated voice reminders
- Electronic prescribing
- Electronic referrals
- Automated workflow for documentation of intake, physical examination, orders, results, office notes, procedure coding, and related patient care workflow
- Electronic claims clearinghouse submission (optional)
- Certified EMR system; a prerequisite for meeting Federal Government's "Meaningful Use" criteria.
- Patient web portal for pre-registration, appointment scheduling, and health record. (optional)

### Other FMH HIT Services for Providers

*Health Information Exchange:* Sharing of allergies, medications, and other data among authorized physician practices with established relationships.

PC and network technical support.

Web access to hospital information systems.



# Practice Requirements

## TECHNICAL SUPPORT

FMH takes your calls centrally and resolves issues and/or manages issue resolution with NextGen while keeping your practice personnel up to date on resolution progress.

## ROBUST SECURITY AND SYSTEM AVAILABILITY

The NextGen system is hosted in our secure, EHNAC certified data center. The FMH data center has redundant network connections, backup power, and system redundancies to assure a highly available system.

## TURNKEY SOLUTIONS

FMH works with your “Core Team” and practice personnel to plan and implement a complete patient care and revenue cycle process supported by the NextGen system.

- PC and network upgrades may be required.
- Practices will need to provide project leaders (a “Core Team”) that can represent clinicians, front-office personnel, and back office personnel throughout the implementation process. These leaders will be trained as “super users” and participate for 8 to 15 hours per week in order to run a smooth implementation.
- Practices will also need to allow for 4 to 12 hours of training time per user (depending on role), most of which is done at an FMH training facility.

# Scheduling

FMH schedules an installation once a practice has signed a usage agreement and identified a “Core Team” for implementation.

Typical installations require four months to complete.

| Month 1   | Month 2  | Month 3   | Month 4   |
|---|--|---|---|
| <ul style="list-style-type: none"><li>• Assemble Core Team</li><li>• Conduct Discovery</li><li>• Install PCs and Network, if needed</li></ul> | <ul style="list-style-type: none"><li>• Build practice components</li><li>• Setup billing and claims tables</li><li>• Establish workflow</li><li>• Train users</li></ul> | <ul style="list-style-type: none"><li>• Go-live on EPM, e-prescribing, and encounter documentation</li><li>• Continue building EHR templates and workflow</li></ul> | <ul style="list-style-type: none"><li>• Train users on EHR</li><li>• Go live on EHR, including electronic orders and results management</li></ul> |