



TouchWorks[®] EHR Q2 Update Webinar

Bringing next-level healthcare within reach

May 24, 2023

SAFE HARBOR

The following demonstration reflects generally available features and functionality and also includes a demonstration of features and functionality that Altera currently anticipates including in future solution releases. The development, release, and timing of any future features or functionality remains at the sole discretion of Altera and should not be relied upon in making purchasing decisions. Please contact your Altera account executive or refer to the related solution documentation for more specific details on the timing and anticipated functionality in future solution releases. Your Altera account executive can also assist in identifying the environment, implementation and configuration specifications that are required for the solutions to perform as demonstrated.

Housekeeping



Recorded session,
listening-only mode,
lines are muted



Ask questions via
Q&A panel



Watch for follow-
up email containing
webinar recording

Agenda

May 24, 2023

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Introduction

Ben Scharfe, Executive Vice President

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What's Coming for TouchWorks EHR

Dr. Bob Taylor, Chief Product Strategist

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TouchWorks EHR Basecamp Updates

Ben Scharfe, EVP

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Business and Product Updates

Ben Scharfe, EVP

Sean Schulz, Vice President - Professional Services

05

Q&A

What Inspires Us?

Ben Scharfe, EVP

Our Recent Altera Leadership Summit



A Team of Incredible People



Recognized by Altera



Remembering our Purpose



Mental Health Awareness Month

A child's mental health is as important as their physical health.



Moving from Vendor to Partner



Communication – Sharing the “Why”



Investing- Responsibility to our Clients



Building Empathy – Your Support Teams and Ours



Code Quality – Shift Left



Designing in Service of Clinicians and Patients

What is Coming Next?

Dr. Bob Taylor, Chief Product Strategist

MEET A NEW TEAM MEMBER

Bob Taylor, DO



Chief Product Strategist
TouchWorks EHR

Dr. Bob Taylor is an experienced Physician Informaticist and Clinical Application Architect with more than 20 years of experience in clinical application design, development, implementation and training. He has expertise in clinical information modeling with common data models (i.e., FHIR, OMOP) and clinical reference taxonomies/ontologies.

Dr. Taylor also has expertise in a variety of technical areas/languages (i.e., Python, JavaScript) and is a certified Google Cloud Data Engineer. Having spent decades relying on click-heavy manual workflows for structured clinical data entry, he is excited by the potential of leveraging AI technologies to enable revolutionary solutions that providers will love. He lives in Pennsylvania with his wife, two sons, and dog (Dusty) and enjoys vegetable gardening and cross-training.

