Our Allscripts Services team is committed to maximizing the value of your investment through our clinical and industry expertise and technical knowledge. As a trusted partner, we strive to empower clients and implement our next-generation of open healthcare solutions to fulfill your business needs. Our goal is to solve software challenges and enable your organization to focus on improving patient outcomes.

EDUCATION SERVICES

Professional EHR and PM Education
iLearn.....................................................................................................................5
eLearning License..................................................................................................5
Virtual Instructor-led Training ................................................................................6
On-site Training.....................................................................................................6
Allscripts Inform.....................................................................................................7
Professional EHR™ Core Functionality Training .....................................................7
Practice Management™ Core Functionality Training .............................................8

TouchWorks® EHR Education
TouchWorks EHR System Functionality and Configuration .................................9
TouchWorks EHR User Management and Security..............................................9
TouchWorks EHR Note and Problem-based Orders .............................................10
TouchWorks EHR Configuring Orders, Results, and Medications .......................10
TouchWorks EHR Charge and Document Management .......................................11
TouchWorks EHR Custom Training Opportunity ................................................11
TouchWorks EHR Analytics — Workshop Training ..............................................12
Navigate TouchWorks EHR..................................................................................12
TouchWorks EHR Clinical Build and Functionality .............................................13

Sunrise Education
Sunrise Upgrade Learnlet Library ........................................................................14
Product Configuration Instructor-led Training (ILT).............................................14
Sunrise End User Toolkits....................................................................................15
Advanced Training Workshops ............................................................................16
Training Consulting .............................................................................................16

HSG Education
Allscripts Homecare™ ..........................................................................................17
Allscripts Emergency Department™ .....................................................................17
Allscripts Care Management™ .............................................................................18
Allscripts Referral Management™ ........................................................................18

Allscripts Adoption Accelerator (AAA) .................................................................19

Experiential Learning .............................................................................................20

STAFF AUGMENTATION

Application Maintenance Services ........................................................................21
Managed IT Services .............................................................................................22

TECHNICAL SERVICES

Technical Operations
TouchWorks EHR — Hardware Migrations ...........................................................23
TouchWorks EHR — Environment Copies and Refresh .......................................23
TouchWorks EHR — Additional Servers and Environments ..............................24
TouchWorks EHR — Datacenter Migrations ......................................................24
TouchWorks EHR — Secure Socket Layer (SSL) Implementation ......................25
TouchWorks EHR — Citrix Netscaler and F5 BigIP Load Balancer Configuration / Implementations .................................................................25
TouchWorks EHR — LDAP Configuration ..........................................................26
TouchWorks EHR — Miscellaneous Technical Consulting .................................26
TouchWorks EHR — Ancillary Software Upgrades ...........................................27
TouchWorks EHR — Additional Module Implementations .................................27
New Electronic Health Records Implementation ...............................................28
Technical Architecture Class ...............................................................................28
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TouchWorks EHR — CCOW Implementation / Configuration</td>
<td>29</td>
</tr>
<tr>
<td>Disaster Recovery and Business Continuity Planning</td>
<td>29</td>
</tr>
<tr>
<td><strong>Technical Services</strong></td>
<td></td>
</tr>
<tr>
<td>Upgrade: Concierge Contract Services Implementation Coordination</td>
<td>30</td>
</tr>
<tr>
<td>Professional EHR Mock Database Server Migration</td>
<td>30</td>
</tr>
<tr>
<td>Database Migration (Windows Server)</td>
<td>31</td>
</tr>
<tr>
<td>Data Visualization Tool</td>
<td>31</td>
</tr>
<tr>
<td>Professional E&amp;M Coding Tool</td>
<td>32</td>
</tr>
<tr>
<td>Facility Billing Tool</td>
<td>32</td>
</tr>
<tr>
<td>Custom Ad Hoc Query Tool</td>
<td>33</td>
</tr>
<tr>
<td>Document Auto Faxing Tool</td>
<td>33</td>
</tr>
<tr>
<td>Clinical Data Viewer</td>
<td>34</td>
</tr>
<tr>
<td>Appointment List Tab</td>
<td>34</td>
</tr>
<tr>
<td>Dose History Tab</td>
<td>35</td>
</tr>
<tr>
<td>Media Viewer Tab</td>
<td>35</td>
</tr>
<tr>
<td>Custom I&amp;O and Vitals Tab</td>
<td>36</td>
</tr>
<tr>
<td>Custom Antibiotic Susceptibility Grid</td>
<td>36</td>
</tr>
<tr>
<td>Customized MLMs</td>
<td>37</td>
</tr>
<tr>
<td>Lexi-comp Pediatric Dose Range Checking</td>
<td>37</td>
</tr>
<tr>
<td>Custom LOS Tracking</td>
<td>38</td>
</tr>
<tr>
<td>Custom Reports</td>
<td>38</td>
</tr>
<tr>
<td>Custom Reports Utilization and Performance Tracking Tool</td>
<td>39</td>
</tr>
<tr>
<td>SCM Citrix Infrastructure Analysis and Consulting</td>
<td>39</td>
</tr>
<tr>
<td>Allscripts Interface Services</td>
<td>40</td>
</tr>
<tr>
<td>Interface Optimization Services</td>
<td>40</td>
</tr>
<tr>
<td>ConnectR to CIE (Rhapsody) Migration</td>
<td>41</td>
</tr>
<tr>
<td>Advanced Interface Training Classes</td>
<td>41</td>
</tr>
<tr>
<td>Bi-monthly SCM Technical Review</td>
<td>42</td>
</tr>
</tbody>
</table>

**CLINICAL EFFECTIVENESS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Cycle Consulting</td>
<td>43</td>
</tr>
<tr>
<td>Revenue Cycle Best Practice Assessment</td>
<td>43</td>
</tr>
</tbody>
</table>
Revenue Cycle System Utilization Evaluation and Recommendations for Optimization................................................................. 43
Revenue Cycle Unbilled and Cash Acceleration Project.................................................. 44
Management/Operational Effectiveness..................................................................... 44
Professional EHR Optimization and Utilization Assessment...................................... 45
Professional EHR Cycle Workflow Assessment.......................................................... 46
Professional EHR System Assessment........................................................................ 47

Clinical Quality Program
  Acute Clinical Quality Program .................................................................................. 48
  Ambulatory Clinical Quality Program ........................................................................ 48

Meaningful Use (MU) Consulting
  MU On-site Workflow Preparation Assessment.......................................................... 49
  MU On-site Rapid Design........................................................................................... 49
  MU Remote Surveillance ............................................................................................. 50
  MU Remote Ongoing Review......................................................................................... 50
  MU Eligible Provider Bundle ..................................................................................... 51

ADDITIONAL SERVICES

Implementation Services
  Innovation and Delivery Center (IDC) Implementation ........................................... 52
  Speed to Value (S2V) OneSource............................................................................... 52
  Orders Reconciliation Manager (ORM) Implementation & Optimization................ 53
  Sunrise Discharge Optimization................................................................................ 53
  Consolidated Clinical Document Architecture (CCDA).............................................. 54
  Allscripts Community Direct Messaging (ACDM)...................................................... 54
  Sunrise Emergency Care Uplift Package ................................................................... 55

Hosting...................................................................................................................... 56

TouchWorks / Sunrise Upgrades................................................................................ 57
Professional EHR and PM Education

iLearn

A product upgrade education service that provides end users with information about new features and tips for using their newly released software.

