TouchWorks® EHR Q2 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 Q2 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.

NPS survey

The TouchWorks team would like to express our sincere gratitude to those of you who took the time to complete our spring NPS survey.

- The NPS survey is conducted twice a year (Spring and Fall). Every single score and comment matters to us.
- Your feedback shapes our decision making processes, helps prioritize upcoming enhancements and informs our initiatives aimed at improving our operational excellence and how we serve you.
- We also use your feedback to guide and refine our communication strategies. Ultimately, it drives our next steps.

In the know

Integrated Scan
Immediate Action Required

To ensure you're fully prepared, please review the knowledge base article, which provides additional details for each script phase. Remember, staying on track with these deadlines is critical to avoiding downstream performance issues as we approach activation. Please also review the client portal post for your Integrated Scan readiness.

It's important to understand the phased structure here—each step is intentionally scheduled to ensure a smooth and successful transition into the Integrated Scan process.

1. *Start today!* **Pre-engagement phase (more than 90 days)**: the official start of your clean-up effort.
2. **Phase 2 (90 days prior to activation)**: you are expected to be nearing 50% completion.
3. **Phase 3 (60 days prior to activation)**: ensure you're at full clean-up completion.
4. **Training (30 days prior to activation)**: Integrated Scan Training will begin for your team to prepare.
5. **Transition (15 days prior to activation)**: Legacy IEX services and batch scanning are paused.

Veradigm Separation

With the conclusion of the non-compete agreement, we're initiating a technology separation from Veradigm. There will be three major upcoming updates starting in June. We will open proactive Support cases to facilitate communication with your teams and provide a way for you to raise questions or concerns.

Feel free to engage your CSE (Client Success Executive) to connect with the necessary subject matter experts if you have any additional questions or concerns.

FHIRr4 Reinstall

- This process will involve some downtime for FHIR but will not affect TouchWorks operations.
- Existing configurations will be uplifted in a like-for-like manner without deploying additional fire installs.
- A new License Management Portal (LMP) URL will be shared for accessing published endpoints.
- There will be no public-facing changes; the update is meant to redirect internal pointers to new instances.

Unity Reinstall

- A downtime will also be required for Unity updates, which are recommended to be executed after business hours to minimize disruption, especially since many critical applications rely on Unity.
- Similar to the FHIR update, there will be no public-facing changes.

ACDM Update

- This update will necessitate some internal adjustments, including IIS restarts, which may impact TouchWorks depending on clients' webserver strategies.
- Most organizations are advised to schedule production updates after hours.
- Coordination with MedAllies will be needed for endpoint adjustments during the ACDM update.

2026 Reporting Year Reminders

In preparation for the 2026 reporting period, focusing on the TW & FHIR updates relevant for that year is crucial. The upcoming release of 2025.3 in July will serve as the foundation for 2026 certification.

Supplemental FHIR Update Q4 2025

A last-minute regulatory update, referred to as the "Supplemental FHIR Update," will be required for versions 2025.3 and 2025.4. There is the potential for this update to be integrated into the base code for release 2026.1, which could eliminate the need for a separate supplemental update for those clients. This update is anticipated to be available late in the year. The "Supplemental FHIR Update" is required for certification.

Clients participating in full-year reporting programs, such as those mandated by specific groups or entities, are encouraged to contact their CSEs. This will ensure they are prioritized to receive the Supplemental FHIR Update, thereby maintaining compliance for the entire reporting year.

2025 Reporting Year Reminders

2025 Compliance Readiness

You will need both **TouchWorks EHR version 2024.3 or higher with FHIR R4 24.5 or higher** installed for the 2025 Reporting year. 2024.3 and FHIR 24.5 versions include HTI-1 Final Rule criteria: Decision Support Intervention (DSI) and FHIR Publication Required Updates

- **For Promoting Interoperability**: Upgrade necessary on or before July 3, 2025.
- **For Reporting on ECQMs Only**: Upgrade must be completed by December 31, 2025.
- **For ACO/Others**, check with your administrators for your 2025 upgrade strategy.

