



TouchWorks® EHR Q3 Update Webinar

Bringing next-level healthcare within reach

August 28, 2024

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 a follow-up
email containing the
webinar recording

Agenda

August 28, 2024

01

Introduction and HCTC 2024

Ben Scharfe, Executive Vice President

02

Product Updates/TouchWorks Waypoint

Sean Schulz, VP Professional Services

Rob Sloan, Manager Professional Services

03

What you need to prepare for next releases

Jeanne Armstrong, Chief Medical Officer

04

Q&A



Secure Your Spot Today at the Best Price!

- **Date: Oct. 8 – 10**
- **Location: Atlanta Marriott Marquis**
- **Special Pricing (expires on Sep. 3):**
 - Early bird pricing (\$1,075)
 - **50% exclusive discount** for TouchWorks clients (discount code: HCTC-24-TW-50)
- **What to expect at HCTC**
 - Hear from Industry Experts
 - Engage with Partners
 - Network with Peers
 - Breakfast & Lunch Provided Daily
 - Evening Entertainment

- **Registration Updates** (as of 8/26/2024)



SIU MEDICINE



Mankato Clinic
Together we thrive.



Hutchinson
CLINIC



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™



Mid-Atlantic
Nephrology Associates, P.A.



STERN
CARDIOVASCULAR



Piedmont



REVO
HEALTH

- **For more information and to register, visit: HCTC2024**

HCTC TouchWorks Sessions

Date	Time	Session
Oct 8	11:50am - 12:30pm	TouchWorks Town Hall
	1:30pm - 2:25pm	3 rd party Integrations Icebreaker by CRUG
	2:30pm - 3:25pm	TouchWorks Waypoint
	4:00pm – 4:55pm	Maximize Reimbursement with Automatic Charges
	4:00pm – 4:55pm	UX Tools: Function Meets Fun
	5:00pm – 5:55pm	Business Continuity & Disaster Recovery Roundtable
		Spend Time with Patients, Not Screens
Oct 9	8:30am – 9:25am	Behind the Curtain: Case Life Cycle at Altera
		Session 1 – Hot Tips in Hot'lanta: Your 2025 Regulatory and Beyond Roadmap
	9:30am – 10:25am	Distributed Caching
		Get More Out of TW Data
	11:30am – 12:30pm	AI at TouchWorks
		Control Plane
	1:30pm – 3:25pm	Enhancement Requests, LIVE!
		Walk a Mile: Interactive Case Workshop
	4:00pm – 5:00pm	Client Roundtable by CRUG

Date	Time	Session
Oct 10	8:30am – 9:25am	A.I. Note
		Application Roundtable, LIVE!
	9:30am – 10:25am	A.I. Note
		Technical Roundtable, LIVE!
	11:00am – 11:55am	Certificate Management
		Session 2 – Hot Tips in Hot'lanta: Your 2025 Regulatory and Beyond Roadmap

- **For more information and to register, visit: [HCTC2024](https://www.alterahealth.com/HCTC2024)**

go.alterahealth.com/2024touchworksclientsessions



Product Updates

Product Updates



TouchWorks® EHR

- Current: 2024.2
- Next: 2024.3, GA Oct 29, 2024
- Future: 2025.1, Feb 4, 2025

- Current: 19.4 WC 6
- Next/Future: None
- **19.4/20.1 end of life: 24-Feb-2025**



Altera Prenatal™

- Current: 22.2.2 GA Aug 20, 2024
- Next/Future: TBD



TouchWorks® EHR Mobile

- Current: 2024.1 GA Aug 13, 2024
- Next/Future: TBD

TouchWorks Waypoint



TouchWorks Waypoint



In-application workflow & feature guidance



On-demand access to in-application training & notifications



go.alterahealth.com/2024touchworksclientseries



TouchWorks Waypoint

The image shows a screenshot of the TouchWorks Waypoint software interface. The main window is titled "SELECT PATIENT" and displays a schedule for the "FERRARI TEAM". The date is set to 14-Aug-2024, and the filter is set to "Arrived, Pending and Rescheduled". The schedule grid shows no appointments assigned. The interface includes a sidebar with icons for Menu, Schedule, Pt Reg, PTB, and Inbox. A "More info" button is visible in the top right corner of the main window. A secondary window titled "TouchWorks Waypoint" is overlaid, containing a "Filter Waypoint content..." search bar and a list of help options: Site Map Guidance, Open Help Menu, Chart Preview Flyout Guidance, Patient Search Guidance, and Customize Your Schedule. The background of the main window shows a dark blue gradient.



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Search Patient...  @ St. Joseph Heritage Healthcare   FERRARI TEAM 

SELECT PATIENT

  No Encounter Selected 

SCHEDULE              

For **Team, Ferrari**  Arrived, Pending and Rescheduled

Date **14-Aug-2024**  Today          All: 0 AM: 0 PM: 0 [1] Appointments not yet assigned 

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





Demo

TouchWorks Waypoint

Waypoint Content Tiers

Essential

Included in 2024.2+

Includes all critical updates & notifications:

- new release availability
- urgent software defect alerts
- patient safety notices

Ensures you have the most up-to-date and essential information to maintain optimal system performance and patient safety.

