Welcome

As part of our effort to transform into a more fully integrated healthcare delivery system and improve patient care in the communities we serve, the Yale New Haven Health System has selected a clinical and administrative information system from Epic Systems Corporation. We are proud to offer this EpicCare solution to you, scheduled to launch in early 2012.

If you have questions or would like more information, please contact:

Steven Schlossberg, MD
Chief Medical Information Officer
steven.schlossberg@ynhh.org
203.688.6225

Tracy D’Anna
Manager, Epic Community EMR
tracy.d’anna@ynhh.org
203.502.4900

Daniel Barchi
Chief Information Officer
daniel.barchi@ynhh.org
203.688.1881

Lisa Stump, MS, RPh, FASHP
Vice President & Epic Project Director
lisa.stump@ynhh.org
203.502.4900

Yale New Haven Health
Introducing EpicCare Ambulatory and Practice Management System.

One team. One record. One focus: Our patients.
Benefits to your Practice

Our EpicCare offering will help transform the physician office, speed referrals between physicians and ease access to essential patient information. We can also help your practice to achieve “meaningful use” incentives. Features include:

- Electronic medical record documentation
- E-Prescribing functionality
- Patient Information and Patient portal
- Patient scheduling and registration
- Professional billing, which includes:
  - Claims submission & clearinghouse
  - Real time address eligibility verification
  - Electronic patient statement generation
- Specialty content and tools tailored for oncology, obstetrics & gynecology, cardiology, radiology and more
- An extensive library of reports and decision support tools
- Access to Yale New Haven Health System and Yale Medical Group Clinical Data Repository, which includes lab, radiology, transcription, and other results

Support Services Offered through Yale New Haven Health System

- Site evaluation and technical assessment
- Training, support, and system configuration
- On-site support at the time of implementation
- Point-of-service scanning functionality
- Application support
- Telephone help-desk support 24/7
- Network connectivity

As a result of federal regulation, we are permitted to subsidize the cost of some components of electronic health record technology and are offering this service at a discounted, monthly fee per provider. Please see consideration & pricing chart. Physicians will be able to use the Epic system while maintaining the autonomy of their own practice through the complete separation of their financial patient level data from other practices and users.

Why Epic Systems was selected?

Led by clinicians, developers and process experts who are deeply experienced in patient care and healthcare technology, Epic Systems is the first vendor to hold both Inpatient and Enterprise certification from the Certification Commission for Health Information Technology (CCHIT). To date, over 200 healthcare systems and over 150,000 physicians are using Epic Systems software. Epic Systems products regularly receive high ratings in independent industry surveys that measure customer satisfaction and functionality. An interactive customer website contains a library of more than 78,000 best practice alerts, flow sheets, templates, questionnaires, order sets and reports.

Stays with Patient for Exchange with Other Medical Professionals

- Clinical Documentation
- Demographic Information
- Medications & Problem Lists
- Test Results

Stays with Practice for your Data Privacy and Security

- Billing
- Financials
- Registration
- Scheduling

Making a Successful Move to EpicCare Implementation

Partnership Criteria and Leadership

We are committed to supporting your practice in making a successful move to EpicCare. Both the practice manager and a clinical champion are needed to sponsor the project and lead the transition. These individuals should have a strong understanding of operational systems and work processes. They will work with our team to configure EpicCare to meet needs of your practice.

Training

Your clinical and practice management staff must participate in the recommended training based on their role and scope of practice within your office. Sound knowledge and competence in the applications is paramount to successful adoption. This will both speed your return to full productivity and ensure that you are optimizing the use of the EpicCare EMR for the accuracy and completeness of the patient record and ultimately for the safety of your patients.

Financial Commitment and Capacity

In addition to the financial investment associated with the project start-up costs and monthly application fees, there are implicit costs associated with reduced productivity for staff and physicians during the implementation of the EMR platform. We recommend that your practice reduce its schedule by 25% during the first two weeks of implementation. Most practices are back to normal by the end of the first month. Planning for these expected workload changes improves a practice’s ability to integrate EpicCare successfully.

Operational and Technical Readiness

For a successful implementation, the practice should be fully staffed, running smoothly and not undergoing other significant changes. Leadership and staff will need to be adaptable to operational and workflow changes that are inherent in implementing an EMR.

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