**WHO**  All Professional EHR and Allscripts Practice Management™ clients  
**WHEN**  Users with newly upgraded software  
**WHY**  The day after a Professional EHR upgrade occurs, most users are seeing these newest features for the first time. iLearn provides on-product access to short videos showing feature overviews to help users understand the new features and workflows as they are navigating through their upgraded software.

**CONTACT**  
Allscripts Learning Center or InsideSales@allscripts.com

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eLearning License

Self-paced, simulation-based training for new users and users experiencing an upgrade. The suite of learning includes new user workflow training, upgrade training and surround solutions training.

**WHO**  All Professional EHR and PM clients  
**WHEN**  Onboarding new staff members, or users with newly upgraded software  
**WHY**  eLearning License provides the user detailed simulation training on new features and functionality of new releases. This is an easy way to learn about the latest features and how to configure features and perform the new workflows.

**CONTACT**  
Allscripts Learning Center or InsideSales@allscripts.com
Virtual Instructor-led Training

This two-hour remote training session led by an Allscripts team member provides clients with one-on-one access to product subject matter experts. Topics for sessions include: Output Manager, Reporting, Meaningful Use Measures and many more.

WHO All Professional EHR and PM clients
WHEN Post-activation training and users with newly upgraded software
WHY Virtual Instructor-led training provides clients an opportunity to work with a subject matter expert remotely to gain the experience needed to maximize the client’s use of the application

CONTACT
Allscripts Learning Center or InsideSales@allscripts.com

On-site Training

An Education Services trainer speaks with the client to assess workflows and training needs. The trainer then prepares a training session delivered at the client site that is customized to meet the client’s specific learning needs.

WHO All Professional EHR and PM clients
WHEN Post-activation training and users with newly upgraded software
WHY On-site training allows clients to work one-on-one with a product expert to define their staff’s training needs, and allows the trainer to create a custom training session delivered at the client location

CONTACT
Allscripts Learning Center or InsideSales@allscripts.com
Allscripts Inform

Allscripts Inform is a learning application designed specifically for the Apple iPad®. Its purpose is to provide Allscripts users with brief, easy-to-access educational materials including videos, podcasts, product simulations and documentation.

**WHO**
All Professional EHR and PM clients

**WHEN**
As needed

**WHY**
Allscripts Inform allows clients to view videos and podcasts from their iPad® for real-time access to information from any location

**CONTACT**
Apple Store

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Professional EHR Core Functionality Training

This three-week, instructor-led training provides a comprehensive hands-on experience on-site at an Allscripts training center. Topics covered include: usage workflows, configuration and maintenance, and advanced usage.

**WHO**
Practice super users and administrators

**WHEN**
As needed

**WHY**
Professional EHR Core Functionality Training provides comprehensive knowledge of the Professional EHR system in a classroom setting. This environment allows the participants access to a training database to perform activities designed to provide learners in-depth practice on configuring, using and maintaining the application.

**CONTACT**
Allscripts Learning Center or InsideSales@allscripts.com
Practice Management Core Functionality Training

This three-week, instructor-led training provides a comprehensive hands-on experience in an Allscripts training center, covering usage workflows, configuration and maintenance, and advanced usage.

WHO  Practice super users and administrators
WHEN  As needed
WHY  PM Core Functionality training provides comprehensive knowledge of the Allscripts PM system in a classroom setting. This environment allows the participants access to a training database to perform activities designed to provide learners in-depth practice on configuring, using and maintaining the application.

CONTACT
Allscripts Learning Center or InsideSales@allscripts.com
TouchWorks EHR System Functionality and Configuration

The purpose of this course is to onboard newly hired project staff members who will be creating, configuring, training and supporting TouchWorks EHR for their organization. This set of four, 2-day classes provides instructor-led walkthroughs and individual student exercises to teach participants extensive knowledge of the front-end functionality of TouchWorks EHR, including User Management & Security, Note & Problem Based Orders, Configuring Orders Results and Medications, and Charge & Document Management.

WHO All project team members
WHEN New project staff members are hired or existing project team members have a shift in responsibility and training is needed
WHY To resolve onboarding challenges

CONTACT
AllscriptsEducationRequests@allscripts.com

TouchWorks EHR User Management and Security

The purpose of this course is to demonstrate and discuss front-end functionality and provide perspective on optimizing EHR use and increase adoption. Participants will make connections between TouchWorks EHR functionality and initial configuration, such as:

- How different aspects of your configuration affect the way practitioners use the EHR
- How to set up roles, security, views and specific preferences to meet your practice’s needs

WHO All project team members
WHEN A new implementation takes place, or existing core team member training is needed
WHY To resolve onboarding challenges

CONTACT
AllscriptsEducationRequests@allscripts.com
TouchWorks EHR Note and Problem-based Orders

The purpose of this two-day course is to demonstrate and discuss front-end functionality and provide perspective on optimizing Note and Problem-based order workflows and increase adoption. Through instructor-led walkthroughs and individual student exercises, participants are enabled with strategies for reviewing, creating, and editing Note Input and Output Templates, Note Forms and Problem-based Order Sets.

**WHO**  Project team members

**WHEN**  A new implementation takes place, or existing core team member training is needed

**WHY**  To resolve onboarding challenges

**CONTACT**  AllscriptsEducationRequests@allscripts.com

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TouchWorks EHR Configuring Orders, Results, and Medications

The purpose of this two-day course is to demonstrate and discuss front-end functionality and provide perspective on optimizing Order, Results and Medication prescriptive workflows and to increase adoption. Through instructor-led walkthroughs and individual student exercises, participants are enabled with strategies for reviewing, creating and editing Orderable and Result Items, Worklist Views to support Clinic Workflows and Starter Set Migration Tool functionality.

**WHO**  Project team members

**WHEN**  A new implementation takes place, or existing core team member training is needed

**WHY**  To resolve onboarding challenges

**CONTACT**  AllscriptsEducationRequests@allscripts.com
TouchWorks EHR Education

TouchWorks EHR Charge and Document Management

The purpose of this course is to demonstrate and discuss front-end functionality and provide perspective on optimizing Charge prescriptive workflows and Document Management functionality to increase adoption. Through instructor-led walkthroughs and individual student exercises, participants are enabled with strategies for reviewing, creating and editing Charge groups and preferences and Document Management configuration.

**WHO**  
Project team members

**WHEN**  
A new implementation takes place, or existing core team member training is needed

**WHY**  
To resolve onboarding challenges

**CONTACT**  
AllscriptsEducationRequests@allscripts.com

TouchWorks EHR Custom Training Opportunity

This course provides custom training for any of our offered functionality or configuration topics. Clients can select multiple training topics tailored to meet the participant’s needs. Training topics range from functionality and configuration topics intended for members of a project team, to functionality training for newly onboarded providers and nurses. Preliminary discussions with a trainer will help determine topic recommendations, delivery method and length of training.