TouchWorks EHR Basecamp Update

Ben Scharfe, EVP

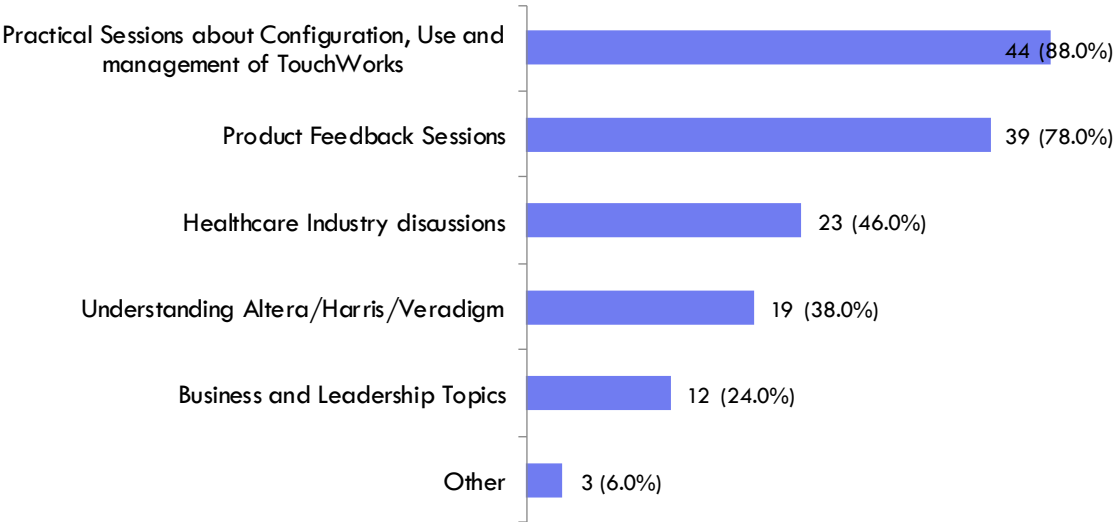
Basecamp Pre-event Survey



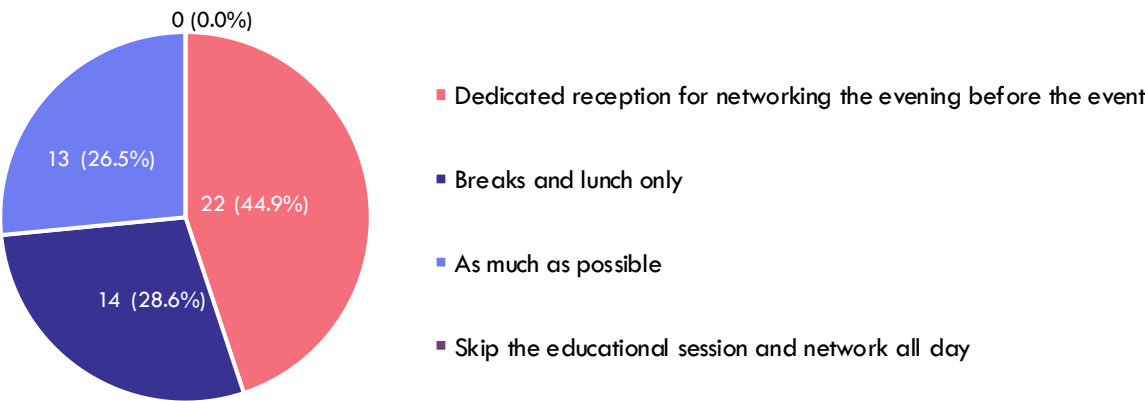
Total responses: **51**

Survey duration: March 20 – 30, 2023

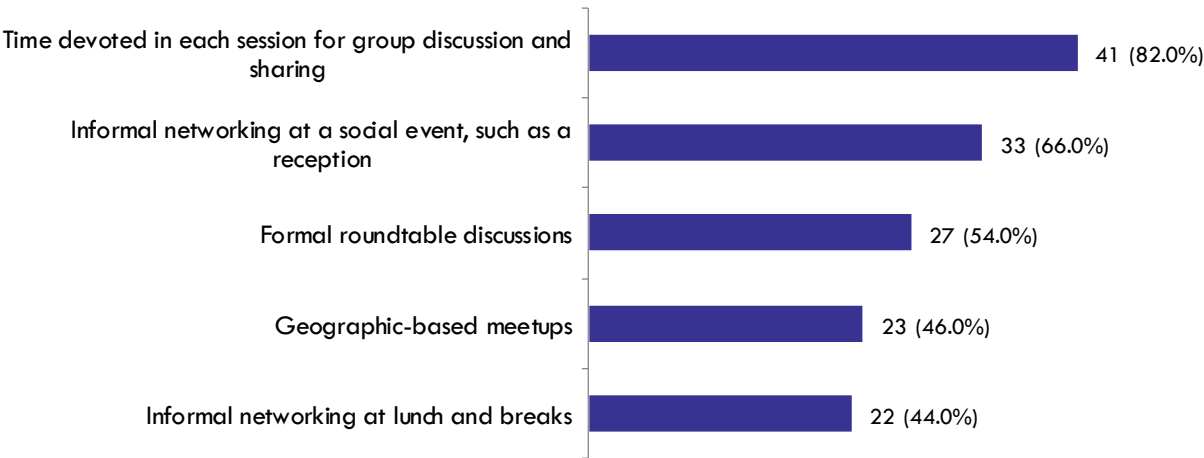
Which of the following networking opportunities would you like to have at Basecamp? (Please select all that apply):



How much time would you like to dedicate to client networking during a one-day event?



Which of the following networking opportunities would you like to have at Basecamp? (Please select all that apply):



Basecamp Sessions

Crossing the New-Stack Threshold

How to survive your 20s

Sean Schulz and Jen Wiley

Inbox Strategy, Administration, and Use

An intentional pivot away from task-grid approaches

Jen Wiley

Self-Service Optimization

A framework for iterative improvement

Jeanne Armstrong

Advanced Noting

The documentation of today is enhanced yet simplified

Jeanne Armstrong

Supporting TW Day to Day

Users, IT and Altera – Oh My!

