

## Provider Orientation - Frequently Asked Questions

April 2021

### Technology and Hardware Questions

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**Q. Does Epic work with macOS X operating systems?**

**A.** Yes. The recommendation is Microsoft Windows but Macs work as well. Some of the shortcut keys will be a little bit different for Macs, but the functionality and experience will be the same.

**Q. Does Epic work on an iPad or Microsoft Surface Pro tablet?**

**A.** Yes. Epic runs on any device that supports the Citrix application, which includes most operating systems and devices. While you can run full Epic on an iPad using the Citrix application, the usability might be difficult with the smaller screen. Epic's iPad app is **Canto**, which is designed for ordering, schedules, notes and other tasks.

**Q. Does Epic require a specific web-browser?**

**A.** No. The Epic application is not web browser-based. It can run on any device that runs Citrix.

**Q. Will dictation software be available? Is a built-in mic required?**

**A.** Dragon Medical One (DMO) will be available as a real-time speech recognition solution where you can save time documenting directly into EpicEdge through integration with PowerMic or the PowerMic Mobile app.

### Program Feature Questions

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**Q. Does Epic track Merit-based Incentive Payment System (MIPS) Measures?**

**A.** Yes, there are a few dashboards and reports for both MIPS and Promoting Interoperability (PI).

**Q. What about Otolaryngology? Are there any specific modules for Otolaryngology? Podiatry? Other Specialties?**

**A.** Yes. There is specialty content for the majority of specialties including ENT/Otolaryngology. Additionally, there will be separate orientation and training sessions offered for each of the specialties.

**Q. Can Note templates be used in the EpicEdge Community platform?**

**A.** Yes, note templates, macros and smart phrases (which are pre-defined statements) can be used. All things we can define and create during implementation.

# Provider Orientation - Frequently Asked Questions (cont.)

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## Program Feature Questions (cont.)

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**Q.** I am a nephrologist and at a typical visit, I handle multiple chronic problems. Many of these problems will have a "story" of their own, which needs to be incorporated into today's note. How does that work?

**A.** You can document notes in each diagnosis and pull into one note. Epic has tools to handle many problems and more for specialists.

## Customization and Support Questions

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**Q.** How long will we have access to training after go-live?

**A.** Training will occur before you go-live with EpicEdge and there will be a support model during the go-live period. After implementation, you will have access to EpicEdge Help Desk support.

**Q.** How do we do intake for elderly patients who don't have smart phones, tablets or computers?

**A.** In these cases, a Medical Assistant can complete the intake process by entering the information.

**Q.** Can the patient intake questionnaire be customized by practice?

**A.** Yes, however we will aim to have questionnaires setup by specialty not department or practice. If necessary, we can set up a practice-based questionnaire.

**Q.** Can we turn off the feature that allows patients to make their own appointments?

**A.** Yes, direct scheduling can be set at the department (practice level), so it can be turned off for certain departments or certain visit types.

## Data Ownership and Security Questions

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**Q.** Can a patient's insurance information or demographics be changed by others outside of our practice?

**A.** Patient information is secure from others outside of your group. The only way patient information could be changed is if the patient has a service at another entity and they need to change the information under the patient's encounter there.

**Q.** Can CPT codes automatically associate with orders such as x-rays and injections or does the provider need to enter these CPT codes separately?

**A.** CPT Codes will be automatically applied when the procedure is performed.

**Q.** Is the provider able to document in multiple charts at the same time? For example, while one patient is having an x-ray, the provider may want to finish documenting on the previous patient they saw.

**A.** Yes, providers can have multiple charts open at once.

# Provider Orientation - Frequently Asked Questions (cont.)

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## Data Migration Questions

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**Q. Will there be capability of integrating demographics and previous documentation from our current EMR? What about future flags in our current EMR such as reminders for repeat testing?**

**A.** Yes, a plan will be put in place to pull patient demographics from your current EMR.

**Q. Will there be an interface between Centricity and Epic? Is GE Centricity software being completely phased out?**

**A.** We will be phasing out of GE Centricity and will work with you to ensure a smooth transition as you make your decision to move to EpicEdge. There will be a data migration plan for the records and archiving data. The only integration will be available through secure messaging.

**Q. If we join from UMass Medical first can we seamlessly join Wellforce after that? We take care of everyone through multiple networks.**

**A.** Yes Continuity of Care Documents (CCDs) can be uploaded into another Epic version. Care Everywhere can be utilized and patient rosters can be uploaded and pulled in. Providers will want to look at the different community models available along with the pricing structure to make an informed decision.

## Epic Billing Questions

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**Q. I use Athena for billing. How will the EpicEdge Practice Management system connect to Athena?**

**A.** Athena can import files into their system where billing can occur. Another option is to use EpicEdge software for billing.

## Agreement and Timing Questions

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**Q. Can NEQCA MD's who are not credentialed at Hallmark Health participate in EpicEdge Community?**

**A.** Yes, EpicEdge Community is an option for ALL community providers in Wellforce whether you're a Primary Care Physician (PCP) or specialist.

**Q. What is the timeline for EpicEdge Community Implementation?**

**A.** There will be a 12 week implementation process. Plans for Phase One go-live are the end of March 2022. Private Physician offices will be able to go live in first wave along with all hospitals, etc. Please see the EpicEdge Community packet for a full implementation timeline.