



TouchWorks® EHR Q3 2025 Webinar

Key Takeaways

At Altera Digital Health, we are committed to keeping our clients informed about all TouchWorks EHR updates. If you missed our Q3 2025 webinar, you can access the recording [here](#).

Our quarterly webinars aim to enhance our communication and provide essential information for your planning needs. We hope the recent session was insightful and addressed your questions.

To ensure you have all the key details from the session, we have prepared a concise summary of takeaways and actionable steps. Reviewing these insights will help you stay ahead in leveraging our solutions for your success. Thank you for your continued partnership and commitment to excellence.

Key Updates

NPS feedback and reminder

- Thank you to those who participated in the spring NPS Survey. NPS surveys are launched twice a year, and the feedback is taken seriously and acted upon. While an improvement was seen in the overall trend for the NPS survey, there are three areas with opportunities for improvement: **platform stability**, **support experience**, and **partnership and transparency**.
 - **Platform stability:** In response to feedback, automated and continuous testing has been expanded to catch issues earlier, resulting in more predictable and dependable releases. Early reports indicate that recent upgrades have gone "better than ever before."
 - **Support experience:** To improve responsiveness and consistency, AI-powered tools are being implemented to help support teams find answers faster. Dedicated support leads are also being assigned to foster familiarity with client organizations.
 - **Partnership/transparency:** More opportunities are being created for clients to influence the product roadmap through roadmap sessions and strategic partnership reviews. The focus is shifting from just EHR performance to understanding and contributing to the client's overall business success.
- NPS is an industry-wide survey with a standard scoring model:
 - 0–6: Detractors
 - 7–8: Passives
 - 9–10: Promoters
- The written comments are always important and help inform what we're doing in the future. It drives tangible change for us as a business.
- **Reminders:**
 - The next NPS survey launches on October 14, 2025.
 - Client participation is crucial as the feedback directly informs business priorities and drives improvements.



Release Reminders

2024.3+	2025.3	2025.4	2026.1
2025 Reporting <i>Hotfix Required*</i>	2025 Reporting <i>Hotfix Required*</i>	2025 Reporting <i>Included</i>	2025 Reporting <i>n/a</i>
2026 Reporting <i>n/a</i>	2026 Reporting <i>Supplemental FHIR Update Required**</i>	2026 Reporting <i>Supplemental FHIR Update Required**</i>	2026 Reporting <i>Included</i>
Integrated Scan <i>n/a</i>	Integrated Scan <i>Included (2025.3.1)</i>	Integrated Scan <i>Included</i>	Integrated Scan <i>Included</i>
Note+ w/ Ambient Listening <i>n/a</i>	Note+ w/ Ambient Listening <i>Contract Required (2025.3.1)</i>	Note+ w/ Ambient Listening <i>Contract Required</i>	Note+ w/ Ambient Listening <i>Contract Required</i>

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*before **12/31/2025**

before **first day of 2026 reporting period

8

Integrated Scans

- **Integrated scan** is now generally available with version 2025.3.
 - Significant prerequisite work and data cleanup must be completed before a client's upgrade project for Integrated Scan can begin.
 - Information detailing these prerequisites is available in a [pinned post](#) on the client portal.
- **Reminders:**
 - The data cleanup effort should have already been started by all clients.
 - Clients should engage with their CSE or support resources via proactive cases to get information on the scope of their specific cleanup needs. If a proactive case does not exist, clients should open one.

Veradigm Separations

- Updates are available on the technical separation from Veradigm, which requires reinstalling or updating several components to point to new Altera infrastructure instead of the legacy Allscripts systems.
- **Fire R4 reinstalls:** This work is nearly complete, with a major milestone reached.
- **Unity/Ubiquity:** This will be a reinstall-only process. It will require testing during business hours and production deployment after hours due to service interruption.
- **ACDM/Direct Messaging:** Endpoint changes are being tested. For clients without ACDM in a non-production environment, updates will be coordinated to happen directly in production.
- **Reminders:**
 - Proactive support cases for the Unity reinstall will begin opening in September.
 - Relevant KB articles for all three components are available for more detailed information.



Regulatory Compliance Reminders

2024.3+	2025.3	2025.4	Key Compliance Takeaways
2025 Reporting <i>Hotfix Required</i> 2024.3.3 2025.1.4 2025.2.2	2025 Reporting <i>Hotfix Required</i> 2025.3.1	2025 Reporting <i>Included</i>	2025 Reporting If on a version prior to 2025.4, HF is required by 12/31/2025 .
	2026 Reporting <i>Requires</i> Supplemental FHIR Update	2026 Reporting <i>Requires</i> Supplemental FHIR Update	2026 Reporting Upgrade to 2025.3.1 + Supplemental FHIR Update is required before the first day of your 2026 reporting period.

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14

- **2025 Reporting:** Any version lower than 2025.4 will require a hotfix to be compliant. The chart above details the exact version and requires hotfix.
- **2026 Reporting:** The Supplemental FHIR update is required before the first day of your 2026 reporting period, beginning with version 2025.3.1.
- [2025 Reporting Period Post on the Client Portal](#)

Rally with us: Staying in the know

Upcoming Regulatory Rally Webinar (Sep. 11, 2025, at 12 p.m.)

