

eClinicalWorks

EPP MANDATORY DISCLOSURE: COST AND LIMITATIONS

Capability	Description of Capability	Costs or Fees <i>Types of costs or fees that a user may be required to pay to purchase, license, implement, maintain, upgrade, use, or otherwise enable and support the use of the implementation or use of the capability OR in connection with the data generated in the course using the capability</i>	Contractual Limitations <i>Limitations of a contractual nature (including developer policies and other business practices) that a user may encounter in the implementation or use of the capability OR in the connection with the data generated in the course of using the capability</i>	Technical or Practical Limitations <i>Limitations of a technical or practical nature that a user may encounter that could prevent or impair the successful implementation, configuration, maintenance, support or use of the capability OR prevent or limit the use, exchange or portability of any data generated in the course of using the capability</i>
Add on Service: eClinicalWorks® Enterprise Patient Portal	The eClinicalWorks® Enterprise Patient Portal (hereinafter singularly referred to as "EPP") is a tool that provides easy access to patient health information from eCW and non-eCW providers within a network/community, to deliver better healthcare. EPP is a secure, Web-based communication module that facilitates communication between hospital systems, eCW ambulatory and non-eCW ambulatory EMRs within a community and its patients, using eClinicalWorks Electronic Health Exchange (eEHX®), to better serve and improve the quality of care.	<p>The use of EPP involves costs in addition to the standard eClinicalWorks V11 costs. The costs that will be incurred are outlined as follows:</p> <p>Implementation, Hosting and Maintenance Costs:</p> <p>In order to implement the service, there is a one-time implementation cost applied to the entire organization, <i>i.e.</i>, a single, one-time implantation cost per organization.</p> <p>There is a quarterly cost for support and maintenance of the platform as well as a quarterly cost for eClinicalWorks hosting the platform. This quarterly cost is determined by the number of</p>	The EP or Hospitalist must sign an EPP Software License and Support agreement. The term of the agreement is typically a 3-year term which may vary depending on the customer's needs.	Technical/Practical Limitations outlined in this document.



		<p>patients that have an account related to the product.</p> <p>In addition to the implementation, hosting and maintenance costs, there are other potential costs depending on the customer's customization needs to support EPP. These costs are outlined below:</p> <p>Depending on the subscription package selected by the customer, an initial patient limit is set. If the number of patients goes beyond the set limit, a quarterly cost is incurred.</p> <p>Customers have the availability to use eCW Project Managers to implement the product. This cost is initially a one-time cost and then additional time can be purchased at a daily cost. Travel and airfare costs are not incorporated into the days' costs.</p> <p>Given a particular customer's needs, there may be additional interfaces needed for their organization (such as a demographics feed inbound, a Consolidated Clinical Document Architecture (hereinafter singularly referred to as "CCDA") feed inbound, HL7 Lab Results from Hospital, HL7 Radiology Results from Hospital, etc.). There is a one-time cost per interface/ integration to set-up and configure the interface. The customer may have to sign an interface end-user/ contractual agreement.</p> <p>If a customer is interested in having a test server hosted by EPP, a per month cost is incorporated. If the customer is</p>		
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		hosting the server, a one-time setup fee is incurred.		
§170.315.(e)(1) View, Download, and Transmit to third-party (Ambulatory)	Enables the ability for patients to use internet-based technology to view, download, and transmit their health information to a third-party in the criterion specified manner.	Costs are outlined above.	The EP or Hospitalist must sign a EPP Software License & Support agreement. The term of the agreement is typically a 3-year term which may vary depending on the customer's needs.	<p><i>For eClinicalWorks Users:</i></p> <p>Patient Portal Settings must be configured by the eClinicalWorks user. The user is responsible for ensuring that their chosen Patient Portal Settings are compliant with §170.315.(e)(1) requirements. Demographics, Social History, Problems, Allergies, Immunizations, Health Concerns, and Implant List are patient centric and are not subject to date range filtering.</p> <p>In the event a patient would like to share CCDA with a provider that is outside of the organization, the patient would need to know the receiving provider's direct address in order to successfully submit the CCDA.</p> <p>healow Application was demonstrated during certification and can be used for measure calculation from XX/XX/2018 onwards.</p> <p><i>For users of non-eClinicalWorks EHR Systems:</i></p> <p>In the event a patient would like to share CCDA with a provider that is outside of the organization, the patient would need to know the receiving provider's direct address in order to successfully submit the CCDA.</p> <p>The EPP product only displays records that it received from the source Organization. For example, if a source Organization only submits three patient records to EPP, then only three patient's records will be viewable upon user log-in to the EPP product.</p>

				<p>In order to receive any patient data, it is required that the sending provider have a certificate verifying his or her provider information. Because EPP is dependent on receiving this certificate verifying the source of the patient data received through EPP, the product's functionality is limited to the extent that the source data must first be verified.</p> <p>healow Application was demonstrated during certification and can be used for measure calculation from XX/XX/2018 onwards.</p>
§170.315.(e)(1) View, Download, and Transmit to third-party (Inpatient)	Enables the ability for patients (or authorized representatives) to use internet-based technology to view, download, and transmit their health information to a third-party in the criterion specified manner.	Costs are outlined above.	The EP or Hospitalist must sign an EPP Software License & Support agreement. The term of the agreement is typically a 3-year term which may vary depending on the customer's needs.	<p>In the event a patient would like to share CCDA with a provider that is outside of the organization, the patient would need to know the receiving provider's direct address in order to successfully submit the CCDA.</p> <p>The EPP product only displays records that it received from the source Organization. For example, if a source Organization only submits three patient records to EPP, then only three patient's records will be viewable upon user log-in to the EPP product.</p> <p>In order to receive any patient data, it is required that the sending provider have a certificate verifying his or her provider information. Because EPP is dependent on receiving this certificate verifying the source of the patient data received through EPP, the product's functionality is limited to the extent that the source data must first be verified.</p>
§170.315(e)(2) Secure	Enables the user to send messages to, and receive messages from, a patient	Costs are outlined above.	The EP or Hospitalist must sign an EPP Software License &	This function is limited to eClinicalWorks users.

Messaging (Ambulatory)	(or authorized representative) in a secure manner		Support agreement. The term of the agreement is typically a 3-year term which may vary depending on the customer's needs.	Patient Portal Settings must be configured by the eClinicalWorks user. healow Application was demonstrated during certification and can be used for measure calculation from XX/XX/2018 onwards.
§170.315(e)(3) Patient Health Information Capture (Ambulatory)	Enables the user to identify, record, and access information directly and electronically shared by a patient (or authorized representative) and reference and link to patient health information documents.		The EP or Hospitalist must sign an EPP Software License & Support agreement. The term of the agreement is typically a 3-year term which may vary depending on the customer's needs.	This function is limited to eClinicalWorks users. Patient Portal Settings must be configured by the eClinicalWorks user. Trackers must be activated and configured by the patient (or authorized representative). Questionnaires must be configured by the eClinicalWorks user through the executable version. healow Application was demonstrated during certification and can be used for measure calculation from XX/XX/2018 onwards. In order to fill out a questionnaire on the healow Application, the patient must have a scheduled TeleVisit.

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