



# OCHIN

Products and Services

# About OCHIN

Your tireless dedication to advancing better health and more equitable care in your community is intrinsic to OCHIN’s mission. Our integrated service portfolio is powered by technology—yet grounded in a human-centered approach that prioritizes your patients and community, while helping you reduce clinician burden, streamline care delivery, and enhance operational efficiency. As a nonprofit leader in equitable health care innovation and a trusted partner to a growing national network, we equip you with:

- A proven continuum of focused support, training, and workforce development programs, backed by more than two decades of practice-based research and solutions expertise
- A resilient technology platform, combined with perceptive insights reflecting the largest collection of community health data in the country
- The ability to tailor your choices in a way that meets the unique needs of your patients, your organization, and your diverse community—connecting everyone to a more robust and dependable circle of care

We prioritize your efficiency and productivity to give you peace of mind, confidence, and a representative voice that puts you at the center of sustainable health care transformation.

## OUCHIN Products and Services

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## Contact Us

If you have questions or would like more information, including pricing or a demo, please call **503.943.2500** and ask for our Business Development team, or email [business\\_development@ochin.org](mailto:business_development@ochin.org).

# Member Support Services

In addition to our available products and services, OCHIN provides the following support to all our members:

- **Member Care Team**  
Each OCHIN Epic and NextGen member is assigned a Member Care Team that provides holistic support and proactively addresses member needs. Led by an account manager, the team includes a clinical analyst, reporting analyst, and revenue cycle analyst.
- **Help Desk**  
The OCHIN Help Desk (503.943.2502) is available to members Monday – Friday, 5:00 am – 6:00 pm PT.
- **Workgroups**  
OCHIN members are invited to take part in recurring workgroup meetings on billing, reporting, and other topics that matter to you. OCHIN encourages members to actively participate with the Collaborative to better understand the system and to learn from other Collaborative members on best practices, learnings, and innovative initiatives. Many workgroups provide access to additional supporting materials and specialized Wiki pages to reference for additional information. Workgroups are a simple way to stay up to date with not only OCHIN, but the community of health centers within.
- **Invitation to Annual Learning Forum**  
The OCHIN Learning Forum is an annual member-focused health care IT event featuring educational sessions on a variety of relevant health care and HIT topics, engaging speakers, peer-to-peer learning, and networking opportunities.
- **Research Opportunities**  
OCHIN members have access to participate in research initiatives we conduct with various partners around common conditions in our populations, health disparities, interventions to improve outcomes, the impact of health care policy, and much more. See the Research section of this document for more information on OCHIN research and how to get involved.

# Compliance and Security

OCHIN recognizes that HIPAA compliance begins with organizational policies, procedures, and practices that are reinforced through appropriately secured technology. OCHIN is fully compliant with HIPAA and HITECH, and several of our policies and/or practices are listed below. More specific and detailed information is available upon request. As the health care landscape continues to evolve, OCHIN undergoes regular compliance reviews that are designed to reinforce existing compliance tools and identify potential updates required in the future.

- **Disaster Recovery**

For security purposes, it is the policy and practice that OCHIN does not distribute detailed disaster recovery plans. However, OCHIN's disaster recovery policies and procedures are fully compliant with HIPAA and industry standards. To further minimize the potential for data loss in the event of a natural disaster, OCHIN, Inc. utilizes a secondary data center located in a different geographic region and on a separate tectonic plate from the primary data center site.

- **Backup**

OCHIN creates regularly scheduled backups for each information system. It is required that all media used for backing up PHI be stored physically in a secure environment, such as a protected offsite storage facility.

- **Data Security Personnel**

OCHIN employs a team of highly experienced and appropriately credentialed data security personnel. We consider it every employee's responsibility to ensure that patient information is protected and treated with the utmost respect and that all HIPAA Privacy and Security Policies are maintained. OCHIN staff receive appropriate education and training that begins with an annual baseline training and expands to additional training that is defined based on job and access to PHI.

- **Auditing**

Auditing allows members to determine whether users are appropriately accessing and editing the data for which they have security. Auditing can be used to report on user access and hold users accountable for any inappropriate use of the system. Epic applications can be configured to audit system usage using several techniques. Audit information can then be viewed as needed and included in periodic reports. OCHIN Epic users with appropriate user roles are provided with access to some audit logs within the system. Access to more detailed security audit logs is available through the OCHIN Compliance Officer.

- **Encryption and Transmission**

All data is encrypted in transit and at rest. All performance analysis is based on that baseline.

- **Incident Protection and Detection**

OCHIN utilizes centralized system logs correlated by a third-party vendor software, as well as all networking equipment, and utilizes Cisco Secure Access Control system.

- **Third-Party Security Audit**

On a regular basis or when a major change is made to the system or environment, OCHIN undergoes a third-party security audit. A copy of OCHIN's most recent independent, third-party compliance audit is available upon request.

