TouchWorks® EHR Q1 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 Q1 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.

Product Updates

TouchWorks Note+

We're excited to officially announce and share more details about TouchWorks Note+, which seamlessly and vertically integrates ambient listening, AI documentation and structured data capture.

Benefits for clinicians:
- Reduces cognitive burden and eliminates after-hours documentation ("Pajama Time").
- Provides structured, standardized patient data from ambient listening.

Technology integration:
- Microsoft Azure Cognitive Services: Powers ambient listening with AI Speech-to-Text.
- Altera AI Platform: Orchestrates Note+ with flexibility to use models like OpenAI GPT-4o, Google Gemini, Anthropic Claude.
- Medicomp's Quippe: Converts free-text conversations into discrete clinical data mapped to standards (ICD-10, LOINC, SNOMED).

Flexible input options:
- Supports multiple documentation methods including ambient listening, voice-to-text (e.g., Dragon, MModal), clickable forms, keyboard macros and free text.

Seamless transition for users:
- Works within existing TouchWorks workflows—no need for retraining.
- Compatible with current voice dictation tools and macros.
- Instantly generates formatted drafts and structured, billable data.

Launch details:
- Official market launch at HIMSS in two weeks.
- Full release timing and pricing tiers will be announced at HIMSS.

Major Product Updates

TouchWorks Note+

- **Pilot phase and release timeline:** Currently in pilot, on track for delivery in the 4th release this year.
- **Seamless workflows:** Note+, ambient listening, AI and Medcin will enable more intuitive workflows across TouchWorks EHR.
- **Phased Medcin rollout:**
  - Project runs parallel with Note+, starting with Problems and expanding to additional workflows.
  - Focused on delivering value through phased implementation.
- **Medcin transition and AI mapping:**
  - A SIG is working to automate IMO-to-Medcin problem mapping using AI.
  - The SIG meets this week with Dr. Taylor to review data comparisons and improve automation.
- **Workflow improvements:**
  - Workflow design is being streamlined in parallel.
  - The SIG will review proposed improvements in an upcoming session.
- **Ongoing updates:** Major projects are progressing in parallel and regular updates will follow.

Integrated Scan

- **Release timing:** On track for the 3rd release this year.
- **Preparation steps to take now:**
  - **Review filing cabinets**: Identify and address items in unmapped folders.
  - **Clean up early**: Begin organizing and cleaning up unmapped folders ahead of your upgrade.
- **Support during upgrade:**
  - **Validation**: Services and support will validate unmapped folders through scripting.
  - **Reporting**: You will receive reports highlighting any remaining clean-up needs.
- **Call to action**: Start the clean-up process now to ensure ample preparation time.

Enhancements

- Backlog clean-up: Currently working through the backlog, as shared in last week's Feature Feedback session.
- **Client voting plan:**
  - **Goal:** Finalize a list for client voting in Q2.
  - **Outcome:** Winning ideas will be planned for future releases.
  - Each release will reserve space for winning enhancement requests.
- **Participation is key:**
  - Client voting each quarter will influence which enhancements move forward.
  - Your participation ensures your organization's priorities are heard.
- **Monthly client sessions:**
  - Ongoing: **Feature feedback** and **MasterMind** sessions.
  - Not attending? Reach out to me or your CSE for session details—we'd love to see you there!

Regulatory Updates

2025 reporting year reminder

You will need both **TouchWorks EHR version 2024.3 or higher with FHIR R4 24.5 or higher** installed by July 4, 2025, to be compliant. TouchWorks EHR version 2024.3 includes the HTI-1 **FHIR Service Base URL** requirements and **Decision Support Interventions (DSI)** functionalities.

Remember, **180 days** is still the duration for the minimum continuous reporting period required for the Promoting Interoperability program in 2025.

Also, key takeaways regarding FHIR R4, your endpoints must be:

- Active – properly configured and enable for access
- Accessible – reachable and useable by authorized systems and users
- Available – up and running, ready to receive requests

Looking forward into 2025
We will continue to aim at exceeding Regulatory Standards. Now, though recent administrative changes have introduced new complexities, we are closely monitoring overall impact to ensure we continue to meet compliance obligations.

TouchWorks Regulatory Rally Series – We are in this together!
We will host the next Regulation Rally on March 20, 2025, at Noon EST. On this rally, the Regulatory Team will discuss hot regulatory topics relating to quality reporting, taking a deeper dive into FHIR R4, general service offerings, and more. Do not miss out on the fun, register now, **here**!

Product Updates

TouchWorks EHR

- Current GA release version: 2024.3.

- **2025 Release schedules:**

  - **2025.1**: Feb. 4, 2025
  - **2025.2**: Apr. 4, 2025
  - **2025.3***: Jul. 8, 2025
    - *Planned to be certification release 2026
  - **2025.4**: Oct. 14, 2025
- 19.4/20.1 End of Life date: Feb. 24, 2025

Altera Prenatal and TouchWorks® EHR Mobile

- **Altera Prenatal:** the current GA release version is 24.1. The maintenance release is expected in 2025 (TBD for timing).

- **TouchWorks EHR Mobile**: the current GA release version is 24.2. We are planning to release version 2025.1 alongside TouchWorks EHR first release of the year.

Connecting with you!

Altera at HIMSS25

Altera will be exhibiting at **HIMSS25** (Mar 3–6, 2025, Las Vegas, NV) showcasing our latest and most product developments. If your organization plans to attend **HIMSS25**, please let us know. We would love the opportunity to connect with your team!

We will host theater presentations and demonstrations at our booth (#2532), and our solution experts will be available to answer any questions you might have.

Additionally, you're invited to the "Viva Altera" happy hour reception at our booth as well! Enjoy light bites, drinks, music and entertainment. This event will be held on March 4, from 4:30 to 5:30 PM.

To learn more, visit **alterahealth.com/himss25**.

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Harris Customer Training Conference (HCTC) 2025

We're thrilled to announce the details of HCTC 2025, which will be held at **the Gaylord Pacific in San Diego, CA, on December 2–4, 2025**. Altera is dedicated to fostering collaborative and learning environments with our clients and is thrilled to continue this effort in 2025. We encourage all TouchWorks clients to join us at HCTC 2025.

2025 Quarterly Update Client Webinar Schedules

The quarterly update webinar series will continue in 2025. Mark your calendars and attend to learn about the latest product and business updates for TouchWorks.

Webinar schedules:

- Q1: Feb 19, 2025
- Q2: May 21, 2025
- Q3: Aug 20, 2025
- Q4: Nov. 19, 2025

2025 TouchWorks Webinar Series Website 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 Client Success Executive.