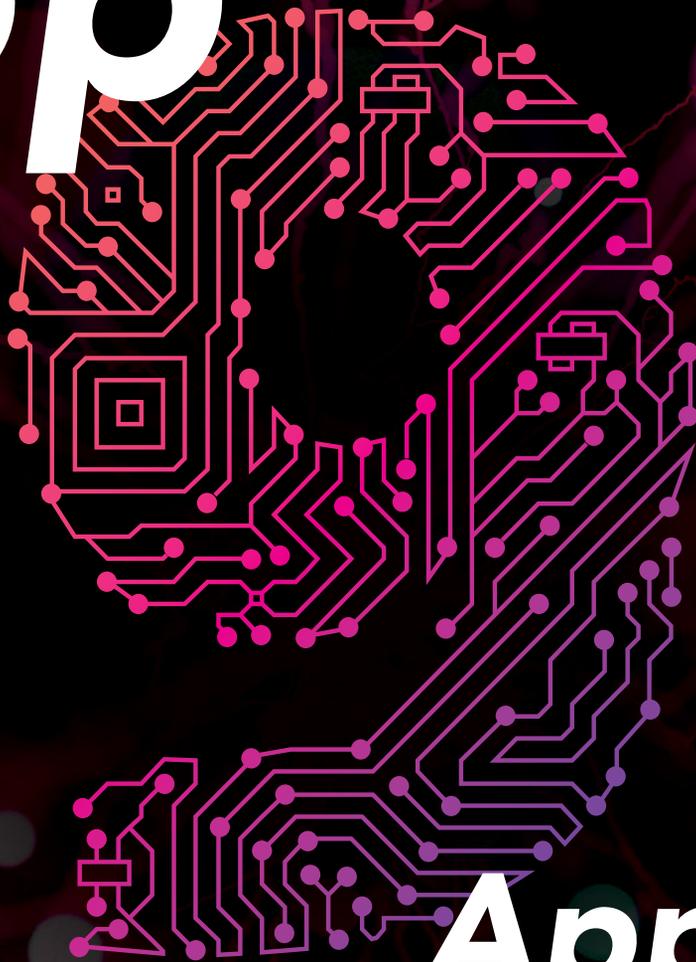

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Apps of 2018

Allscripts Developer Program
features leading innovations

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CallMyDoc by Sphinx Medical Technologies

Automatic call answering solution

"The app is intuitive to use, and saves me time when I most value it—after hours and weekends. With the EHR connectivity, we saved the time and effort of entering the calls into our EHR...I am excited!"

—Nayyara Dawood, M.D., CallMyDoc user

CallMyDoc, certified for Allscripts Professional EHR™, is a call answering service shown to increase revenue, safety for patients, quality of health care and quality of physician's personal life.

[Learn More](#)

 [View the Replay](#)

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CHADIS by Total Child Health



A complete solution for pre-visit pediatric questionnaires

"We have been using CHADIS for 5 years. The recent interface between Allscripts Pro and CHADIS has had a positive impact on our clinic, for the questionnaires that are supported. Prior to the interface, almost 100% of our questionnaires were completed in the office. Now we are seeing an increasing percentage of questionnaires being completed at home. We find it is fairly seamless now. [This is a] significant savings of work and time..."

—Grace Stout, Practice Manager, The Children's Clinic, Anchorage, AK

CHADIS, certified for Allscripts TouchWorks® EHR and Allscripts Professional EHR™, is a screening, decision support and patient engagement tool that helps clinicians provide evidence-based care using pre-visit patient-entered data.

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Charlie for Refills by healthfinch

Improving prescription refill workflows with automation

As the volume and complexity of prescription refill requests increases, physicians are spending more time evaluating incoming requests, resulting in less time for patient care. Ultimately, it takes a toll on patients and the entire care team.

Primary care physicians would need to work an average of almost **22 hours a day** to properly care for their current level of patients. These demands are unsustainable, especially considering the growing number of patients entering the healthcare system. It's no wonder that more than 50% of providers **report** symptoms of burnout.

On the patient side, when resources aren't available to process all the incoming requests, the turnaround time suffers. It's not uncommon for it to sometimes take three to four days to process requests, which can cause stress and potential treatment delays for the patient. Further, medications often have specific labs or visits required for patients' ongoing health maintenance, which can easily slip through the cracks with a backlog of refill requests.