**WHO**  
Project team members and end users

**WHEN**  
Various specific training is needed

**WHY**  
To provide training tailored to the client’s specific needs

**CONTACT**  
AllscriptsEducationRequests@allscripts.com
TouchWorks EHR Analytics — Workshop Training

This course offers an introduction to Allscripts Analytics, designed to provide attendees with minimal user experience the knowledge to create reports and manage the Analytics environment. The course will cover reporting within Analytics, from basic reports and worksheets to custom reports and dashboards. A review of the data model will provide attendees with an understanding of the data, and show techniques for searching and filtering data within reports. Core administration tasks will be reviewed, from managing reports and creating users, to permissions and scheduling of automated reports.

**WHO** Reporting administrators and system administrators  
**WHEN** Creating custom patient reports  
**WHY** To leverage data reporting  

**CONTACT**  
AllscriptsEducationRequests@allscripts.com

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Navigate TouchWorks EHR

This one-day, hands-on training course demonstrates the clinical functionality of TouchWorks EHR at a high level, to enable a new user to successfully navigate a patient visit from intake to check-out.

**WHO** New clinical users  
**WHEN** A functional overview and initial training is needed  
**WHY** To resolve onboarding challenges  

**CONTACT**  
AllscriptsEducationRequests@allscripts.com
TouchWorks EHR Education

TouchWorks EHR Clinical Build and Functionality

The purpose of this course is to onboard newly hired clinical analysts that will be contributing to the project team and helping to build clinical items. In this course, instructor-led walkthroughs and individual student exercises provide participants with strategies for reviewing, creating and editing information. The course also addresses these questions:

- How to Navigate within TouchWorks EHR.
- How to set up and edit Menu, Security, Users and Providers, Clinical Desktop Views, Favorite Lists, Problem and Order Groups, Keywords, Problem Synonyms, Care Guides, Note Input and Output Templates and Note Forms

**WHO**  
Clinical analysts

**WHEN**  
A new clinical analyst is hired or an existing clinical staff member has a shift in responsibility and training is needed

**WHY**  
To resolve onboarding challenges

**CONTACT**

AllscriptsEducationRequests@allscripts.com
Sunrise Education

Sunrise Upgrade Learnlet Library

Our Learnlet Library consists of short, feature-rich videos describing changes to the Sunrise product from one release to the next. Feedback from our clients led us to develop this newer format to upgrade training for Sunrise 6.0 and 6.1. Each lesson covers a new feature and is less than five minutes in length. We offer both end user workflow topics, as well as configuration lessons for the project team.

WHO
Analysts, IT and Education teams, and other users who are being introduced to a new Sunrise version

WHEN
A new release is Generally Available

WHY
To educate users on the new features and functionality found in the latest release.

CONTACT
AllscriptsEducationRequests@allscripts.com

Product Configuration Instructor-led Training (ILT)

These courses allow the client to understand and support the configuration of their Sunrise product. This training offers additional courses for the IT teams, including Platform Technical classes on System Administration, Database Reporting, eLink, Helios and Interface Subsystems. Classes are held in the Atlanta training facility or can be performed at the client site for an additional cost.

WHO
Client project teams who build and maintain their systems, new hire resources within an established facility or in cases where existing resources need configuration training on newer versions of the product

WHEN
Training new users and clients who have recently had a solution upgrade

WHY
To provide guidance on how to add new providers, change security rights, maintain systems and greatly help clients optimize their workflows

CONTACT
AllscriptsEducationRequests@allscripts.com
Sunrise Education

Sunrise End User Toolkits

The Sunrise End User Toolkits consist of over 60 training documents that clients can use as-is or customize to conduct comprehensive training classes for all end user roles within their organization. These can be used for Sunrise Acute Care and related clinical products such as Pharmacy and ED. In addition, upcoming versions of the product also includes KBMA and KBC content, with other products on the way. Having these detailed role-specific end user training materials already developed will save your organization significant time and money when implementing Sunrise Acute Care, on the road to achieving Meaningful Use.

WHO  End users
WHEN Implementation occurs just prior to activation or as a refresher course for existing users
WHY To save many hours of development for clients by offering extensive instructor guides, quick reference guides and other training collateral

CONTACT
AllscriptsEducationRequests@allscripts.com

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Advanced Training Workshops

These workshops include courses tailored around very specific client issues where advanced training is needed. The topics include product capabilities, regulatory requirements, workflow opportunities and role/task specific challenges in a facility. These advanced topics do not directly overlap configuration training, but are recommended to be taken with all other training offerings. Workshops are generally offered multiple times on a regional basis.

**WHO**  End users  

**WHEN**  Clients receive an invitation for each workshop and have the opportunity to attend  

**WHY**  Varies by workshop topic  

**CONTACT**  
AllscriptsEducationRequests@allscripts.com

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Training Consulting

This service offers expert training consultants who teach large-scale product adoption techniques to participants. They help clients build and execute a complete, end-to-end adoption strategy, including end user training, super-user training, train-the-trainer, mentoring sessions, coach networks, change and communication plans, content development and executive buy-in strategies. Training consultants take on both short-term projects, such as assessments to large-scale implementation and staff augmentation projects.

**WHO**  New end users and recently solution upgraded users.  

**WHEN**  A new installation occurs, and with every upgrade and new software purchase  

**WHY**  To address multiple solution issues that occur when a user is adopting a Sunrise solution  

**CONTACT**  
AllscriptsEducationRequests@allscripts.com
Allscripts Homecare

This service includes a variety of Homecare education courses including:

- **Homecare Implementation Curriculum:** Several sets of courseware that are role-specific and designed to enhance the implementation process.
- **Homecare Core Curriculum:** eLearning courses and helpful Reports User Guides aimed at supporting clients who are live on the Homecare system.
- **Homecare Dashboard Curriculum:** Courses that help organizations make the most of this analytics tool.
- **Homecare Physician Portal Curriculum:** Courses to help organizations electronically manage and track orders, face-to-face documents, and certifications of terminal illness.
- **Homecare Mobile:** for your smartphone
- **Homecare Trainer Toolkits:** This train-the-trainer option is designed for organizations that wish to use print-based instructor guides, student guides and presentations to train their staff.

**WHO**  Homecare, Hospice and Palliative Care organizations

**WHEN**  Signing a contract

**WHY**  To provide training for end users and system administrators for host application and configuration implementation

**CONTACT**  Jennifer Younce — Jennifer.Younce@allscripts.com

Allscripts Emergency Department

Allscripts Emergency Department (ED) eLearning gives your organization the flexibility to learn anytime, anywhere. There are two pathways of learning in this ED curriculum; training for all clinical and administrative staff and configuration training for systems administrators.

