TouchWorks® EHR Q2 Update Webinar

Bringing next-level healthcare within reach

May 21, 2025

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.

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Housekeeping

Recorded session, listening-only mode, lines are muted by default

Ask questions via Q&A panel or 'Raise your hand' option to ask questions live

Watch for a follow-up email containing the webinar recording or visit our webinar page

Please take a few moments to complete the webinar survey!

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Thank you

To everyone who shared feedback through our NPS survey—thank you. Your voice helps shape what we do next.

The Next Chapter...

Agenda

May 21, 2025

01 — **Introduction and thank you**
Beth Thomson, VP Client Success

02 — **In the know**
Rob Sloan, Expert Training Consultant
Sean Schulz, VP Operations
Aaron Armstead, Director Solutions Management – Regulatory

03 — **The TouchWorks Platform**
Jeanne Armstrong, TouchWorks CMO

04 — **Next webinar & HCTC**
Beth Thomson, VP Client Success

05 — **Q&A**

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In The Know

Schedule, Prepare and Plan for Success!

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Integrated Scan

Pre-Engagement **Release Project KO** **Activation**

| >90d | <90d | 60d | 30d | 15d |

- **Phase 1** Script Run
- Start clean-up

- **Phase 2** Script Run

- **Phase 3** Script Run

- Integrated Scan Activation Readiness

- Transition to Integrated Scan

Days from Activation

>90 90 60 30 15 Activation

1 Clean-up Effort Begins

2 Clean-up Effort at 50% +

3 Clean-up Effort Complete at 100%

4 Integrated Scan Training

5 Pause IEX Services and Batch Scan
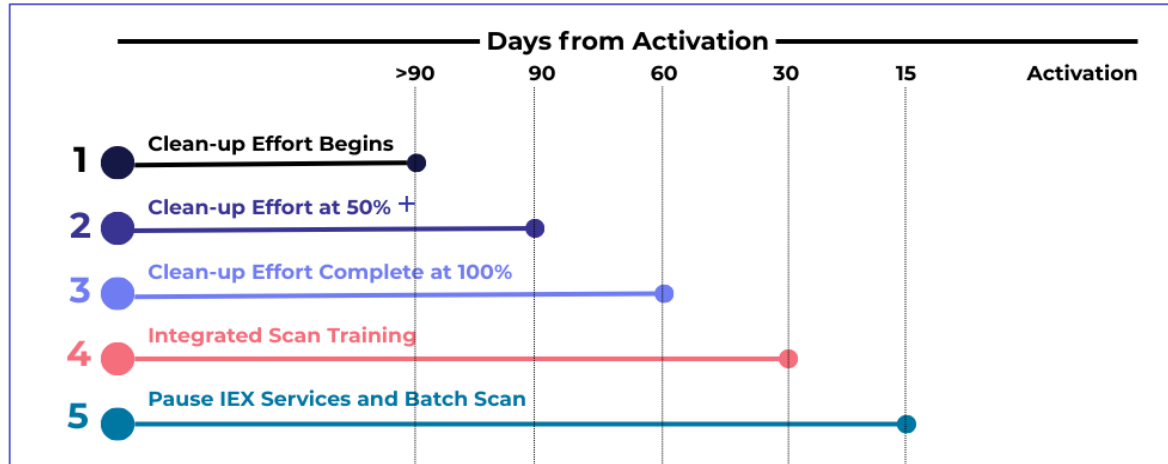
Please review KB1561381 for additional pre-engagement script details in preparation for the 3 Phases outlined in the following slides.