Automating the process

Solutions that help automate tasks and reduce administrative burden on physicians are some of my favorite solutions in our Allscripts Developer Program portfolio. Specialized technology can have a real influence on alleviating the challenges of performing some of these routine, daily administrative tasks for providers and clinical staff.

Physicians need an application that fits into existing workflows, such

as **healthfinch's Charlie Practice Automation Platform**. Charlie's Refill Management application seamlessly integrates with Allscripts TouchWorks® EHR. Once a request hits in the inbox, Charlie:

- Reviews the patient's chart and gathers key medication data – such as last refill, last visit and last lab
- Compares this information against 1,000+ evidence-based protocols to determine whether the request is in protocol, out of protocol, off protocol, a duplicate or a controlled substance
- Enables staff to quickly and easily approve In Protocol requests, delete duplicates or forward the requests on to providers for further review

This process enables the delegation of refill management to other clinician staff. Providers only need to review requests flagged as Out of Protocol or a Controlled Substance.

Implementing Charlie within TouchWorks EHR helps clinicians identify care gaps. Not only does Charlie review the current medication request, but it reviews the patient's entire medication list and identifies missed visits, labs or procedures. These missed events can then get scheduled and close gaps in care, leading to more refill requests being marked as In Protocol and a more engaged patient-provider relationship.

Health systems across the country are realizing the efficiency and savings that Charlie can bring to their organizations. St. Joseph Heritage Healthcare quickly saw benefits after implementing Charlie

about a year ago. As the organization processes more refills and close gaps in care, metrics continue to improve. Heritage tripled the efficiency of technicians by enabling delegation of 69% of their refill volume to non-clinical technicians. Staff are now capable of processing 200 refills per FTE per eight-hour shift.

"Today, over 65% of all refill requests are processed by non-clinical refill technicians, up from 50% before using Charlie. Technicians have increased their efficiency threefold, now processing upwards of 200 refills per eight-hour shift. This greatly reduces the burden on our providers at the end of the day and evening hours."

—Renee Voll, Executive Director of Patient Experience and Contact Center at St. Joseph Heritage Healthcare



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MedStatix Patient Experience Platform by MedStatix

How do you measure patient experience?

Patient satisfaction is becoming a leading driver in the success of healthcare organizations nationwide. Doctors who deliver a positive patient experience yield positive reviews. Good reviews build a good reputation in the community. Good reputations lead to new and returning patients. New and returning patients keep a practice in business.

To continuously improve the patient experience, practices must consistently measure key indicators and act on those insights. The **MedStatix Patient Experience Platform**, an Allscripts Developer Program (ADP) certified application, can help practices measure and monitor the patient experience to achieve the best outcomes.

Patients are automatically sent a survey the morning after a visit via email or SMS text and standardized patient feedback is sent directly to the practice's inbox in easy-to-interpret reports. MedStatix believes patient surveys are the best-known indicators of patient experience and satisfaction.

Small changes to improve the patient experience

Susquehanna Valley Womens' Health Care Group (SVWHCG) began using the MedStatix platform and patient data to pinpoint areas for improvement and make organizational changes to enhance the patient experience. MedStatix helped the group gather useful data with precise questions and then distill that data with coherent analysis.

SVWHCG discovered that patient perceptions about whether they had enough time with providers was based on the quality of time spent, rather than the length of time. Instead of increasing the actual time spent with each patient, SVWHCG focused on making sure providers answered all of the patients' questions before letting them walk out the door.

This simple change helped SVWHCG improve patients' perception on whether they had enough time with their provider by 5%. That simple change was also a valuable way to open communication and engage the patient.

Open communication and doctor awareness

Lancaster Urology (LU), a growing specialty practice, began using MedStatix in 2013 to keep pace with the healthcare industry's rapid changes.

The platform helps develop a new focus on patient feedback and satisfaction that led the practice to incorporate several philosophies into its work ethic and hiring practices to ensure it's providing the best care possible. LU's MedStatix data shows that provider communication scores and doctor awareness of other care patients received consistently improved.

As LU focuses on meeting patient satisfaction benchmarks, MedStatix' data delivers insights that power simple changes that can make all the difference. LU achieved a 31% survey completion rate, exceeding the average completion rate of 24%. LU can now communicate with patients in detail about every treatment option.

