



TouchWorks® EHR Q3 2024 Webinar

Key Takeaways

At Altera Digital Health, we are committed to keeping our clients informed of all TouchWorks® EHR updates. If you missed our Q3 2024 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 full benefit from the session, we have prepared a concise summary of key 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.

2024 Harris Customer Training Conference

Harris Customer Training Conference Atlanta Marriott Marquis | Atlanta, GA Oct. 8 – 10, 2024

We are so excited to see everyone at HCTC 2024! It's going to be the best event yet! **Early Bird pricing (\$1,075)** and **a special 50% discount exclusively for TouchWorks EHR clients** expire on **Tuesday, Sep. 3**. Secure your tickets today to avoid missing out! For more information and to register, visit [HCTC 2024 Events](#).

TouchWorks Waypoint

TouchWorks Waypoint: Interactive Assistance, Right When You Need It.

- Provides workflow and feature guidance in TouchWorks EHR as an overlay to the user workflow.
- Provides immediate, interactive, in-application assistance.
- Guides users on first-login or first upgrade day workflows and features.
- Displays an automatic overlay of important, contextual, role-based information.

TouchWorks Waypoint is available starting with version 2024.2, and further information can be obtained from your Client Development Executive (CDE).

19.4 End of Life (EOL)

The end-of-life date for TouchWorks EHR version 19.4 is approaching in February 2025. If you are still using 19.4 and have not yet planned your upgrade, please contact your Client Success Executive (CSE) as soon as possible.



MEDCIN Terminology Migration

It is official—we are migrating our problem terminology (Active, Past Medical, Surgical, Social, and Family History) to Medicomp/MEDCIN with the 2025.1 release, set for Feb. 4th, 2025. While a conversion is coming, never fear—we are using AI to assist with the transition.

Join our upcoming webinar to learn more!

Join us to discuss the transition to MEDCIN in-depth by attending our **Webinar on Thursday, Sep. 19th, 2024, at 12 PM ET. Bring your questions and [register here](#).**

Integrated Scan Functionality - Or your maintenance fees at work?

We are excited to introduce the updated scan functionality, which will be included as part of your current maintenance fee at no additional charges. This enhancement is part of our ongoing commitment to delivering value without extra costs.

Fulfilling our commitment to you

Over the years, we have asked for your trust and partnership to support our investments in TouchWorks, through initiatives like sponsored content and maintenance pricing. We are honored to fulfill our commitment by delivering new value, such as this new scan feature, at no extra cost to you. Additionally, we are proud to offer other valuable features without any added expense, including RxTP, Veradigm Payer Insights, distributed cache, and Waypoint.

Driving innovation and enhancing performance with Integrated Scan

In 2023, we committed to making significant investments in improving the performance of TouchWorks and driving innovation that delivers value to your users. By hosting scanned images in the cloud, we will reduce the burden of large binary objects (big image files) directly in the database, which will decrease the load on the database over time. In other words, the database will become lighter and faster as we stop burdening it with image files! Hosting images in the cloud will also enable us to more easily deliver new functionality, leveraging AI and other innovative technology. For example, this can help extract data from scanned images, making it easier for your users to get credit for quality reporting with less data entry, such as manually keying in lab results.

Join our upcoming webinar to learn more!

Many of you may wonder about the implications of cloud-hosting images for your 3rd party integrations or for other use cases that require local hosting. We have solutions planned for these challenges and will share more on our upcoming scan deep dive webinar. Bring your team and your questions to **the Integrated Scan webinar on Wednesday, Sep. 25 at 12 PM ET. [Register here](#).**



Integrated Scan FAQ

Important Dates

- **February 2025:** The pilot version of the Integrated Scan will be available with the 2025.1 release on February 4, 2025. Clients interested in participating in the pilot should contact your Client Success Executive.
- **April 2025:** General availability of the Integrated Scan is planned with the 2025.2 release on April 4, 2025.

Preparation for the Upgrade

- Specifics are still being finalized.
- Clients should anticipate the following general requirements:
 - Ensure all scanned documents are filed before the upgrade begins.
 - Cease all scanning activities TBD days before the upgrade.
 - Ensure all batches are addressed (filed or deleted) TBD hours before the upgrade.
 - Best Practice: Retain physical copies of items scanned during the week leading up to the upgrade to mitigate risks.
 - Disable automated inputs to scan (e.g., fax; IEX) TBD hours before the upgrade to ensure proper filing before go-live.
 - Other configuration-specific prerequisites.

Deprecation of Legacy Features

- Standalone scan functionality will no longer be supported.
- With the release of Integrated Scan, scanning must be done within TouchWorks EHR, requiring patient access for filing.
- Filing to folders not mapped to document types will no longer be supported.
- Deprecation of patient scan filing using filer buttons and patient pre-filing folders not mapped to document types (e.g., prescriptions, archives, clipboard).

TouchWorks EHR 2025 planned release dates

- **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

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.