**WHO**  ED clinicians and administrative staff

**WHEN**  Signing a contract

**WHY**  To give clients the springboard to launch immediate adoption upon activation

**CONTACT**  Jennifer Younce — Jennifer.Younce@allscripts.com
Allscripts Care Management

Allscripts Care Management eLearning gives organizations the flexibility to learn anytime, anywhere. These courses provide participants with the possibility to learn up to 50 percent faster than traditional courses and allows them to work at their own pace.

WHO
Case managers, social workers and discharge planners, super-users and system administrators

WHEN
Needed often varies. Please consult with your sales contact

WHY
To provide a prerequisite training for implementation of the Allscripts Care Management application

CONTACT
Jennifer Younce — Jennifer.Younce@allscripts.com

Allscripts Referral Management

Allscripts Referral Management eLearning gives your organization the flexibility to learn anytime, anywhere. Take advantage of the opportunity to improve and enhance your knowledge of Allscripts Referral Management through the following courses: Allscripts Referral Management for General Users, Allscripts Referral Management for System Administrators, Allscripts Referral Management for mobile referrals, and Allscripts Referral Management for discharge planning.

WHO
Administrators and general users

WHEN
Beginning a new install

WHY
To give clients the springboard to launch immediate adoption upon activation

CONTACT
Jennifer Younce — Jennifer.Younce@allscripts.com
Allscripts Adoption Accelerator (AAA)

The Allscripts Adoption Accelerator, powered by The Breakaway Group, is a precise solution for fast and sustainable end user application adoption. It is based on the flight training simulator design and delivers precise and fast relevant simulations based on your actual clinical workflows. This creates an interactive environment where end users practice and accumulate application experience within clinical scenarios. This new training method has proven to dramatically improve end user adoption, and dedicated program efforts ensure end users achieve timely, lasting Allscripts application proficiency.

Employing all four drivers of adoption (engaged leadership, speed to proficiency, adoption sustainment and performance metrics), Allscripts Adoption Accelerator gets end users to adoption quickly. We keep your adoption solution current through upgrades and modifications to your Allscripts application or changes to your own workflows over time to ensure continued and long-term adoption.

WHO
New or existing Sunrise and TouchWorks EHR clients

WHEN
Installation occurs

WHY
This streamlines training delivery with less business interruption, reduces training time, improves productivity and consistency, provides a scalable and sustainable solution, measures ROI, optimizes end user performance and guarantees their adoption

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

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Experiential Learning

Experiential Learning provides scenario-based simulation training that is self-paced and targeted to specific roles. Simulations allow learners to practice workflows using real-world scenarios in a learning environment. Readiness Evaluations assess the learner’s ability to perform critical scenario-based workflows. The simulation training coupled with readiness evaluations and reporting metrics will show staff’s readiness to activate and utilize the system. During implementations, an Education Training Consultant will be assigned to help the client develop a Coaching Network of super users. The Training Consultant will set expectations for the end-user learning strategy, address any complex workflows and will mentor the coaches to assist in go-live activities. Included in the Experiential Learning package are:

- LMS licenses for the entire organization
- Three years of program maintenance, including updates to model content

WHO  All Sunrise & TouchWorks clients
WHEN Implementing new products, or onboarding new staff members
WHY  Experiential Learning

- Allows the user to learn at their own pace, when they have time and are open to the experience
- Reinforce prescriptive workflows, which creates successful, known outcomes at activation
- User will train on the workflows that are relevant and required for their role
- Short lessons (10 minutes or less) allowing users to train at their convenience

CONTACT
AllscriptsEducationRequests@allscripts.com
Application Maintenance Services (AMS)

This service provides post-live ongoing application sustainment and management services, including post-live checks, up-to-date product expertise, cost-effective and enhanced user adoption, access to content and recommended practice updates and enhancements, and offers experienced Allscripts resources with deep domains.

**WHO**
Net new, add-on and existing Sunrise and TouchWorks EHR clients

**WHEN**
Live or about to go-live clients who are looking for professional services’ expertise to assist with application maintenance and guidance, recommended practice and workflows. This also applies when net new or add-on clients are looking for long-term services beyond go-live activation

**WHY**
To provide client IT resources with the knowledge and access they need to promote adoption and maximize system usage

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Managed IT Services

Allscripts Managed IT Services

The Allscripts Managed IT Services model is distinct. It incorporates skilled professionals, best practices and proven technology, which in return establishes a driving infrastructure for continuous improvement across your healthcare organization.

Allscripts Managed IT Services provides access to over 1,200 highly skilled subject matter and technical experts, allowing you to predict and effectively manage IT costs and increase your physician adoption of CPOE and EHR.

Some options for Managed IT Services include:

- Full IT Service Management
- Business Process Management
- Remote Application Hosting
- Staff Augmentation
- National Service Desk

**WHO**  Sunrise, Large TouchWorks and Large Professional clients

**WHEN** Practices and hospitals have needs for IT resources that are greater than they can provide for themselves. This may be due to an inability to find or retain these resources in one or more functional areas.

**WHY** To help accommodate compressed timeframes for Meaningful Use, ICD-10 and other regulatory IT initiatives, along with scarcity of qualified resources with the needed level of expertise. This service provides qualified resources to support EHR implementations, application management and IT operations.

**CONTACT**

Karl Greiter — 312.506.1276
TouchWorks EHR — Hardware Migrations

This operation migrates Allscripts products to alternative or new hardware.

**WHO**
Any TouchWorks EHR client needing assistance with migrating to new hardware, new operating system platforms, new storage solutions or from standalone to clustered environments

**WHEN**
Needing hardware migrations

**WHY**
To replace redundant hardware, upgrade to improve performance and/or migrate a datacenter

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506

TouchWorks EHR — Environment Copies and Refresh

This operation allows you to copy an environment to another environment, and remove any patient-related data.

**WHO**
Any client with multiple environments

**WHEN**
Testing a new release, creating a new test environment or migrating environments

**WHY**
To build and configure one environment to be copied to another, with or without the patient data

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Technical Operations

TouchWorks EHR — Additional Servers and Environments

This operation builds additional capacity to allow for growth or additional environments as needed.

WHO       Any TouchWorks EHR client that needs to add a server or an additional environment
WHEN      An environment requires additional capacity due to growth or for training and testing purposes
WHY       To reduce performance issues due to capacity constraints, and allow for testing or training on non-live environments

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

TouchWorks EHR — Datacenter Migrations

This operation migrates Allscripts products to an alternative datacenter.

WHO       Any TouchWorks EHR client requiring assistance with migration of the TouchWorks EHR installation from one datacenter to another
WHEN      A client needs to relocate their server estate to an alternative datacenter
WHY       To assist clients with the Allscripts application suite when migrating between datacenters

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
TouchWorks EHR — Secure Socket Layer (SSL) Implementation

This operation implements SSL technology to support encryption for Allscripts integrations.

**WHO**
Any client requiring assistance with implementation of SSL protection of the TouchWorks EHR environment or installation of Certificates within the environment for functional or integration purposes.