Providers who use the MedStatix platform consistently see improvements in the areas of customer loyalty, ratings, recommendations, and key patient indexes. Evaluating and taking action on patient experience data is universally beneficial for both providers and practices.



31%
Survey completion rate
achieved by Lancaster Urology with MedStatix Patient Experience Platform, exceeding the average completion rate of 24% (Source)

 [View the Replay](#)

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Meducation by First Databank

Turning medication non-adherence on its head

I didn't realize how challenging it is to manage multiple medications until I helped my dad recover from bilateral knee replacement surgery just a few weeks ago. He was released from the hospital with five new medications to take in addition to the four from his pre-surgery routine. Some were prescribed for twice a day, some one time per day, some as needed, some with food – I read through the 16 pages of discharge instructions and medication details. I organized the pill box and hoped I had done everything right. I double-checked it again against the medication instructions for sanity.

I was thankful my dad wasn't doing this on his own. I was thankful I had some confidence that I had accurately read through the instructions and made sense of it all. I was thinking about the **Meducation**[®] solution from First Databank and thankful that patients and caregivers, especially those who have low health literacy or have limited English proficiency, have a solution that can help them feel confident by understanding their specific instructions when taking their medications in a simple and intuitive way.

The medication adherence challenge

Today, in addition to all those individuals recovering from surgeries of some kind, an additional **145 million Americans suffer** from chronic diseases and the research indicates that only **half** are taking their medications as prescribed. The consequences can be devastating, including on-going health problems and higher use of costly acute care, such as hospitalizations and

surgeries. Many of these consequences are avoidable if we can get patients to stick to their prescribed medication regimens.

Adding to the medication adherence challenge is the issue of health literacy: One in three Americans is either low health literate or has limited English proficiency. Offering a way for patients and their caregivers to easily understand and in multiple languages when and how to take their medication will go a long way to increase medication adherence and patient outcomes.

Here's the good news: Meducation is an innovative app that delivers simplified medication instructions for patients and caregivers, especially due to low health literate, language barriers or vision impairment. The solution enables providers to dynamically create fully personalized, simplified patient medication instructions, in more than 20 languages — written at a fifth- to eighth-grade reading level with large font sizes, pictograms and videos — to make understanding how to take medications intuitive and simple. All within the Allscripts Sunrise[™] EHR workflow.

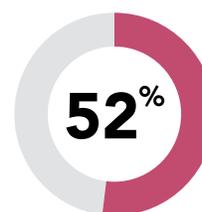
Watch a **brief video** that demonstrates Meducation and how it works

Hospitals using Meducation thus far have demonstrated improved medication adherence, decreased readmissions and improved patient satisfaction. The result is improved patient health outcomes and reduced medical costs, as well as improved scores and funding under various CMS Pay for Performance programs like Hospital Value-based Purchasing Program and Hospital

Readmission Reduction Program. Also, Meducation can help Accountable Care Organizations (ACOs) and other risk-based contract programs for population health initiatives.

"This allows patients to have medication instructions that are clear, easy to understand, and are tailored to each individual patient. In fact, our patient satisfaction scores for communicating medication information have improved as Meducation usage rolled out across Health First."

—Edey Cleary, Chief Quality Officer, Health First



Improved medication understanding and adherence

Meducation compared to standard medication instruction sheets after 2 weeks ([Source](#))



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PainCAS by Inflexxion

Integrating a point-of-care assessment for pain and opioid risk

The opioid epidemic in the United States affects millions and is changing the landscape of patient care. Now more than ever, practitioners are seeking ways to improve the safety of opioid prescribing and reduce the potential for abuse and misuse.

Health IT alone will not solve the opioid crisis. But Allscripts recognizes we must do our part by continuously improving our solutions and offering better tools to help providers. Allscripts is focused on **several initiatives** to help clinicians address the opioid crisis, and we are impressed by the **leadership our clients have shown** to help manage patients' pain, not just their opioid prescriptions.

Our open platform encourages innovation, which can move swiftly to address public health concerns. For example, **PainCAS**, an Allscripts Developer Program (ADP) certified

application for our physician practices, is a scientifically validated clinical tool for assessing pain, functioning and risk of problematic opioid-related behaviors.

