



TouchWorks® EHR Q4 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 Q4 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.

Business Updates

New Leadership

John Sage has joined the TouchWorks Business Unit as Executive Vice President. With over 25 years in healthcare IT, John began his career at Altera (formerly Allscripts) in 1999 as a Client Executive and has since held progressively senior roles leading Altera's sales organization.

NPS Feedback – Our Commitment to You

Your feedback is invaluable to us, and we are committed to delivering on our promise to be a trusted partner. Based on the NPS feedback from our clients, we are focusing on three key areas to strengthen our partnership and deliver tangible value:

- **Strengthening Our Partnership**
 - Deepening collaboration to align with your goals
 - Building a seamless, long-term partnership
- **Driving Operational Excellence**
 - Improving speed and quality of support
 - Refining processes for better resolutions
- **Investing in Our Solutions**
 - Enhancing products to deliver value
 - Communicating benefits and expected returns

Regulatory Updates

Closing out 2024, Regulatory Reminders ...



- Reporting on eQMs ONLY, you will need both **TouchWorks Version 22.1.7 or higher with FHIR R4** installed for compliance (be sure your endpoints are up, not blocked, and publicly accessible after your installation is complete) by end of year.
- Ensure you Attest “Yes” to having completed the **High Priority Safter Guides** by Dec 31, 2024!
- Please log into the License Management Portal (LMP) no later than Dec 20, 2024, to update your organization’s information.

If support is needed with Safter Guide attestation, or updating your organization’s information in the LMP, or other regulatory topic, please reach out for assistance.

Looking forward into 2025, Planning Ahead, and what’s Coming in TouchWorks Version 2025.3

- Promoting Interoperability performers, ensure you have TouchWorks Version 2024.3 **and** FHIR R4 24.5 version installed for compliance (once your FHIR R4 install is complete, be sure your endpoints are up, not blocked, and publicly accessible) before July 4, 2025.
- PLAN AHEAD! Work with your Client Success Executive to schedule your upgrade to TouchWorks Version 2025.3 by March 31, 2025. Remember, when upgrading TouchWorks, a FHIR R4 install is required (remember, be sure your endpoints are up, not blocked, and publicly accessible after the install is complete).
- We are aiming to Exceed Regulatory Standards, planning ahead and upgrading early allows ...
 - o clients to take advantage of upgrading early to take full advantage of TouchWorks certified technology version for the entire upcoming reporting year, **and ...**
 - o supports TouchWorks in reporting on Insights Measures to the ONC, when clients have upgraded before Dec 31, 2025.
- TouchWorks Version 2025.3 will contain HTI-1 requirements: USCDiv3, Social Determinants of Health, 2026 Insights Measure Data Collection functionality, and much more.

We are in this Together! TouchWorks Regulation Rally Series ... Staying in the Know!

If you want to hear more about 2024 Regulatory Topics and other general regulatory information / tips, visit the recorded November Regulation Rally [here](#).

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, FHIR R4, the HTI-2 Final Ruling, MIPS MVPs, 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:**
 - o **2025.1:** Feb. 4, 2025
 - o **2025.2:** Apr. 4, 2025
 - o **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.

2025 Key Features

TouchWorks Note AI

- Previewed at HCTC; sparked interest and excitement.
- The first pilot is live and in production; several more planned over the next few months.
- Early adopter phase continues until General Availability (GA) in October 2025.4 release.
- Iterative feature updates will continue with each release.
- Goal: Efficiently gather data, simplify providers' jobs, and create high-quality notes for regulatory use.
- Note: Immediate adoption at GA is not expected due to timing and focus on core goals rather than feature parity with V11 note.

Integrated Scan

- Planned GA moved to the 2025.3 release to allow extended testing and client preparation.
- Development may be completed earlier, but additional time ensures readiness.
- Clients need to prepare now; unfilled document batch backlogs require lead time.
- **Action Required:** Work with Services and upgrade teams to plan appropriately.
- To learn more, watch the recorded webinar [here](#).

Enhancements

- HCTC exercise focused on backlog of client-submitted enhancements.
- Process is underway; missed updates can be accessed via [this link](#).
- Deadline to review enhancements: **January 6th**.
- Send reviews directly to Angie Pope (angela.pope@alterahealth.com) or through your CSE.

Medcin Transition Project

- Conversion to Medcin for Problems planned for 2025; planning and development are underway.
- Special Interest Group (SIG) was established to ensure client preparedness.
 - Initial focus: Data conversion process; analysis currently underway.
 - Next SIG meeting: Review data analysis with Dr. Bob Taylor.
 - Second SIG track (workflow and opportunities) will start soon.
- Expect more details in early 2025; timing of release being balanced with other features and client needs.
- To learn more, watch the recorded webinar [here](#).



Regulatory Updates

- Focus on supporting new requirements in 2025.3 for 2026 Reporting.
- Key areas of work:
 - USCDI Version 3: New data classes and elements.
 - Social Determinants of Health and questionnaires.
 - FHIR and CCDA developments.

TouchWorks Reporting

- Veradigm currently supports Regulatory Reporting.
- Transition to Altera ownership due to separation from Veradigm.
- More updates will be shared in **February**.

Call to Action

Harris Customer Training Conference (HCTC)

THANK YOU FOR ATTENDING HCTC 2024!

- TouchWorks clients explored the future of the solution as the team shared best practices and strategies. Clients connected with peers and leaders from healthcare organizations across the country to exchange ideas, discuss the regulatory environment, and learn from experts about ease-of-use. The TouchWorks EHR team highlighted the new AI-enabled Note feature and gathered client perspectives on the future of healthcare.
- Check out [this video](#) from Brenda Kopischke – Mankato Clinic, highlighting her HCTC experience.

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.

Altera at HIMSS25

Altera will be exhibiting at **HIMSS25**, 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!

- Dates: Mar 3 – 6, 2025
- Location: Las Vegas, NV

To learn more, visit [HIMSS Conference](#).



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.