TouchWorks EHR Team

The Way Forward

Product, features and feedback

Bob Taylor

SESSION HIGHLIGHT

Value-based Care

Today, the future and how to succeed

Value-based care continues to gain traction and is a major focus of CMS as well as private payers. This session will be accessible for those who are unfamiliar with value-based care and relevant for experts as well. Learn about the nature of value-based care, available programs, and the future of our industry. Hear from peers and the TouchWorks team about how to drive success with value-based care using technology, now and in future.



Dr. Scott Fowler
President & CEO
Holston Medical Group



Samantha Sizemore
COO
Holston Medical Group



Ben Scharfe
EVP
TouchWorks EHR

DATE & TIME: Tuesday, June 20, 2023, 9:15 am-10:15 am CST

Registration Updates

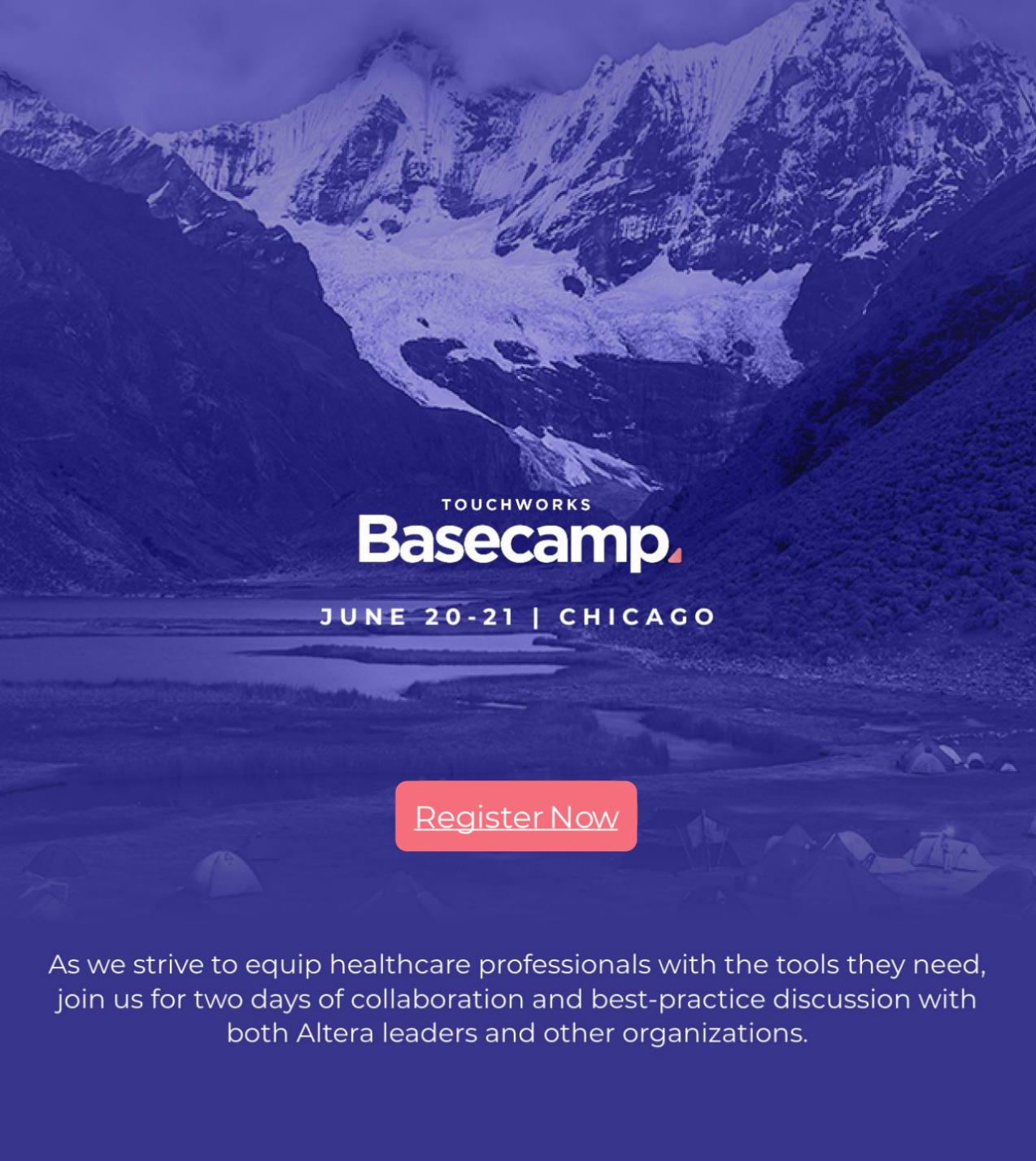
33 clients registered (as of 5/24/2023)

Participating organizations



Sponsors





TOUCHWORKS
Basecamp

JUNE 20-21 | CHICAGO

[Register Now](#)

As we strive to equip healthcare professionals with the tools they need, join us for two days of collaboration and best-practice discussion with both Altera leaders and other organizations.