With assessments that patients can complete electronically, PainCAS can immediately integrate results into Allscripts Professional EHR™ and Allscripts Touchworks® EHR to provide information about the patient's risk classification (i.e., likelihood of engaging in aberrant drug-related behaviors), recommendations for patient educational resources, as well as useful information and documentation to assist with treatment plans.

Unlike the outdated paper-based evaluations that require manual scoring, PainCAS includes SOAPP-8 and COMM-9 –brief, electronic, validated opioid-risk screeners that enables

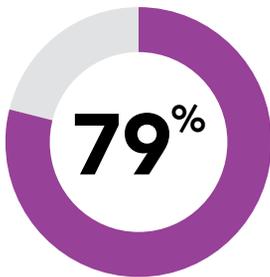
automatic scoring and can quickly incorporate results into reports.

Clinicians using PainCAS find that it improves workflow and eliminates the need for paper assessments. It can also improve communication at practices. Because patients can complete PainCAS prior to their clinic visits, medical staff can review results of the report, including patient progress and any changes in risk status.

“PainCAS has helped us to streamline the required screening and documentation for our chronic pain patients,” said Diana L. Heiman, M.D., Residency Director at the Department of Family Medicine, Quillen College of Medicine at East Tennessee State University.

“PainCAS has helped us to streamline the required screening and documentation for our chronic pain patients.”

—Diana L. Heiman, MD, Residency Director at the Department of Family Medicine, Quillen College of Medicine at East Tennessee State University



Highly Accurate

The SOAPP-8 is measured to be 79% accurate in predicting a patient's likelihood of displaying aberrant opioid-related behavior.



Reduced length in assessment time

The SOAPP-8 reduced the length of the SOAPP-R by 66% (from 24 items to 8).



View the Replay



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Relaymed by Relaymed

Automated point-of-care test results saves time for clinicians

In a busy physician practice, time is the most precious resource – especially time in front of patients. That's why so many of Allscripts' most popular developer applications are ones that eliminate time-consuming tasks.

Relaymed is one of those apps. It connects point-of-care devices directly to the electronic health record (EHR), automating the transmission of test results such as Urinalysis or Complete Blood Counts (CBCs). This reduces unnecessary manual data entry, freeing up staff to focus on caregiving.

In the five years that Relaymed has been part of the Allscripts Developer Program, it has helped clinicians auto-enter more than 150,000 test results which has saved 5,000 hours of time for our clients. This is a proven technology that many of our clients benefit from today, and we've once again made them our App of the Month for April to ensure that more practices can learn about and benefit from the advantages of using this solution.

Point-of-care testing is time consuming and presents several other challenges for the practice:

- 1. Accuracy**—Manual data entry is prone to transcription errors that can have a negative impact on patient care, audits and incentives.
- 2. Finding the right fit**—Practices might look at a laboratory information system (LIS) to address these issues. However, these systems are built for acute care and aren't tailored for smaller, primary care settings.

Affordability—These acute systems aren't sufficiently affordable for physician practices, either. Alternatively, Relaymed is available via monthly subscription plans with no upfront fees. Relaymed has a positive return on investment, as it can help recover both wasted client time and lost test billing revenues of up to 20% for those tests previously not recorded in the EHR.

"Test results now go straight to the EHR, meaning practice staff can focus on more important tasks. Productivity and satisfaction are through the roof."

—Phillip F. Bressoud, MD, FACP,
University of Louisville Physicians



Watch this video to see how it works



Listen to an Allscripts On Call podcast with Neil Farish, CEO/Founder Relaymed, describing his journey to developing his solution and the resources and advice that were key to his success.



Up to 20%
positive return on investment

recovering both wasted client time and lost test billing revenues (Source)



View the Replay



Get Quote Now



Samantha by NoteSwift

Adding artificial intelligence to speech recognition for more efficient EHR documentation

Physician burnout is a well-documented issue. More than 40% of over 15,500 physicians polled in a [recent MedScape study](#) reported experiencing burnout. Three of the top [reasons cited in the study](#) related to clerical tasks and the time burden of EHR documentation:

- Too many bureaucratic tasks (e.g., charting, paperwork) – 56%
- Spending too many hours at work – 39%
- Increasing computerization of practice (EHRs) – 24%

This is a significant problem facing hospitals, health networks and medical practices of all sizes and specialties, and Allscripts is committed to designing and integrating with technology that minimizes the clerical burden of EHR documentation.