**WHEN**
A client would like to integrate with an Allscripts product that requires encryption.

**WHY**
To secure communication between the Allscripts EHR and integrated service.

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506

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TouchWorks EHR — Citrix Netscaler and F5 BigIP Load Balancer Configuration / Implementations

This operation implements load balancing for web-based traffic.

**WHO**
Any TouchWorks EHR client requiring implementation of a load balancer device and load balanced configuration. (Note: Allscripts only performs configuration services for Citrix Netscaler and F5 BigIP devices.)

**WHEN**
A client has more than one web server, allowing for the traffic load to be balanced automatically.

**WHY**
Prevents web servers from becoming overloaded, and removes the necessity to manually balance the load across web servers.

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Technical Operations

TouchWorks EHR — LDAP Configuration

This operation authenticates the integration for Allscripts products with the Active Directory.

**WHO** Any client requiring assistance with implementation of LDAP authentication for the TouchWorks EHR application

**WHEN** An TouchWorks EHR client wishes to manage their users via the Active Directory

**WHY** To remove the necessity for users to manage multiple passwords for multiple accounts

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506

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TouchWorks EHR — Miscellaneous Technical Consulting

This operation provides miscellaneous technical consulting to clients.

**WHO** Any TouchWorks EHR client requiring additional technical consulting services

**WHEN** Clients need assistance with a review of services such as back-ups, disaster recovery planning or capacity reviews

**WHY** To create back-ups, disaster recovery plans or capacity reviews.

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Technical Operations

TouchWorks EHR — Ancillary Software Upgrades

This operation has been designed to upgrade EHR add-on modules.

WHO  Any TouchWorks EHR client requiring assistance with the upgrade of ancillary software modules to newer versions compatible with their existing TouchWorks EHR version

WHEN  A client upgrades their version of TouchWorks EHR this allows for add-on modules to be upgraded in order to function with the later release or to add features

WHY  To improve feature set and allow add-on modules to function with newer releases of TouchWorks EHR

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

TouchWorks EHR — Additional Module Implementations

This operation implements add-on modules.

WHO  Any TouchWorks EHR client requiring implementation of additional modules

WHEN  A client wishes to utilize add-on modules, such as Wand, Prenatal and Winscribe

WHY  To add features to the EHR, and allows for integration with cloud-based systems or hand-held devices

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
New Electronic Health Record Implementation

This operation installs and configures new EHR deployments.

**WHO**  
Any client that wants an EHR environment installed

**WHEN**  
A client does not have an EHR implementation or they are using a lower value alternative product

**WHY**  
To assist clinical staff with daily workflow and to centralize patient information. This will replace manual tasks with automation and increases the number of patients seen as well as patient satisfaction

**CONTACT**  
Services Sales Team: Bill Scott — 303.805.0506

Technical Architecture Class

This class includes a fast-paced, four-day technical agenda. It provides training on TouchWorks EHR systems architecture and focuses on giving the student a solid foundation of underlying systems, platforms and data-workflows of the application, greatly increasing self-sufficiency for problem triage and operations planning.

**WHO**  
Intermediate to higher skilled system administrators, database administrators and technical project leads

**WHEN**  
Clients want to better understand their EHR and how to triage issues prior to engaging Allscripts support

**WHY**  
To shorten timescales to problem solution

**CONTACT**  
Services Sales Team: Bill Scott — 303.805.0506
Technical Operations

TouchWorks EHR — CCOW Implementation / Configuration

This operation implements patient and user context support via CCOW for TouchWorks EHR.

**WHO**
Any client requiring assistance with implementation of CCOW for the TouchWorks EHR application

**WHEN**
A client wishes to share their user and patient context with other CCOW-enabled applications

**WHY**
To allow for a single sign-on, and patient context sharing between applications

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506

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Disaster Recovery and Business Continuity Planning

This operation allows for product set disaster recovery and business continuity planning.

**WHO**
Any TouchWorks EHR client who wishes to have a disaster recovery solution tailored to meet their business needs

**WHEN**
There is a need to timely recover a system

**WHY**
To allow for the timely recovery of systems should a disaster scenario transpire

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Upgrade: Concierge Contract Services Implementation Coordination

A concierge service provided to ensure system efficiencies and performance optimization related to upgrading or migrating an Allscripts PM/Professional EHR application.

WHO
Allscripts PM and Professional EHR clients with a single database (additional databases will require an additional fee)

WHEN
Needing extra assistance with an upgrade, system performance assessment, workflow consultation, migration and application efficiency

WHY
To provide clients with skills and knowledge to drive and secure their upgrade experience and increase overall proficiency

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

Professional EHR Mock Database Server Migration

A concierge service provided to assist in preparing the client for a new release of Professional EHR.

WHO
Allscripts Professional EHR clients

WHEN
A client requests a copy of their live Professional EHR database in a test environment to perform quality assurance, prior to upgrading a live environment

WHY
To familiarize their resources and strengthen their application knowledge of the new EHR release

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Database Migration (Windows Server)

A service provided to migrate our Practice Management database from one server to another server.

**WHO**  
Clients with Allscripts PM, Tiger PM™, Allscripts EHR or a combination

**WHEN**  
Current hardware does not meet the requirements to upgrade to the next software version, or system performance is insufficient for current usage

**WHY**  
To augment system performance, increase productivity and run new application releases effectively

**CONTACT**  
Services Sales Team: Bill Scott — 303.805.0506

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Data Visualization Tool

A service tool that provides a dense, detailed graphical display of vital signs, I&Os, ventilator data and laboratory results, for the past hour up to the past four weeks. All results are color coded for easy, fast visualization. The data dynamically changes and displays with each user choice.

**WHO**  
Sunrise Acute Care clients

**WHEN**  
Assistance is needed post-activation, or included as part of the original services agreement

**WHY**  
To present a compact view of clinical information that combines many screens into one

**CONTACT**  
Services Sales Team: Bill Scott — 303.805.0506
Professional E&M Coding Tool

This tool provides a hovering, real-time billing calculator that tracks elements being documented. As the user documents, credit observations that have been identified will increment the associated element upon data entry.

WHO  Sunrise Acute Care clients
WHEN  Assistance is needed with post-activation, or included as part of the original services agreement
WHY  To enable clinicians to quickly calculate E&M values based on what has been documented

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

Facility Billing Tool

This tool allows for a financial summary and calculation of the facility charges using a proxy method. Via configuration, a site can configure an order, UDDI, note or observation to link to the defined level component.

WHO  Sunrise Acute Care clients
WHEN  Assistance is needed with post-activation, or included as part of the original services agreement
WHY  To enable facilities to track their financial functions based on what has been done to the patient

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Technical Services

Custom Ad Hoc Query Tool

With this flexible tool, clients can empower their users with control over real-time querying of data. The site creates its own procedures for the users. The tool will make those procedures available for running on-demand, at any time, and allow the users to apply their own filters, grouping and sorting of the output.

