Practice
Made Easier.

10 Ways Partners *e*Care Can Help.

At the end of the day, the decision to invest in a powerful new clinical and administrative system for your practice boils down to two questions:

1 | **How will it help me provide better care to my patients?**
2 | **How will it make my practice more efficient?**

Partners *e*Care offers a compelling range of innovative features that deliver a broad range of quality and convenience benefits to your patients and new efficiencies for your primary care or specialty practice.
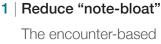
Partners *e*Care

Let Partners eCare show you practice **made easier.**

For you

Partners eCare will provide you with information to coordinate care like never before, with broad visibility into clinical care integrated with practical administrative components. From your office PC to your mobile device, log into just one system to view your schedule or your latest patient data. You have complete access to the patient's entire clinical record including inpatient, outpatient, primary and specialty care, labs, imaging, and care management information. That means fewer delays and less mailing, faxing, scanning, and filing. Together, it means more information readily available to make your best clinical decisions.

For your patients

Partners eCare offers an integrated view of your patients' health records and, just as it is for you, all information is in one place through the newly-enhanced, Epic-supported Partners Patient Gateway. Patients have user-friendly access to more tools to communicate and interact with your practice efficiently around clinical issues, financial transactions and day-to-day administrative requests.
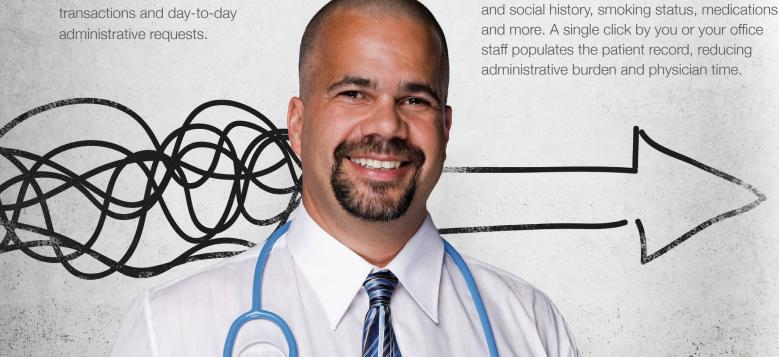
1 | **Reduce "note-bloat"**

The encounter-based record enables discreet data capture without the need for you to replicate it or pull it into the note. Epic streamlines the clinical note by pulling lab results, imaging results and other recorded data into the encounter-based record.

2 | **Move with SmartOrder Sets and streamlined note writing tools**

Improve efficiency and save time using SmartSets that tee up your most frequently used orders and prescriptions for common clinical complaints. Tools for streamlining your note writing are embedded in Epic and can be customized for your needs and efficiency.

3 | **Convert pre-appointment patient questionnaires to structured data in Epic**

Reduce no-shows by setting automated reminders for your patients prior to an appointment. The message can contain pre-appointment questionnaires covering family and social history, smoking status, medications and more. A single click by you or your office staff populates the patient record, reducing administrative burden and physician time.

4 | **Electronic record-based charge capture**

The integrated charge capture function operates in several areas of the record, avoiding manual entry of charges at the end of every visit. It also reviews your encounter to confirm or suggest a specific level of service, highlighting any omissions thus ensuring compliance and optimized coding.

5 | **Get control of PCMH with pre-validated factors and decreased documentation**

Get built-in support for PCMH and MU. In fact, 85 percent of NCQA PCMH factors qualify for pre-validation (50 percent could receive auto-credit and 35 percent could result in decreased documentation for you and your staff).

6 | **Monitor your own quality and performance metrics with real-time clinical data (not delayed claims-based data)**

Display personal quality and IPF dashboards to understand and develop individual strategies for your patient cohorts (e.g., track real-time performance on measures for your diabetic patients). Data is real-time from the medical record, not claims-based (90 day delay) data.

7 | **Define and manage your patient populations using Epic registries**

Take advantage of Epic's registries to help manage your patients:

— Chronic disease registry to define specific cohorts within your patient panel;

— Wellness registries to segment your patients by age and sex; and

— Contact-based registries to track ED encounters or hospital admissions.

8 | **Enable open, online, patient scheduling**

Build patient panels quickly with this provider-specific option that enables new patients to book directly into appointment schedules, even without a Partners Patient Gateway account.

From your office PC to your mobile device, log into just one system to view your schedule or your latest patient data.

9 | **Connect with patients and other physicians using e-visits, video visits and e-consults**

— Enable patients to communicate with you about non-urgent concerns, avoiding email and ensuring that important information is captured. E-visits include structured questionnaires (ex. UTI, cough, red eye) to help diagnose patients. Advice, consultation, and actions may be billable.

— Increase the convenience of the clinical experience by using your computer or mobile device in the clinic or at home to conduct virtual visits without disruptions to daily clinic workflow.

— Consult with local specialists and specialists across the system with e-consult capability, getting answers to simple inquiries or arranging/expediting more complex consultations.

10 | **Manage your entire referral process to specialists with Epic's closed loop referral management system**

Control your referrals with Epic's closed loop referral management process (a CRICO best practice). Know when a specialty visit was scheduled and completed. Automatically get the result in your Epic In Basket as the consult information is embedded in the patient chart.

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For a more extensive list of benefits or information on implementation timetables and logistics, billing system options, ongoing support and more, please contact Partners Community Physicians Organization at EHRTeam@partners.org.

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