For example, one solution that has been shown to help ease the burden of EHR documentation is speech recognition, which helps with inputting the narrative of the note and navigating the EHR. But Dr. Chris Russell, a practicing neurologist, realized that technology needs to go beyond dictation to truly help providers.

It needs to intelligently understand the narrative, identify the required structured data elements, ensure terminology is correct and automatically place data into all the appropriate areas of the EHR — without having to manually click through every screen and option.

Samantha™, The EHR Virtual Assistant from NoteSwift, Inc. does exactly that.

With Samantha, Allscripts Professional EHR™ users can enter the entire patient note from a single screen – either by typing or using any speech recognition dictation product. Once the narrative is entered, Samantha’s artificial intelligence goes to work as she:

- Intelligently parses the narrative and identifies the structured data elements
- Ensures the terms dictated are entered in the terminology the EHR expects
- Assigns required ICD-10, SNOMED, CPT, and other codes automatically
- Provides a means for the user to confirm or correct any ambiguous information, and
- Transparently inputs data, codes and check marks in the correct sections of the EHR

Samantha leverages the Allscripts Open platform to seamlessly integrate with Professional EHR, and to support any existing templates, order sets or workflows a practice may already have in place.

Samantha’s A.I. technology makes entering all the contents of the note as easy as writing it down on paper or using a dictation recorder, automatically capturing all the structure, codes and special formatting elements required in today’s complex healthcare environment.

“Before Samantha, I would take 60-90 minutes of charting home each night and pay \$35,000 per year on transcription services...Now, I dictate the notes following each patient encounter right away and don’t take any work home with me! I was also able to eliminate the transcription services within 30 days.”

— Charles E. Castillo, MD, FACS,
Arizona Associated Surgeons



Watch this short video to see Samantha complete an entire patient note in Professional EHR.



View the Replay



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unisonMD by unisonMD

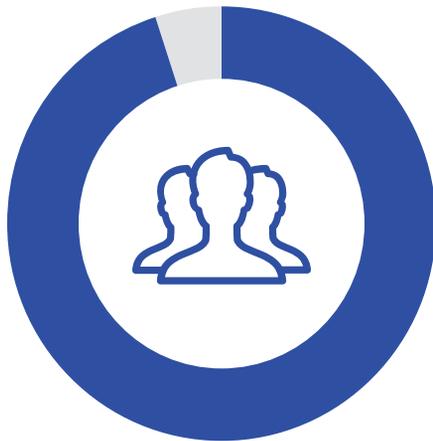
Game changer for managing hospital charges and inpatient care coordination

UnisonMD, certified for Allscripts® Practice Management and Allscripts TouchWorks® EHR is an enterprise rounding solution for hospital and other out-of-office patient encounters.

[Learn More](#)

“The implementation process was super easy, and the go-live support was very good and accommodating. The lead provider of the group we initially went live with is very technology savvy, and very happy. We are rolling unisonMD out to additional specialties. Highly recommend this product.”

—Renay Dworakowski, Manager, Training and Systems Administration, Community Care Physicians, Latham NY



95%
**customer
retention rate**

reported by the average customer after transitioning from paper-based workflows to unisonMD.
(Source)



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Meet the author

**Tina Joros, JD, Vice President & General Manager,
Open & Allscripts Practice Management Business Units**

Tina is responsible for managing the day-to-day operations of the Allscripts Developer Program (ADP), ensuring information, documentation and support is available for developers through online tools, such as the [Allscripts Developer Portal](#), and marketing the applications, integrations built by developers directly to our client base through the [Allscripts Application Store](#).

Prior to her role in developer relations, Tina served as Associate General Counsel for Allscripts (Eclipsys Systems), with responsibilities for third-party contracting and partner management, client contracts, privacy and security issues, and labor and employment matters. Tina authored all of the pieces in this eMagazine.



Listen to an Allscripts On Call podcast where Allscripts innovation leader Tina Joros discusses how to create a culture of innovation, what resources are available to developers, and what healthcare solutions are on the horizon now.

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