Join Us and Your Peers

- Network and share knowledge with other TouchWorks EHR clients
- Connect with the TouchWorks EHR leadership team
- Learn more about Altera and Harris
- Explore Altera's SMART Center
- Get practical, useful information
- Engage in dedicated networking opportunities
- Participate in group discussions during each session
- Discover future developments of TouchWorks EHR
- Take advantage of a low price (\$197)
- Make 24 hours count

LAST DAY TO REGSITER: JUN. 13, 2023



Business & Product Updates

Ben Scharfe, EVP

Sean Schulz, VP Professional Services

Increasing Investment and Revenue



ENSCRYB

- Clinical architecture:
Encryb, Structured Content, Clin-Evolve, Questionnaires, v20+ E&M
- Pivoting for the long term



OPTIMIZE RX

- Only visible to users with a valid NPI
- Only visible when no patient is in context (first login is typically the only time)

OptimizeRx Sample

>>

Menu

Schedule

Inbox

Doc Tasks

Worklist

Pt Lists

Search Patient...

SELECT PATIENT

@ TouchWorks Clinic

APPADMIN ALLSCRIPTS

SIGN OUT

RARX

(Scientific Name)
10 mg tablets

RARX Relieves RA Joint Pain.
Helps Reduce Joint Damage.

Learn More

Important Safety Information

SCHEDULE

CHART

CHARGE

For

My Providers View

MY

Allscripts, AppAdmin

Mercury_3, Provider

Test, Securty

Generic, Provider

Date

08-May-2023

Today

SUN

MON

TUE

WED

THU

FRI

SAT

All: 0

AM: 0

PM: 0

[1] Appointments not yet assigned

| \$ | N | TC | SC | CS | A | Pt Loc | Pt Status | Time | Patient | Type | Dur | Comments | Assigned Provider | Scheduled |
|----------------------|---|----|----|----|---|--------|-----------|------|---------|------|-----|----------|-------------------|-----------|
| No Appts in the list | | | | | | | | | | | | | | |

Enscryb Sample: Procedure and HPI NoteForm

TEST...

Procedure

Shoulder Injection

Shoulder Injection Trigger Point Injection - Knee

Normal Defaults Personalization Clear Custom Prefills Save As... N T Create Template

Shoulder Injection Procedure

Pre-Procedure Details

Indication **effusion** inflammation joint pain osteoarthritis ☐ other

Procedure type **diagnostic** therapeutic

Consent * **consent complete** consent not completed

Consent type **verbal** written

Discussed

☒ Benefits reviewed ☒ Risks reviewed ☐ Alternatives reviewed

Procedure Details

Procedure Location

Location * **left shoulder** right shoulder

Specific location **AC joint** GH joint
subacromial space long head of biceps

Anesthesia

☐ Topical anesthetic ☒ Local anesthetic

Local Anesthetic

Medication **lidocaine 1%** lidocaine 1% with epinephrine 1:100,000 lidocaine 2%

TEST... | [Icons] | **CHART** **CHARGE**

[Add Note Form] [Add Text Entry] [Add Image]

- Chief Complaint
 - Chief Complaint
 - Chief Complaint
- Reason For Visit
 - Reason For Visit
- History of Present Illness**
 - Free Text
 - Allergic Rhinitis
 - Billing Testing
 - COVID Screening
 - AUDIT-C
- Review of Systems
 - Adult ROS
- Active Problems
- Past Medical History
- Surgical History
- Social History
- Current Meds
 - Allergies
- Results/Data
 - Brain MRI
- Physical Exam
 - Adult PE
 - Ortho Demo
- Education
- Assessment
- Plan
- Discussion/Summary
 - After Care Instructions
 - Patient Instructions
- Preceptor Note
 - Text box control
- Procedure Results

History of Present Illness

FREE TEXT HPI

Ms. Johnson, a 54-year-old female, presents to the emergency department with a head laceration that occurred after falling out of bed in the dark attempting to get out of bed quickly, but lost her balance in the dark and stumbled into the nightstand.

