



# 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)



- **For more information and to register, visit: [HCTC2024](https://go.alterahealth.com/2024touchworksclientseries)**

# HCTC TouchWorks Sessions

Date	Time	Session
Oct 8	11:50am - 12:30pm	TouchWorks Town Hall
	1:30pm - 2:25pm	3 <sup>rd</sup> 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://go.alterahealth.com/2024touchworksclientseries)**

[go.alterahealth.com/2024touchworksclientseries](https://go.alterahealth.com/2024touchworksclientseries)



# 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

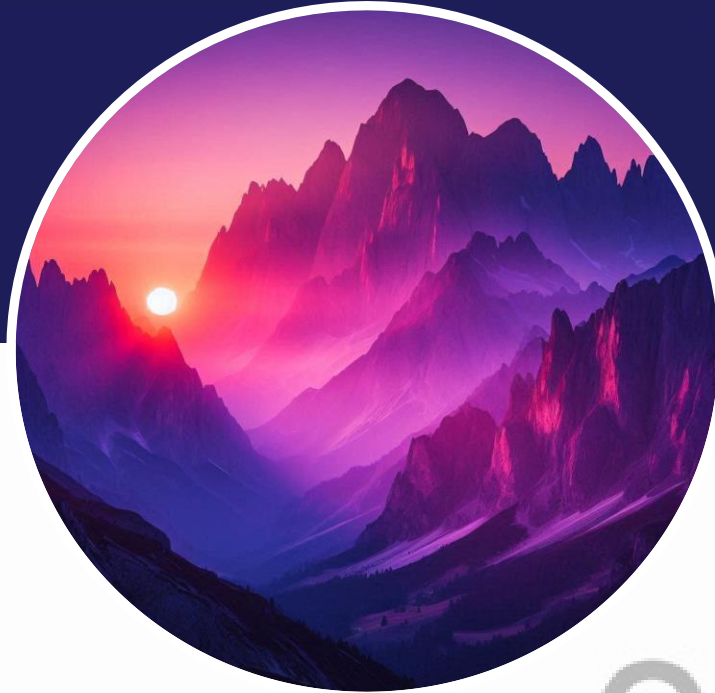
- Current: 2024.1 GA Aug 13, 2024
- Next/Future: TBD



# TouchWorks Waypoint

---

# TouchWorks Waypoint



**In-application workflow &  
feature guidance**



**On-demand access to in-  
application training &  
notifications**



# TouchWorks Waypoint

Search Patient...

SELECT PATIENT

More info

SCHEDULE

For Team, Ferrari

Arrived, Pending and Rescheduled

Date 14-Aug-2024 Today

SUN MON TUE WED THU FRI SAT

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 ...	Schedu...
No Apts in the list													

TouchWorks Waypoint

Select the process to see interactive help:

Filter Waypoint content...

- Site Map Guidance
- Open Help Menu
- Chart Preview Flyout Guidance
- Patient Search Guidance
- Customize Your Schedule



>>

Menu

Schedule

Pt Reg

PTB

Inbox

37402

Doc Tasks

Print Tasks

Worklist

Calls

Pt Lists

Site Map

Search Patient...

>>

SELECT PATIENT

More info

SCHEDULE

ForTeam, Ferrari

Date14-Aug-2024Today

SUNMONTUEWEDTHUFRI SAT

All: 0AM: 0PM: 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													

More info

More info

No Encounter Selected

@ St. Joseph Heritage Healthcare

FERRARI TEAM

SIGN OUT

# 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

*\$5.97ppm*

*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+ppm*

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	Custom 10 \$7.97pppm	Enterprise Custom Pricing
<p>Includes Standard plus:</p> <p>Custom content unique to your organization's requirements.</p> <p>Includes maintenance of up to <b>5</b> custom solutions (each with no more than 10 user interactions).</p> <p><del>\$6,250 one-time content creation fee.</del></p>	<p>Includes Standard plus:</p> <p>Custom content unique to your organization's requirements.</p> <p>Includes maintenance of up to <b>10</b> custom solutions (each with no more than 10 user interactions).</p> <p><del>\$11,250 one-time content creation fee.</del></p>	<p>Includes Standard plus:</p> <p>Fully tailored content for organizations with extensive and highly specific needs.</p> <p>Includes creation and maintenance of a large number of custom Solution Sets, with no fixed limit.</p> <p><i>Pricing based on scope &amp; complexity.</i></p>

# 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 Medcin Terms**: We are incorporating Medcin 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

- Scan Pilot
- Problem Terminology Enhancements
- Reporting Infrastructure
- Note AI Iteration



## 2025.2 – Apr 4

- New Scan GA
- Problem Lifecycle Enhancements
- Reporting Infrastructure
- Note AI Iteration



## 2025.3 Jul – 8

- USCDI v3 +
- Standardized APIs, Launch Guide v2
- Electronic Case Reporting Updates
- Patient Requested Restrictions
- Insights Measures
- Note AI Iteration



## 2025.4 – Oct 14

- Insight Measures
- Gaps in care
- Note AI Iteration

*\*\*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.](https://go.alterahealth.com/2024touchworksclientseries)

# 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.](https://go.alterahealth.com/2024touchworksclientseries)



QUESTIONS?



Bringing next-level healthcare within reach

[alterahealth.com](https://alterahealth.com)