FHIR R4 Client Compliance Reminder

Clients need to establish a FHIR R4 Oversight Program

Our recommendation to all clients:
- Implement a weekly process to check R4 endpoints to ensure they are publicly accessible.
- Review your organizational data quarterly in the License Management Portal to ensure your information is up to date (e.g. organization name, etc...)
- For issues with endpoints or the License Management Portal, clients can open a support case with TouchWorks for assistance.

TouchWorks Regulatory Rally, June 12, 2025

Upcoming Regulatory Rally Webinar

- Join the TouchWorks Regulatory Experts to discuss several hot topics, the ever-evolving regulatory landscape, and other key developments. Upcoming discussions will explore these areas in depth during the Regulatory Rally Webinar (Jun. 12, at 12 p.m.), Register here.
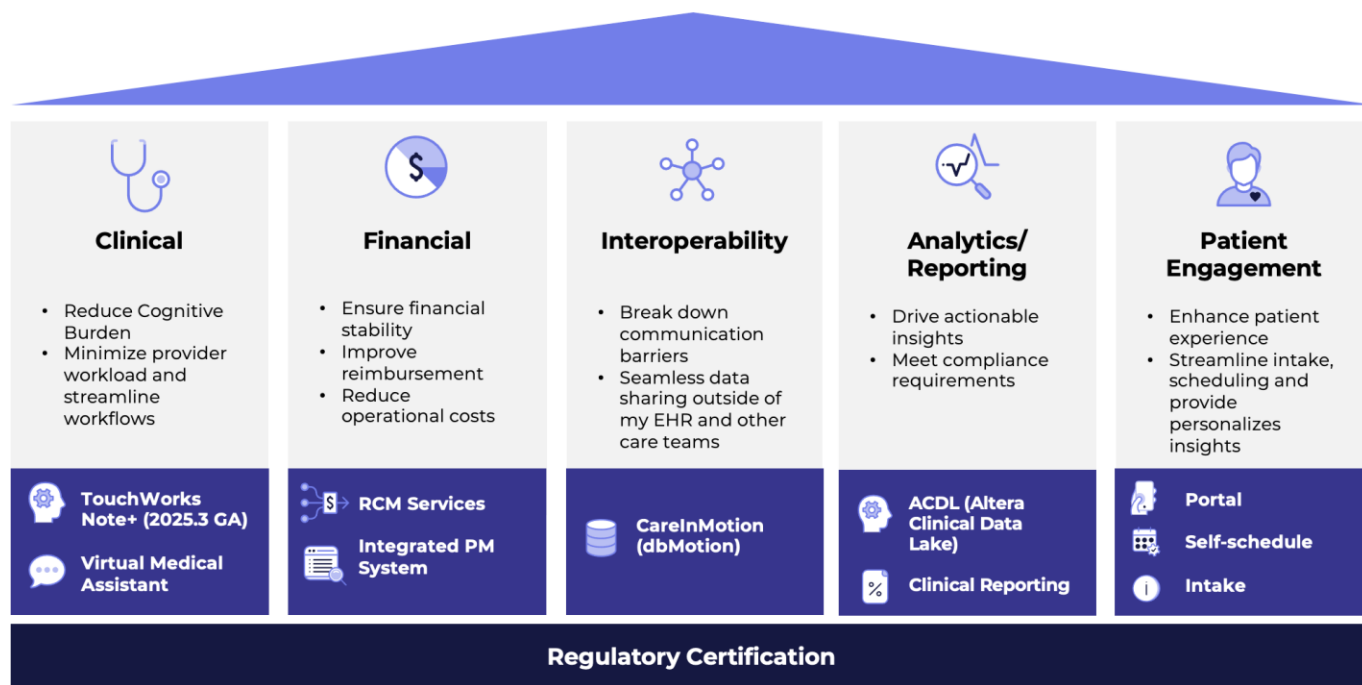
The TouchWorks Platform

Empowering Independent Practices to Thrive

At TouchWorks, our primary goal has always been to empower independent practices to thrive. This enduring mission drives us to meet your needs as clients while also attracting new prospects through our clear vision. The following pillars illustrate the foundation of what we are building together:

Empowering Independent Practices to Thrive

Clinical	Financial	Interoperability	Analytics/ Reporting	Patient Engagement
• Reduce Cognitive Burden • Minimize provider workload and streamline workflows	• Ensure financial stability • Improve reimbursement • Reduce operational costs	• Break down communication barriers • Seamless data sharing outside of my EHR and other care teams	• Drive actionable insights • Meet compliance requirements	• Enhance patient experience • Streamline intake, scheduling and provide personalizes insights
TouchWorks Note+ (2025.3 GA) Virtual Medical Assistant	RCM Services Integrated PM System	CareInMotion (dbMotion)	ACDL (Altera Clinical Data Lake) Clinical Reporting	Portal Self-schedule Intake

Regulatory Certification

Clinical

- We are committed to reducing clinical burdens, minimizing provider workload, and streamlining workflows.