Standard

\$5.97pppm

2024.3
90 days
try b4 u
buy!

Includes Essential plus:

Includes:

- unlimited content requests
- new feature walk-throughs
- best practice workflows
- continually updated content

Ensures new and updated workflows reaches existing users and provides new users with assistance throughout TouchWorks.

Custom

\$6.97+pppm

Includes Standard plus:

Includes custom content unique to your organization's requirements, configuration, and workflows, maintained release over release.

Ensures exacting user guidance aligned to your business objectives and policies via additive or replacement content on any TouchWorks element.

Custom Content Options

Custom

Custom 5 \$6.97pppm

Includes Standard plus:

Custom content unique to your organization's requirements.

Includes maintenance of up to **5** custom solutions (each with no more than 10 user interactions).

~~\$6,250~~ one-time content creation fee.

Free
thru
July '25

Custom 10 \$7.97pppm

Includes Standard plus:

Custom content unique to your organization's requirements.

Includes maintenance of up to **10** custom solutions (each with no more than 10 user interactions).

~~\$11,250~~ one-time content creation fee.

Free
thru
July '25

Enterprise *Custom Pricing*

Includes Standard plus:

Fully tailored content for organizations with extensive and highly specific needs.

Includes creation and maintenance of a large number of custom Solution Sets, with no fixed limit.

Pricing based on scope & complexity.

What you need to prepare for next releases in 2025

In Progress for 2025



General Availability (GA) of our **upcoming AI note solution**, utilizing Medicomp's Quippe:

- This solution offers AI assistance for more efficient note creation and integrates with ambient listening solutions. The alpha release is scheduled for Oct 2024.



Adoption of **Medicomp's Medicin Terms**: We are incorporating Medicin terms for standardized problem terminology within our systems.



Regulatory Annual Feature Delivery for 2025 Certification: This includes updates to support USCDI version 3 and the corresponding FHIR requirements essential for 2025 certification activities.



Enhanced Regulatory Support for Questionnaires and Assessments: Improvements include support for Social Determinants of Health (SDOH) assessment tools, enhanced outcome measurements, and expanded coverage for MIPS Clinical Quality Measures (CQMs) to facilitate more MVP options and better support for HEDIS, etc.



Foundations for **Enhanced Regulatory Reporting**: This includes the required support for EHR vendor reporting to federal agencies on client usage of features like FHIR and Immunization registries, as mandated by the HTI-1 "**Insight Measures**" certification requirement.



Continued Code Support for **Migration from shared Veradigm Assets**: This covers assets like Unity, Shield, CDW, and MIPS quality reporting, CCDA, etc.



Scan replacement solution

2025 TouchWorks Release Plan...Planning Progress

	2025.1 – Feb 4 <ul style="list-style-type: none">• Scan Pilot• Problem Terminology Enhancements• Reporting Infrastructure• Note AI Iteration		2025.2 – Apr 4 <ul style="list-style-type: none">• New Scan GA• Problem Lifecycle Enhancements• Reporting Infrastructure• Note AI Iteration		2025.3 Jul – 8 <ul style="list-style-type: none">• USCDI v3 +• Standardized APIs, Launch Guide v2• Electronic Case Reporting Updates• Patient Requested Restrictions• Insights Measures• Note AI Iteration		2025.4 – Oct 14 <ul style="list-style-type: none">• Insight Measures• Gaps in care• Note AI Iteration
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***The goal of TouchWorks EHR each year is to release the required updates for certification by July, ensuring that clients have the necessary version in production to meet the following year's reporting requirements. For 2026 reporting, the 2025.3 release on Jul 8, 2025, will include all required certification items, giving clients ample time to adopt the update before their 180-day reporting period in 2026.*

Medcin Terminology Migration



It is official—we are migrating our problem terminology to Medicomp/ Medcin with the 2025.1*

Active, Past Medical, Surgical, Social, and Family History



While a conversion is coming, never fear—we are using AI to assist with the transition



Feature feedback sessions are in progress



We are implementing a multi-phase release as work to support USCDI and SDOH.



Join us to discuss the transition to Medcin in-depth by attending our Webinar on Thursday, Sep 19, at 12 PM ET.
[Register Here.](#)

Integrated Scan

GA 2025.2 (Apr. 4, 2025)



Seeking pilot client for 2025.1 Integrated Scan



- Required to upgrade to **2025.2 and higher**
- With upgrade to 2025.2, clients will **no longer be able to access the legacy scan software**
- File cabinets are deprecated in new scan. We encourage clients to discontinue their use and choose an archive solution (we can help!)."



Scan images acquired via the new integrated scan will be stored in Altera hosted cloud storage.



The pricing for storing these scanned images is part of your TouchWorks maintenance costs.



We are working to ensure you have access to your images hosted in the scan cloud to support your business processes.



Bring your team and your questions to the Integrated Scan webinar on Wednesday, Sep 25, at 12 PM E.T.
[Register Here.](#)



QUESTIONS?



Bringing next-level healthcare within reach

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