WHO  Sunrise Acute Care clients
WHEN Assistance is needed with post-activation, or included as part of the original services agreement
WHY  To enable end users to query data without having to know complex database tools

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

Document Auto Faxing Tool

SCM Fax Gateway is a tool for automatic faxing and monitoring of documents directed to select physicians. The fax operations are performed by our SCM application in the background, and used to monitor and analyze those faxes.

WHO  Sunrise Acute Care clients
WHEN Assistance is needed with post-activation, or included as part of the original services agreement
WHY  To enable clinicians to seamlessly send out documents to multiple referring physicians

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Clinical Data Viewer

The ACS Clinical Data Viewer is a dynamically configurable, user-specific way to view patient data in a familiar flowchart presentation.

WHO   Sunrise Acute Care clients
WHEN  Assistance is needed with post-activation, or included as part of the original services agreement
WHY   To consolidate patient data into a familiar flowsheet arrangement

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

Appointment List Tab

The Appointment List Tab lists the current provider’s patients with appointments for a specified date.

WHO   Sunrise Acute Care clients
WHEN  Assistance is needed with post-activation, or included as part of the original services agreement
WHY   To customize appointment views in a concise list

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Dose History Tab
Displays medication orders and administrated dose information for the patient’s current visit.

**WHO**  
Sunrise Acute Care clients

**WHEN**  
Assistance is needed with post-activation, or included as part of the original services agreement

**WHY**  
To consolidate patient medication and dosage information into one screen.

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506

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Media Viewer Tab
This custom media viewer solution provides image level integration. An HL7 message is sent from PACS system to SCM, a reference point is then included in OBS segment, and then a camera icon is shown on the result in the Result Tab.

**WHO**  
Sunrise Acute Care clients

**WHEN**  
Assistance is needed with post-activation, or included as part of the original services agreement

**WHY**  
To provide seamless integration to PACS images residing on a third-party system

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Custom Antibiotic Susceptibility Grid

This grid displays antibiotic susceptibility of patients. Organisms are listed on the left side of the tab in chronological order (bottom to top). Drugs are displayed across the top of the tab in alphabetical order from left to right. Cells in the grid contain values to indicate organism drug sensitivity (S), resistance (R) or indeterminate (I).

<table>
<thead>
<tr>
<th>WHO</th>
<th>Sunrise Acute Care clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHEN</td>
<td>Assistance is needed with post-activation, or included as part of the original services agreement</td>
</tr>
<tr>
<td>WHY</td>
<td>To visually display patient antibiotic susceptibility</td>
</tr>
</tbody>
</table>

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Lexi-comp Pediatric Dose Range Checking

This service provides pediatric dose range checking based on Lexi-comp dose content. It integrates with the SCM medication order entry process.

WHO Sunrise Acute Care clients
WHEN Assistance is needed with post-activation, or included as part of the original services agreement
WHY To provide analysis of SCM medication orders with respect to dose, frequency and duration of therapy

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

Customized MLMs

This service offers technical consultants to write custom MLMs for your organization to help optimize the use of your solution. Some available options are:

- Advanced Patient List
- Clinical Summary Tab
- Automated Progress Note

WHO Sunrise Acute Care clients
WHEN Assistance is needed with post-activation, or included as part of the original services agreement
WHY To enable end users to create lists, see customized views, and minimize time spent completing patient progress notes

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Custom LOS Tracking

A service developed specifically to provide clinicians with a heads-up perspective of their patients’ LOS.

WHO  Sunrise Acute Care clients
WHEN  Assistance is needed with post-activation, or included as part of the original services agreement
WHY   To consolidate the view of patient LOS information

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

Custom Reports

A service developed for clients who have specific reporting requirements beyond what is presently available. Some available options include:

- Custom Downtime Reports
- Custom Auditing Reports
- Custom Cold Feed Reports

WHO  Sunrise Acute Care clients, Helios auditing events
WHEN  As needed
WHY   To provide reports with customized content that meets the client’s requirements

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Custom Reports Utilization and Performance Tracking Tool

This service was developed to help clients identify reports most or least commonly used and those that might require performance optimization.

**WHO**  
Sunrise SSRS-based report solutions clients

**WHEN**  
As needed

**WHY**  
To improve performance and maintenance of SSRS reporting systems, and to eliminate clutter by eliminating unused and little-used reports

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506

SCM Citrix Infrastructure Analysis and Consulting

This service analyzes and ensures proper configuration of your Citrix environment.

**WHO**  
Sunrise Acute Care clients

**WHEN**  
As needed during upgrades, net new implementations or with other Citrix-related concerns

**WHY**  
To validate that Citrix is configured to match best practices, and to optimize the end user’s SCM experience

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506
Allscripts Interface Services

These services implement new integrations or allow customization of existing interfaces between your Allscripts solution(s) and third-party applications. Common solutions include integrations with:

- Laboratory / Radiology Systems
- Ancillary Clinical Systems (Documents / Transcription & Other Results)
- Registration / Scheduling Systems (HIS / Practice Management)
- Billing Systems
- In-house Pharmacy

**WHO**  Sunrise, TouchWorks and Professional clients  
**WHEN**  Needing to send or receive data electronically between systems  
**WHY**  To reduce manual data entry and store clinical and financial data electronically

**CONTACT**  
Services Sales Team: Bill Scott – 303.805.0506

Interface Optimization Services

Provides an assessment of your existing interfaces operating with your current Allscripts solutions and provides recommendations and solutions to reduce your time spent on maintenance activities and/or enhance the functionality of existing interfaces.

**WHO**  Sunrise and TouchWorks EHR clients  
**WHEN**  Looking for opportunities to enhance existing interface functionality or reduce maintenance  
**WHY**  To improve user satisfaction with interfaced data and reduce time spent on maintenance activities related to interfaces

**CONTACT**  
Services Sales Team: Bill Scott – 303.805.0506
ConnectR to CIE (Rhapsody) Migration

This service provides a migration path for clients that wish to use CIE (Orion Rhapsody) as their interface engine, replacing their existing ConnectR engine.

WHO TouchWorks EHR clients
WHEN Looking to start using CIE (Rhapsody) as their interface engine for TouchWorks EHR
WHY Deploy a more powerful and widely used integration engine

CONTACT
Services Sales Team: Bill Scott – 303.805.0506

Advanced Interface Training Classes

These courses teach you how to use Allscripts supported interface engines to write your own interfaces.

WHO Sunrise and TouchWorks EHR clients
WHEN Looking to develop interfaces in-house
WHY To become more independent with respect to interface development and maintenance

CONTACT
Services Sales Team: Bill Scott – 303.805.0506
Bi-monthly SCM Technical Review

This service provides an SCM sales engineer, who will do a review of the technical infrastructure (OS, SQL, SCM backend) and conduct an on-site session to discuss the findings. This review will also include the consulting session on current and future technology changes and site-specific technical topics (e.g. DR, VMware, VDI, etc.).