Integrated Scan Prep

Veradigm Separation Continues

Starting June 2025

FHIRr4 Reinstall

- FHIR Downtime
- Like4Like Test/Prod
- All During Business Hours
- FHIRr2 Deprecated
- New LMP URL
- No 3rd Party Changes
- Proactive Support Case

Unity Reinstall

- Unity Downtime
- Like4Like Test/Prod
- Test During Business Hours
- Production After Hours
- No 3rd Party Changes
- Proactive Support Case

ACDM Update

- TW IIS Restarts
- Like4Like Test/Prod
- Test During Business Hours
- Production After Hours
- MedAllies Endpoint Update
- Proactive Support Case

2026 Reporting Year Reminder

2025.3
7/8/25

- Contains most of the functionality required for certification.

- Enables clients to take their upgrade as scheduled, this year.

- Serves as the foundation for certification.

- Requires S.F.U. to be certified.

2025.4
Oct 2025

- Same regulatory as 2025.3.

- Contains additional non-regulatory features and fixes.

- Requires S.F.U. to be certified.

Supplemental FHIR Update
Q4 2025

- Delivered later in 2025 to complete the delivery of our certified EHR release.

- Updates to both FHIR and TWEHR.

- Available for clients running 2025.3 or higher.

- Does not require a full upgrade project.

2026.1
Q1 2026

- TBD if natively contains the Supplemental FHIR Update or requires it.

- Most clients will be on 2025.3 or 2025.4 for regulatory needs.

2025 Reporting Year Reminders

2025 Compliance Readiness

Upgrade to
Version 2024.3+ and FHIR 24.5+

2024.3 and FHIR 24.5 versions include HTI-1 Final Rule criteria:
Decision Support Intervention (DSI)
FHIR Publication Required Updates

Promoting Interoperability (PI)

Upgrade by
July 3, 2025

Reporting ONLY eCQMs

Upgrade by
December 31, 2025

ACO / Others

Check with your Admins

Reminders

!! FHIR R4 Oversight Program !!
- Monitor FHIR R4 endpoints!
- Review your License Management Portal org data!
- Need help? Support to the rescue!

Up Next ...
Regulatory Rally Webinar

June 12 @12pm EST

Register Now

The TouchWorks Platform

Empowering You to Thrive

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Empowering Independent Practices to Thrive

Clinical

- Reduce Cognitive Burden
- Minimize provider workload and streamline workflows

TouchWorks Note+ (2025.3 GA)

Virtual Medical Assistant

Financial

- Ensure financial stability
- Improve reimbursement
- Reduce operational costs

RCM Services

Integrated PM System

Interoperability

- Break down communication barriers
- Seamless data sharing outside of my EHR and other care teams

CareInMotion (dbMotion)

Analytics/ Reporting

- Drive actionable insights
- Meet compliance requirements

ACDL (Altera Clinical Data Lake)

Clinical Reporting

Patient Engagement

- Enhance patient experience
- Streamline intake, scheduling and provide personalizes insights

Portal

Self-schedule

Intake

Regulatory Certification

Improving Clinician Experience

1

Effortless accuracy

Ensure precise and comprehensive clinical notes, reducing errors.

2

Time savings & increased revenue

Spend more time with patients, less on administrative tasks, enjoy easier charge capture.

3

No more pajama-time

Complete documentation during work hours, eliminating after-hours work.

Introducing

Harris CareTracker – PM System

Intelichart Portal

What is the New PM Technology?