Allergic Rhinitis

| Allergic Rhinitis | Billing Testing | COVID Screening | AUDIT-C |
|-------------------|-----------------|-----------------|---------------------|
| Normal Defaults | Personalization | Clear | Custom Prefixes |
| | | Save As... | N T Create Template |

- Allergic rhinitis**
 - Visit Details**
 - Reason for visit
 - Historian
 - Current Symptoms**
 - ✓ Symptoms
 - Severity
 - Onset description
 - Onset timing
 - Episode periodicity
 - Episode duration
 - Episode frequency
 - Time of day
 - Seasonal occurrence
 - Progression
 - Exacerbated by
 - Relieved by
 - ✓ Associated symptoms
 - Current Treatment**
 - Treatment
 - Therapeutic compliance
 - Therapeutic tolerance

Allergic rhinitis

Current symptoms include: no cough, no eye pruritus, no eye redness, no nasal discharge epistaxis, no fatigue, no headache, no hearing loss, and no wheezing.

Skin lesion

Associated symptoms include: no chills, no cough, no fatigue, no joint pain, no nausea, n

History

Flowers have long been admired for their beauty and grace, captivating the senses with t hearts and minds, not only for their aesthetic appeal but for the emotions that they evoke of birth, death, and rebirth. They remind us that life is fleeting and that we should cherish making them a popular gift for special occasions such as birthdays, weddings, and anniv boundless beauty. From the striking elegance of roses to the whimsical charm of daisies and patterns, combined with their soft textures and fragrant aromas, make them endless reminder of the wonder and magic of nature, reminding us to stop and appreciate the wo and smell the roses, flowers are truly a thing of beauty that can uplift the spirit and bring Patient states symptoms began on 05/02/2023. She denies fever. She denies cough. P

Risk Assessment

The calculated COVID-19 risk score is 4 for infection. meaning that the patient is at Low R

Encryb Sample: PE NoteForm & Result Questionnaire

commit A Structured Content

▼ | P | R | CC | CHART CHARGE

< Add Note Form Add Text Entry Add Image

Physical Exam

Adult PE

Basic Comprehensive Personalization Clear Custom Prefills Save As...

B C > Constitutional alert; appears healthy; no acute di

B C > Musculoskeletal Left Shoulder: normal appeara
Right Shoulder: normal appeara

B C > Peripheral Vascular Brachial Pulse: grade 2+ bilaterally
Radial Pulse: grade 2+ bilaterally
Femoral Pulse: grade 2+ bilaterally
Pedal Pulse: grade 2+ bilaterally

PHQ9

For: [1] Encounter for immunization

Status: Active Details

To Be Done: 15May2023 Overdue: 20-May-2023 5:18 PM

Order Results Record w/o Ordering

Ordered By: 0123456789, 987654... Route To:

Performing Location: ABC Location Performed By: Allscripts, AppAd... Accession #:

Comments From Performing Location:

Result Annotations

Result History

Results Item(s)

Normal Defaults Personalization Clear Custom Prefills Save As...

Patient Health Questionnaire (PHQ-9)

Over the last 2 weeks, how often have you been bothered by any of the following:

1. Little interest or pleasure in doing things? Not at all Several days More than half the days Nearly every day

2. Feeling down, depressed, or hopeless? Not at all Several days More than half the days Nearly every day

3. Trouble falling or staying asleep, or sleeping too much? Not at all Several days More than half the days Nearly every day

Result Documents

Encryb Sample: v20.1.2-v22.1.3 EM Coder

»

Search Patient...

Q

ALLSCRIPTS, Abbiey

MRN 230509114654697

Directives

Other2

Insurance

Email

Home Cl

05-Sep-1956 (66y) F

E MRN 230509114654697

Other

Cur Chart

Cell

Home (317) 654-9867

f

24 bpm

Commit

A Structured Content

TODAY

Mercury_3, Orthopedist

Appointr

TEST...

CHART

CHARGE

Note Details (1/2)

Chief Complaint

Chief Complaint

Reason For Visit

History of Present Illness

Allergic Rhinitis

Review of Systems

Adult ROS

Active Problems

Past Medical History

Surgical History

Social History

Current Meds

Allergies

Results/Data

Brain MRI

Physical Exam

Adult PE

Education

Assessment

Plan

Discussion/Summary

Patient Instructions

Procedure

Shoulder Injection

Trigger Point Injection - Knee

Preceptor Note

Text box control

E & M Requirement

E/M Coder

Audit Details

Signatures

E/M Coder (2021)

Calculate E/M Code

E/M Visit Type: Outpatient Services

Use Time Spent on Date of Encounter? ☒ No ☐ Yes

Patient Status ☐ New ☒ Established

Complexity of Decision Making ☐ Straightforward

Expand All

Number and Complexity of Problems Addressed N/A

Amount and/or Complexity of Data to be Reviewed and Analyzed Minimal or None

Risk of Complications and/or Morbidity/Mortality or Mortality of Patient Management Minimal

Calculated E/M Code

Show Calculation Details

Ready To Bill

Audit Details

Signatures

View Output

Sign

Sign & Charge

Final

Acknowledge...