WHO
Sunrise Acute Care clients

WHEN
Site activation occurs

WHY
To allow technical planning, budgeting and road mapping for technical implementations

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Revenue Cycle Best Practice Assessment

A thorough review of the Revenue Cycle will be performed to reveal improvement opportunities that will aid with increased cash flow, decreased denials and improved speed to bill time. Benefits include a detailed report of findings that will compare current state to industry standard benchmarks. A report will be provided with findings and an action plan that will summarize improvement opportunities and quick wins.

**WHO**
Sunrise Acute Care Revenue Cycle and Ambulatory PM clients

**WHEN**
A new contract is signed, or as needed

**WHY**
To address high AR days, high unbilled AR-DNFB denials, operational challenges and pain points

**CONTACT**
Kim James — 615.426.2287

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Revenue Cycle System Utilization Evaluation and Recommendations for Optimization

A complete review of system utilization, configuration and electronic adoption will be performed along with key stakeholder interviews. This service delivers a detailed action plan that will allow the organization to gain efficiencies, improve workflows and eliminate manual processes.

**WHO**
Sunrise Acute Care Revenue Cycle and Ambulatory PM clients

**WHEN**
Needed post-activation (after 30 days)

**WHY**
To reduce manual processes, redundant rework, weak technology adoption and system dissatisfaction

**CONTACT**
Kim James — 615.426.2287
Revenue Cycle Consulting

Revenue Cycle Unbilled and Cash Acceleration Project

The review will include a full review of unbilled metrics with an analysis of the primary reasons for billing delays. A report will be provided with the findings and top contributors for unbilled accounts.

**WHO**  Sunrise Acute Care Revenue Cycle and Ambulatory PM clients

**WHEN**  Metrics indicate high AR and increased unbilled AR (DNFB)

**WHY**  To improve speed to bill and increase clean claim ratio

**CONTACT**
Kim James — 615.426.2287

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AR Management/Operational Effectiveness

Client-specific, need-based, focused offering for clients looking to achieve a specific goal related to contract management, denials and solution planning. This offering includes assisting the client with business process review and re-engineering work strategies to gain maximum operational efficiency.

**WHO**  Sunrise Acute Care Revenue Cycle and Ambulatory PM clients

**WHEN**  As needed to maximize efficiency

**WHY**  Improve operational efficiency and avoid revenue cycle disruption

**CONTACT**
Kim James — 615.426.2287
Professional EHR Optimization and Utilization Assessment

A comprehensive review of system settings, customization and current state along with interviews and sessions with key stakeholders, providers and clinical support staff.

- Assessment of practice workflows to identify productivity deficiencies, address pain points, identify opportunities for optimization, perform system modifications and make recommendations
- Benefits of this engagement include a detailed report with recommendations that when executed will allow the organization to strengthen provider adoption, streamline workflows, improve efficiency, and increase the level of utilization and optimization of Professional EHR.

WHO  
Ambulatory Professional EHR clients

WHEN  
A new contract is signed, or as needed

WHY  
To strengthen provider adoption, streamline workflows, improve efficiency and increase the level of utilization and optimization of Professional EHR

CONTACT

Kim James — 615.426.2287
Professional EHR Cycle Workflow Assessment

The goal of the assessment is a detailed analysis focused on practice workflows to identify opportunities for streamlining processes and improving efficiencies. • Providers and clinical support staff will be observed performing daily charting and workflow tasks • Key stakeholders in the clinical arena will be interviewed to identify productivity deficiencies, address pain points, identify and make recommendations for opportunities for optimization. • Quick wins will be identified and instruction and tools will be delivered to providers and clinical staff to implement these workflow or system functionalities to improve current state.

WHO Ambulatory Professional EHR clients
WHEN A new contract is signed, or as needed
WHY To streamline processes and improve efficiencies

CONTACT
Kim James — 615.426.2287
Professional EHR System Assessment

The goal of the assessment is a detailed analysis focused on system settings, configuration and customization to identify opportunities for enhancing current state.

- Short Lists will be reviewed in detail to ensure optimal customization. The number of Short Lists and content will be assessed and recommendations made. Knowledge, templates and catalogs will be reviewed for content and opportunities for enhancement.
- Administration Module, Reporting Module and Output Manager will be assessed for opportunities for enhancement.
- Quick wins will be identified and recommendations to implement will be provided as applicable.
- Benefits include a detailed report of findings that will address the current state and recommendations to optimize practice customization. A report will be provided with findings and an action plan will summarize improvement opportunities and quick wins.

WHO
Ambulatory Professional EHR clients

WHEN
A new contract is signed, or as needed

WHY
To maximize utilization of the professional Electronic Health Record system

CONTACT
Kim James — 615.426.2287
Clinical Quality Program

Acute Clinical Quality Program

This program provides strategically defined care processes that enable clinicians to fully leverage the power of Allscripts solutions. We provide clients with the best user experience that enhances a clinician’s access to patient data to discern the patient’s story. We help our clients meet their operational and strategic objectives, and enable them to achieve a Connected Community of Health guided by value-driven care.

WHO
Professional and TouchWorks clients
WHEN
As needed
WHY
To allow users to fully embrace and successfully utilize Allscripts EHR to meet the ever-evolving regulatory environment, and improve clinical process areas to enhance the user experience

CONTACT
Cheryl Casale — 919.882.7537

Ambulatory Clinical Quality Program

This program can help uncover areas where you may not be operating as efficiently or cost effectively as you could be. Our subject matter experts can help focus and optimize your EHR application, building your practice into an even leaner, more profitable business.


WHO
Professional and TouchWorks clients
WHEN
As needed
WHY
To allow users to understand where opportunities for improved operational efficiencies exist, and to optimize EHR applications to uplift functionality and drive improved financial and clinical outcomes

CONTACT
Cheryl Casale — 919.882.7537
MU On-site Workflow Preparation Assessment

Strategy and road map development for system optimization and recommendations that can assist with the goal of meeting ARRA Stage 2 Meaningful Use requirements.

WHO: Hospitals / Health Systems / Physician Practices

WHEN: At the beginning of MU2 planning and preparation (must have an Allscripts core clinical solution installed)

WHY: To allow users to determine their gaps between MU1 and MU2 and allow them to make appropriate workflow changes to maximize their financial return by meeting MU2 requirements, and to simplify the MU process.

CONTACT
Karen Wavra — karen.wavra@allscripts.com
Lisa Thomas — lisa.thomas2@allscripts.com

MU On-site Rapid Design

This facilitates strategy and design decisions to address gaps identified during the MU On-site Workflow Preparation Assessment.

WHO: Hospitals / Health Systems / Physician Practices

WHEN: After the On-site Workflow Preparation Assessment (must have an Allscripts core clinical solution installed)

WHY: To allow users to quickly make workflow process changes to maximize financial return by meeting MU requirements and look for ways to make the process of achieving MU simpler

CONTACT
Karen Wavra — karen.wavra@allscripts.com
Lisa Thomas — lisa.thomas2@allscripts.com
MU Remote Surveillance

This service includes ongoing consultations regarding attestation requirements. This includes weekly touch points with MU Consultants regarding the requirements during attestation reporting period.