- Join the TouchWorks Regulatory Experts to discuss several hot topics, the ever-evolving regulatory landscape, the FHIR Oversight Program and a new TouchWorks CHPL listing designed to reduce confusion during data submissions. Register [here](#).

Looking Ahead: Releases and Blueprints

Product Releases

- **TouchWorks EHR**
 - Currently available: 2025.3
 - Next release: 2025.4 (Oct. 14, 2025)
- **Altera Prenatal**



- Currently available: 22.2
- Next release: TBD

- **TouchWorks EHR Mobile**

- Currently available: 25.1
- Next releases:
 - 25.1.2 (Sep. 3, 2025)
 - 25.4 (Oct. 14, 2025)

Product Releases – Plan your 2026 upgrades now!

- 2026.1: Jan. 21, 2026
- 2026.2: Apr. 29, 2026
- 2026.3: Jul. 22, 2026 (regulatory certified release)
- 2026.4: Oct. 28, 2026

TouchWorks Vision

- Development is anchored to the vision of empowering practices to thrive, focusing on clinical, financial, and patient engagement pillars. The new patient engagement platform is a major initiative coming in 2026.

TouchWorks Release Insights

- [The Release Insights site](#) is a valuable resource with video highlights and details about what is included in each new release.

TouchWorks Note+ with Ambient Listening

- TouchWorks Note+ with Ambient Listening is available today.
- There is a commitment to diligently expand the capabilities of Note+ with ambient listening to make big process improvements.
- Advanced AI features like "smart ordering" (the ability to queue orders via speech) are part of the future vision for the platform and require a subscription.
- Targeted in 2025.4:
 - Ability to use a mobile phone or iPad as the listening device.
 - New security settings will enable support staff (MAs, nurses) to start a note with free text without accessing the AI features.
 - Users will be able to interact with AI prompts to customize the content and verbosity of generated note sections.
 - A "note update" feature will allow for precise, voice-driven instructions to amend a note after it has been generated.
 - The first phase of mobile photo integration will allow images to be added to the physical exam section of a note.



From 2025.4 Into 2026: Capabilities to Help Care Teams Thrive

- Meaningful enhancements are coming in the 2025.4 release and into 2026. These features were prioritized based on direct client feedback from feature feedback sessions and the client portal.
- Client-Requested Enhancements in 2025.4:
 - A new icon and display in the clinical desktop and banner bar will show the patient's preferred pharmacy and lab, including the date it was last updated.
 - The ability to rename direct message subjects.
 - The ability to fax referral orders, requisitions, and attachments directly from the referral order (currently on the bubble but likely for 2025.4).
- Foundations of AI: A major focus is building an internal AI tool, a precursor to "TouchWorks Studio," to standardize prompt engineering and accelerate the development of AI-powered features.

2026 Preview: Data Entry and TouchWorks Studio

- Major changes are planned for 2026, focusing on a complete overhaul of problem data entry and the introduction of a new innovation platform called TouchWorks Studio.
- **IMO to Medcin Problems:** The migration is targeted for early 2026 (likely 2026.2).
- **Forms for Data Entry:** A significant change will be the introduction of forms for entering social and family history, moving away from a purely search-based workflow. This will improve efficiency and data capture.
- **Medical History View:** The ability to document "denied history" is being brought back in a way that provides clinical value without impeding regulatory compliance.
- **TouchWorks Studio: Innovation at the speed of care**
 - This will be a new, subscription-based platform within TouchWorks.
 - It will use AI and other tools to deliver small, nimble, and targeted solutions to solve specific clinical problems (e.g., pediatric blood pressure interpretation) more quickly.
- **Reminders:**
 - A full presentation on TouchWorks Studio will be given at HCTC in December.

Your Voice in Upcoming HCTC Sessions

- Client participation is requested for the upcoming HCTC sessions. The goal is to feature client voices and real-world strategies.
 - **Tips and tricks:** Clients are asked to submit their favorite TouchWorks tip or trick. The best one, as voted by peers at HCTC, may win a prize.
 - **Co-presenters needed:** Looking for clients to co-present on topics such as task monitoring, onboarding/offboarding strategies, and testing best practices.
 - **Industry panel:** Seeking three clients to serve on an industry panel to discuss challenges and opportunities.
- **Reminders:**
 - Clients interested in participating should email Jean Armstrong (Jeanne.Armstrong@alterahealth.com) or contact their CSE.



Closing and Key Reminders

- **HCTC 2025:** Dec. 2–4, 2025 | San Diego, CA ([link](#)). The formal agenda will be released at the end of the month. [Register Now](#)
- **Next Feature Feedback & Mastermind Session:** Sep 10, 2025 ([link](#))
- **Next Regulatory Rally:** Sep. 11, 2025 ([link](#))
- **Fall NPS Survey Launch:** Oct. 15, 2025
- **Next Quarterly Webinar:** Nov. 19, 2025 ([link](#))

Contact

Please make note of the important dates and actions to ensure you do not miss any crucial updates. If you have questions or need more clarification, please contact your CSE.