Financial

- The landscape of medicine is changing, with decreasing reimbursements and rising costs. We aim to support your financial health and sustainability.

Interoperability

- We all need to stay connected and share, which is something TouchWorks has long emphasized.

Analytics and reporting

- We are committed to creating solutions that enable providers to showcase their outcomes and metrics more effectively, enhancing overall documentation and performance visibility.

Patient Engagement

- Enhancing patient engagement also aims to lessen cognitive burdens and streamline communication processes.

At the foundation of our work is regulatory certification, which is essential for our operations. However, we are dedicated to going beyond compliance to actively reduce clinical burdens, improve financial health, and enhance interoperability within your practices. We look forward to sharing more on these important initiatives.

Note+

- TouchWorks Note+ is more than just ambient listening and AI; it is a transformative platform set to evolve over time and revolutionize the documentation process for clinicians.
- The primary objective is to enhance the clinician experience by reducing the burden of documentation, allowing for more time with patients and improving work-life balance.
- We thank our pilot groups who provided valuable feedback and helped develop Note+ to its current state.
- The 2025.3 release on July 8th will allow users to begin experiencing Note+.
- Those interested can reach out to their CSEs for access and details about the fee structure, including offerings that are part of Provider licenses.
- Future Growth of Note+: The platform is designed to continue evolving, with significant enhancements expected in future releases (e.g., 2025.4, throughout 2026, and beyond) as the team leverages their expertise to meet user needs.

Introducing integrated PM and Patient Portal

We would like to introduce our two new partners, **Harris CareTracker**, which is a PM system, and **InteliChart,** delivering our patient engagement.

Harris CareTracker

- A practice management system with over 20 years of experience, currently used by more than 10,000 providers across 1,300 clinics.
- The selection of this system followed extensive due diligence to evaluate several options to find the best fit for client needs.

InteliChart

- Partnering to deliver patient engagement through their Healthy Outcomes platform, which will create a comprehensive, integrated solution for new clients joining the TouchWorks family.
- The integration aims to enhance patient engagement, analytics, and revenue cycle management while considering total cost of ownership.
- The combined solution will facilitate important functionalities such as self-scheduling and patient intake processes, ultimately contributing to patient acquisition and financial stability.
- The integrated platform will offer a cohesive product that extends beyond a traditional patient portal, supporting various elements needed for effective patient engagement.
- InteliChart has an impressive KLAS score of 86.7, ranking significantly higher than most patient portals (average score of 76) and lower than only MyChart (score of 90.2). This positions InteliChart as a best-in-KLAS solution, reinforcing the organization's commitment to providing top-tier services and tools to its clients.

Roadmap Highlights

Lastly, what else are we doing in 2026? This is the time of year, starting about a month ago, where we really start planning for the coming year, as we're seeing how our initiatives are coming together.

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

Next Webinars and HCTC

Client Webinars & Feature Feeback Sessions

- The next feature feedback and mastermind webinar: Jun. 11, 2025, at 12 p.m. ET Register Now
- TouchWorks Regulatory Rally Webinar: Jun. 12, 2025, at 12 p.m. ET Register Now
- TouchWorks Q3 Update Webinar: Aug. 20, 2025, 12 p.m. Register Now

2025 TouchWorks Webinar Series Website Link

HCTC

- We invite you to join us for the in-person client event, HCTC2025 (Harris Customer Training Conference).
- This event offers a fantastic opportunity to connect with our team, participate in hands-on sessions, and engage with other TouchWorks clients, fostering a collaborative environment.

- HCTC2025 is the perfect venue to gain inspiration, insights, and preview upcoming developments in our offerings. We hope to see you there! Stay tuned for the agenda, which will be released soon.

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.