



# TouchWorks® EHR Q4 2025 Update Webinar

## Key Takeaways

At Altera Digital Health, we are committed to keeping our clients informed about all TouchWorks EHR updates. If you missed our Q4 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 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.

### Iterative Improvements and Feedback Trends

We believe in the principle of **continuous improvement**—making small, meaningful changes that aggregate into significant progress over time. This approach is reflected in our recent feedback trends:

- **NPS surveys:** Client satisfaction scores.
- **Support case surveys:** Resolution experience.
- **Post-upgrade surveys:** Activation experiences following upgrades.

Overall, client feedback across these areas is moving in a positive direction.

Additionally, external validation from **KLAS** shows an **8-point improvement**, underscoring the impact of these efforts. While we celebrate these gains, we recognize opportunities remain and are actively addressing them.

- **Solution strengths (KLAS):**
  - Improving configurability and usability.
  - Positive trajectory and stability post-acquisition.
  - Promising AI and future innovation roadmap.
- **Solution opportunities for improvement (KLAS):**
  - Slow delivery on promised innovation.
  - Limited integration and fragmented ecosystem.

### New Leadership: Raj Mehra, VP of R&D

Raj Mehra, Altera's new VP of R&D, brings over 25 years of experience in healthcare technology, specializing in scaling global engineering teams and driving EHR modernization, cloud transformation and AI innovation. He holds 14 patents and has advanced leadership training from Stanford and MIT. Known for his competitive spirit as a cricket player, Raj is committed to building a high-performing, accountable and continuously improving R&D organization.



## Maximizing R&D Throughput with EVV Pillars

- **Execution:** One team, one plan, one goal. Post-Veradigm separation, teams are unified to increase throughput.
- **Velocity:** Centralized QA and a dedicated platform team for consistent design patterns and security posture.
- **Value:** Stronger client connection through site visits and the new Technical Advisory Committee.

## TouchWorks Technical Advisory Committee

Raj Mehra and his team are launching a new **Technical Advisory Committee** to strengthen collaboration between TouchWorks R&D and client IT teams. This initiative will provide a direct channel for technical input and early feedback on upcoming innovations.

- **Committee goals:** Client IT teams will work with TouchWorks R&D to **share insights, provide early feedback, co-develop best practices and enhance collaboration.**
- **We are seeking participants with expertise in:**
  - Azure Cloud
  - SQL Database Administration
  - Data Integration
  - TouchWorks System Administration

## Key Updates You Need to Know

### Release Reminders

- **Current Versions:**
  - TouchWorks EHR: 2025.4
  - Altera Prenatal: 22.2
  - TouchWorks EHR Mobile: 25.4
- **Plan Your 2026 Upgrades:**
  - 2026.1: Jan 21
  - 2026.2: Apr 29
  - 2026.3: Jul 22 (*Regulatory Certified*)
  - 2026.4: Oct 28

## TouchWorks Operations Update

### Support

- **Client Support handbook:** A living document with best practices and case management tips.

### Professional Services

- **Free onsite Health Checks:** Includes workflow observation and optimization recommendations.
- **Free TouchWorks Note+ ambient listening installations:** Available for clients scheduling demos.
- **Upgrade timing efficiencies:**



- 1-release delta = 4-week project
- 2-release delta = 6-week project
- 3+ releases = 8-week project or customized timeline

*\*This iterative model reduces operational impact and accelerates value delivery.*

## Reminder: FHIR Supplemental Update Reminders

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

© 2025 Altera Digital Health Inc. and/or its subsidiaries. All rights reserved. Proprietary and Confidential. Do not distribute without the prior written consent of Altera.

\*before 12/31/2025

\*\*before first day of 2026 reporting period

17

### Reminders:

- Supplemental FHIR update is required to be on a certified EHR as we finish out 2025 and head into 2026.

## New 2026 “Regulatory” Must-Haves



2025.3+	2026.1	2026.2	2026.3
<b>2026 Reporting</b> Supplemental FHIR Update Required*	<b>2026 Reporting</b> Included	<b>2026 Reporting</b> Included	<b>2026 Reporting</b> Included
	<b>2027 NCPDP (eRX)</b> n/a	<b>2027 NCPDP (eRX)</b> TBD Included	<b>2027 NCPDP (eRX)</b> 12/31/26 Deadline
	<b>2027 Reporting</b> n/a	<b>2027 Reporting</b> TBD Final Rule	<b>2027 Reporting</b> TBD Final Rule
	<b>Projects</b> Jan to May	<b>Projects</b> May to July	<b>Projects</b> July to Nov

\*before **first** day of 2026 reporting period

- **2026 reporting:** Supplemental FHIR update required for certification if staying on 2025.x.
- **NCPDP update:** Mandatory by **end of 2026** to maintain ePrescribe functionality.
- **2027 reporting:** No final rule yet; planning for Q3 2026 release, with potential earlier pull-forward.

## Infrastructure and Migration Updates

- **Integrated scan preparation:** Ongoing data cleanup and proactive case engagement. ([Link to the client portal post](#))
- **Veradigm separation updates:**
  - **Fire R4:** Complete
  - **Unity/Ubiqity:** >50% complete, finish by year-end
  - **ACDM:** Targeting Jan 16 completion
- **New clinical data warehouse migration**
  - Begins December. Hosted clients handled by Altera, self-hosted clients will receive KB guidance.
  - The migration uses an **“over-the-wire” transfer** of a recent full system backup from your environment to Altera’s CDW.
  - **What to Expect:**
    - 70% complete in under 12 hours
    - Average time of 9 hours
    - Median time of 5+ hours

## Next Webinars

### After HCTC:



- **Next Feature Feedback and Mastermind Session:** Dec 10, 2025 ([link](#))
- **Next Regulatory Rally:** Dec. 11, 2025 ([link](#))
- **Next Quarterly Webinar:** Feb. 19, 2026 ([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.