**WHO**  Hospitals / Health Systems / Physician Practices

**WHEN**  At the beginning of MU2 when planning and preparation begin (must have an Allscripts core clinical solution installed)

**WHY**  To give users a contact within Allscripts that will provide up-to-date knowledge weekly to maximize their financial return by meeting MU2 requirements, and simplify the process

**CONTACT**
Karen Wavra — karen.wavra@allscripts.com
Lisa Thomas — lisa.thomas2@allscripts.com

MU Remote Ongoing Review

This service includes ongoing consultations regarding attestation requirements. This includes monthly touch points with MU Consultants regarding the requirements, post attestation reporting period through the end of calendar year 2014.

**WHO**  Hospitals / Health Systems / Physician Practices

**WHEN**  At the beginning of MU2 when planning and preparation begin (must have an Allscripts core clinical solution installed)

**WHY**  To give users a contact within Allscripts that will provide up-to-date knowledge weekly to maximize their financial return by meeting MU2 requirements, and simplify the process

**CONTACT**
Karen Wavra — karen.wavra@allscripts.com
Lisa Thomas — lisa.thomas2@allscripts.com
MU Eligible Provider Bundle

A full suite of services in a combined bundle consisting of Remote Readiness Validation, Surveillance and Ongoing Review that delivers the Eligible Provider coverage from pre-attestation through the end of 2014.

**WHO**
Hospitals / Health Systems / Physician Practices

**WHEN**
At the beginning of MU2 planning and preparation (must have an Allscripts core clinical solution installed)

**WHY**
To give users a contact within Allscripts that will provide up-to-date knowledge weekly to maximize their financial return by meeting MU2 requirements and simplify the process

**CONTACT**
Karen Wavra — karen.wavra@allscripts.com
Lisa Thomas — lisa.thomas2@allscripts.com

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Implementation Services

Innovation and Delivery Center (IDC) Implementation

A service that includes prepackaged clinical and financial solutions that address end-to-end workflows and design prescriptive and repeatable processes. Event-based implementations that leverage Allscripts industry experience and recommended practices.

WHO  New or existing Sunrise and TouchWorks EHR clients
WHEN  Installation occurs
WHY  To provide key implementation activities, ongoing quality assurance, continuous improvement, predictable and shortened time frames and predictable cost - fixed fees

CONTACT
Services Sales Team: Bill Scott — 303.805.0506

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Speed to Value (S2V) OneSource Content

This service offers standard dictionaries and table values that support Allscripts-recommended practices and prescriptive workflows, out-of-box work lists, summary forms, documentation and order entry templates. These include prebuilt outcome toolkits that drive analytics reporting; custom programs and decision support logistics to enhance end user experience and promote adoption; custom reports to meet additional clients’ clinical, financial and operational needs; ongoing access to content library and new prescriptive design updates.

WHO  New or existing Sunrise and TouchWorks EHR clients, or clients looking to purchase or implement additional Allscripts solutions.
WHEN  Upon a new installation or optimization
WHY  To meet the needs outlined above

CONTACT
Services Sales Team: Bill Scott — 303.805.0506
Orders Reconciliation Manager (ORM) Implementation & Optimization

ORM implementation and optimization provides consultative services to assist clients in implementing Sunrise Orders Reconciliation Manager in an efficient and effective manner, with flexibility to meet a client’s individualized and regulatory needs. Standardized configuration and methodology, with integrated decision support and MLM automation are utilized to optimize end user experience to assure efficient workflows and enhance adoption and satisfaction. Orders Reconciliation includes home medication collection, admission, transfer and discharge reconciliation for medications and/or all order types.

WHO  New or existing Sunrise Clients
WHEN Upon a new implementation or optimization
WHY To meet the needs outlined above

Sunrise Discharge Optimization

Sunrise Discharge Optimization provides consultative services to assist clients in optimizing their discharge workflows and processes. Utilizing an integrated discharge processing tool and standardized configuration, all discharge activities are integrated into and initiated from a single workspace. All discharge activities, including discharge disposition, discharge notes, documentation, orders reconciliation and prescription writer, are performed from a single workspace in a logical, efficient workflow allowing the end user to complete all patient discharge processing in a timely, effective manner.

WHO  New or existing Sunrise Clients
WHEN Upon a new implementation or optimization
WHY To meet the needs outlined above

CONTACT
Services Sales Team: Bill Scott – 303.805.0506
Consolidated Clinical Document Architecture (CCDA)

This service offers coding, configuration and connectivity to support the creation of and transportation of the CCDA Discharge Summary, Transfer of Care and Visit Summary documents.

**WHO**  
New or existing Sunrise clients or clients looking to purchase or implement additional Allscripts solutions

**WHEN**  
Additional functionality is required to meet MU initiatives

**WHY**  
To help achieve MU initiatives

**CONTACT**
Services Sales Team: Bill Scott – 303.805.0506

Allscripts Community Direct Messaging (ACDM)

This service offers configuration and functionality to support the MU2 measure for sending Transition of Care document from users with Direct ID address subscription to an outside referral provider utilizing HISP and Direct Messaging via the Allscripts Messaging Gateway.

**WHO**  
New or existing Sunrise clients or clients looking to purchase or implement additional Allscripts solutions

**WHEN**  
Additional functionality is required to meet MU initiatives

**WHY**  
To help achieve MU initiatives

**CONTACT**
Services Sales Team: Bill Scott – 303.805.0506
Sunrise Emergency Care Uplift Package

This comprehensive package includes both custom and professional service offerings to support an uplift of Sunrise Emergency Care. The offering includes consultative workflow and configuration support for Tracking Board Uplift, Visit Record, Follow-up Board, Disposition Screen and Automated Facility E&M Scoring functionality. Consultation for the implementation of new ED nursing and physician content is also included in this offering. These new features and content are designed to provide increased operational efficiencies in the emergency department setting.

WHO  New or existing Sunrise Emergency Care clients
WHEN In a new implementation/add-on or as an optimization engagement
WHY To provide prescribed workflows and functionality/content needed for Emergency Department operations

CONTACT
Services Sales Team: Bill Scott – 303.805.0506
Hosting

Allscripts Hosting

This service provides end-to-end application remote hosting for Acute, Ambulatory and transactional applications (both Allscripts and third-party vendors). We also provide additional disaster recovery and downtime solutions to optimize the availability to your system, allowing you to continue providing patient care.

WHO  Acute, Ambulatory and Transactional System clients
WHEN New or current clients need help with managing their complex IT infrastructure
WHY To provide clients with seamless, automatic upgrades, at a lower total cost of ownership so they can focus on patient care rather than IT needs

CONTACT
Jon Wolk — 617.779.7107
Full Upgrades

A service provided to upgrade clients to a new, full version of TouchWorks EHR or Sunrise software. Efforts include upgrading clients on the core EHR they currently have when an upgrade begins, utilizing our Speed to Value (S2V) process.

**WHO**
All TouchWorks and Sunrise clients

**WHEN**
A new, full version is released

**WHY**
To implement new enhancements and bug fixes

**CONTACT**
Services Sales Team: Bill Scott — 303.805.0506