Harris owned secure web-based Practice Management solution
Integrated Claim Scrubbing, payment processing & claims generation through Harris Secure Connect Clearinghouse
Efficient, role-based dashboards designed by billers
Paperless workflows
InteliChart integration
Integrated payment processing
Robust Reporting
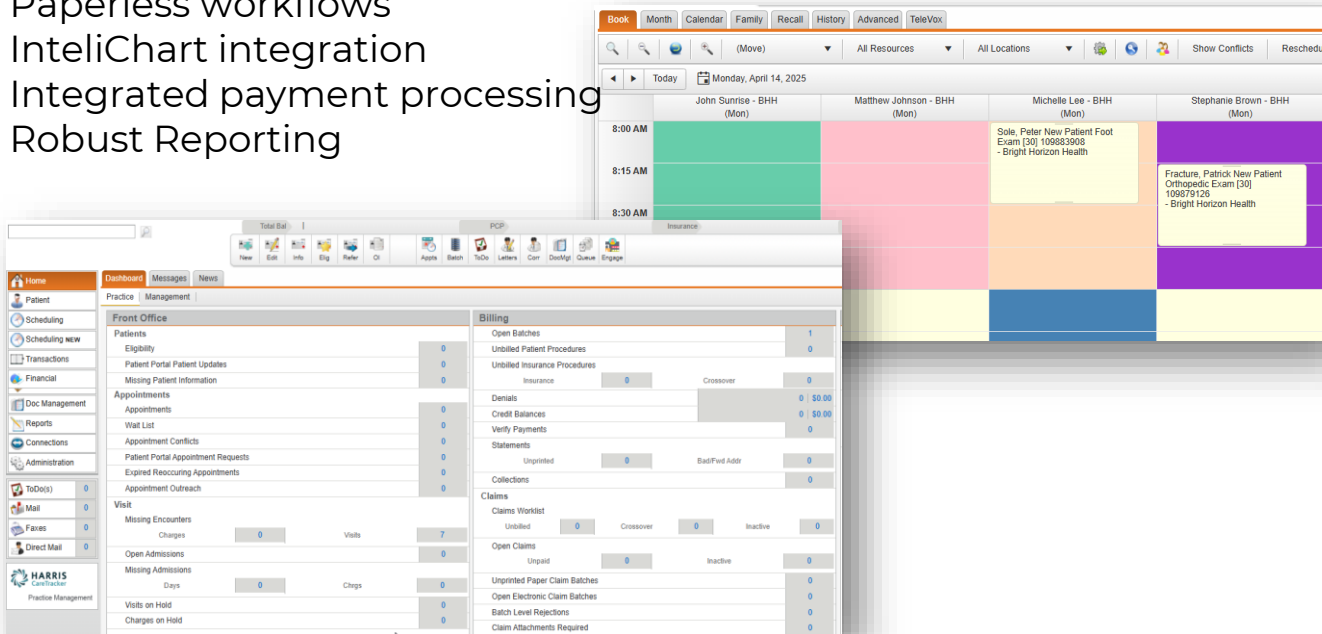
- Trusted solution for over 20 years
- 10,000 providers, 1300+ clinics, 30 Channel Partners
- 46 States & 90+ Specialties
- Outstanding customer service satisfaction rating (9.3 ⭐)

https://harriscaretracker.com/

Simplify Solution Integration

EHR Vendor

Patient Portal
Patient Schedule
Patient Intake
Patient Notify
Family Portal
Patient Survey
Patient Activate
Patient eVisit