Recompile

Copy Forward

Show Uncopied Form Data

Security Codes

Audit

Save & Close

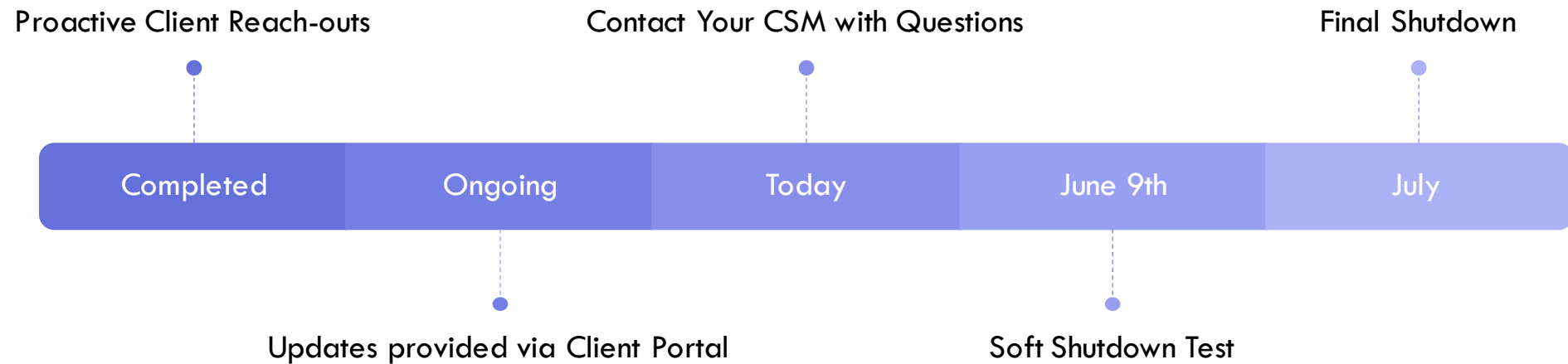
Save

Close

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Timeline



Product Updates



TouchWorks® EHR

- Current: 22.1.3
 - Next: 22.1.4 – Patch 4 June 21st
 - Patch 5 – TBD AUG
 - Future: 24.1 - 02/14/2024
-
- Current: 19.4 WC 6
 - Next: None
 - Future: None, Does NOT support cures act
 - 19.4 End of life: 2/24/2025



Altera Prenatal™

- Current: 22.2 GA12/22
- Next: No Planned 2023 release, will assess need for defect releases
- Future: 2024 TBD



TouchWorks® EHR Mobile

- Current: 22.1 12/2022
- Next: 23.1 TBD – fall 2023

Partnership Opportunities



SIG: Scan

Special Interest Group

Weekly/Monthly Meetings
starting

June 8th 1pm Eastern

Participate in ongoing
Scan Replacement Designs

george.chauvin@alterahealth.com
jeanne.armstrong@alterahealth.com



eCR

eCase Reporting
Certification (part 2)

Immediate Need

3 Clients

v22.1.3 and higher

CSM or

jeanne.armstrong@alterahealth.com



v24.1

Upgrade Projects
Starting **NOW**

Q1 Go Lives

Medium Upgrade from
v20+

Easy Upgrade from
v22.1.5

TBD NCPDP Requirement
(July)



MIPS Value Paths (MVP)

MVP Clients Contact CSM

More Info on
Client Portal in June

Current Plan:
G0056
M0005



Basecamp

Register Today!

Only TW

Education | Idea Sharing

Networking | AI

<https://cvent.me/NKM42R>

Next Webinars



TouchWorks VoC Webinar

Jun. 14, 2023

[Register Now](#)



TouchWorks EHR Q3 Update Client Webinar

Aug. 23, 2023

[Register Now](#)



QUESTIONS?



ASCENDING TO NEW HEIGHTS IN HEALTHCARE