Healthy Outcomes

A BETTER WAY
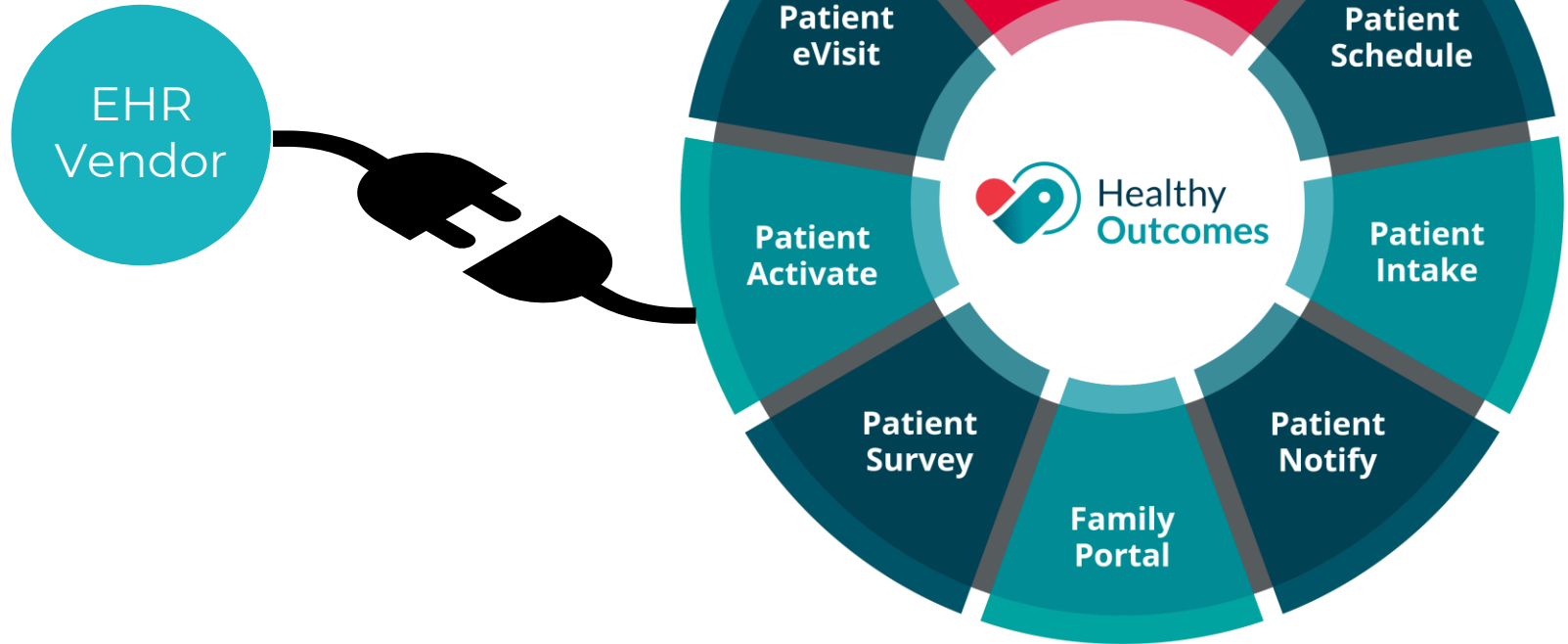
- KLAS Patient Portal Score: 86.7
- KLAS average for Patient Portals: 76.8
- FollowMyHealth Portal score: 57.1
- MyChart from Epic is 90.2

Altera
DIGITAL HEALTH

2026

- **Medication Management Enhancements:** *Streamlined prescribing workflows* with delivery of upgraded ePA support and alignment to latest NCPCP standards, improving authorization efficiency

- **Patient Engagement Platform:** Enhanced patient experience with delivery of integrated portal, self-scheduling and intake workflows through Intelichart platform.

- **Harris CareTracker PM Integration** *Improved operational efficiency* with integrated EHR + PM experience and enhanced revenue cycle alignment across clinical & financial workflows

- **Questionnaires & Calculators-** *Improved clinical workflow* with delivery of dynamic forms for screenings, calculators, and outcomes—fully integrated with Note+ and Orders/Results

- **Virtual Medical Assistant**. *Revolutionize EHR interactions by providing detailed, conversational access to comprehensive patient data* with VMA. Get assistance with chart navigation and decision support, with comprehensive search functionality.

- **Reporting and Analytics Tools** *Improved data-driven decision-making* with creation of a new suite of tools for regulatory, clinical, and payer reporting—including gaps in care—integrated with TouchWorks, Altera, and third-party platforms

TW

Next Webinars

Feature Feedback & Mastermind Webinar

Jun. 11, 2025

Register Now

TouchWorks Regulatory Rally Webinar

Jun. 12, 2025

Register Now

TouchWorks Q3 Update Webinar

Aug. 20, 2025

Register Now

Save the Date!

HCTC 2025

Gaylord Pacific | San Diego, CA
Dec. 2 - 4, 2025

HCTC
2025

QUESTIONS?

Bringing next-level healthcare within reach

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