# OCHIN Research

OCHIN is committed to building the nation's foremost community laboratory for health outcomes, policy, and primary care research with vulnerable and underserved populations. The aim of our research is to *improve* the health of underserved populations, *enhance* quality of care, and *inform* health policy through research. Our studies examine effective interventions and delivery system improvements, especially those that focus on:

- Understanding and addressing health conditions with known health disparities that are common in safety net populations
- Improving health outcomes in safety net populations
- Evaluating interventions that have potential to improve safety net practice
- Testing Health IT interventions to improve population health
- Implementing evidence-based practices within the clinic network

OCHIN Research is guided by the OCHIN Practice-Based Research Network (PBRN), which is comprised of practicing clinicians from OCHIN member clinics. Its mission is to encourage research with potential to directly benefit safety net patients, to develop and improve OCHIN's data resources for research purposes, to partner with interested researchers, and to translate research findings into practice.

## Network Participation

OCHIN participates in multiple national research networks:

- [Accelerating Data Value Across a Network of Community Health Centers - ADVANCE](#)
- [National Patient-Centered Clinical Research Network - PCORnet](#)
- [Building Research in Implementation and Dissemination to Close Gaps and Achieve Equity in Cancer Control - BRIDGE-C2](#)
- [Health Data for Action - HD4A](#)
- [Health Experiences Research Network - HERN](#)
- [National COVID Cohort Collaborative - N3C](#)
- [OCHIN Practice-Based Research Network - OCHIN PBRN](#)
- [Sentinel Initiative](#)
- [Vaccine Safety Datalink - VSD](#)

## Collaborate with Us

OCHIN has a formal method for clinics and investigators to submit research proposals for consideration, and we collaborate with our member clinics and research partners to determine which studies we'll participate in based on whether the proposed work is a priority area and supports the mission of OCHIN and our partners.

Our research priority areas include health systems, practice transformation, social determinants of health, and health policy. Key research topics include cardiovascular disease, chronic pain and opioids, diabetes, HIV and infectious disease, mental health, obesity, reproductive and family health, and sexual orientation and gender identity.

Parties interested in collaborating with OCHIN and its research partners should contact [researchcollaboration@ochin.org](mailto:researchcollaboration@ochin.org) early in their process.

# OCHIN Epic

OCHIN offers a fully hosted, highly customized instance of Epic practice management and Electronic Health Record (EHR) solutions. We provide a full-service experience including system implementation with project management support, workflow optimization, and training to help staff and clinicians effectively use these tools.

## Epic Practice Management Software

OCHIN Epic Practice Management Software includes scheduling, registration, and professional billing software, as well as ADA, ICD, CPT, DSM, and IMO codes, reporting, and other core functionality that supports practice management needs. OCHIN partners with TPS to manage successful claims submission, with a fully integrated setup that allows members to track their outstanding claims within the PM system. This clearinghouse solution supports both real-time/batch eligibility and seamless claims tracking in a single system.

OCHIN Epic also provides tools to enable clinical data exchange with payers to support more efficient claims processing and care coordination:

- **Payer Gateway**  
Payer institutions can license and request patient clinical summary and encounter information from OCHIN members on a member opt-in basis. Members can release patient records automatically upon request or review requests and manually release patient information. Members can “Push” an encounter summary (CDA) or respond to a “Query” filtered by the coverage applied to the encounter.
- **Payer Platform**  
Payer institutions can license an instance of Epic that promotes closer collaboration between large payers (1 million+ patients) and providers to help improve patient care and address business needs. Along with the functionality of Payer Gateway, the Platform also improves care coordination, clinical outcomes and quality scores, as well as authorization turnaround times, while reducing manual effort and claim denials.

## Epic EHR Software (EpicCare)

OCHIN specializes in providing an Electronic Health Record that positively impacts our members and the communities they serve by enhancing their ability to provide better, more patient-centered care. In addition to streamlining business processes, increasing communications for patients, and secure chat between users, the OCHIN Epic EHR solution provides crucial support in the following areas:

- Meaningful Use Certification
- Patient-Centered Medical Home Certification
- Clinical Quality Improvements
- Patient Communication and Care Coordination
- Health Information Exchange
- Alternative Payment Methods

OCHIN Epic includes the following navigators, which are custom views in Epic created to support specific care settings. We can also build customized navigators by request to meet each organization’s unique needs.

- **Behavioral Health/Mental Health Navigator**  
These navigators support both specialty mental health practices and clinics that provide integrated behavioral health service in primary care, including chronic case management.

- **Correctional Facility Navigator**

This navigator supports jail health and correction environments with booking system integration, reporting, and care for inmates at both adult and juvenile facilities.

- **Family Support Services (Washington) Navigator**

These navigators are for nursing programs (very similar in OR and WA) for patients and their children/infants, or pregnant women who are at risk due to lack of resources, homelessness, low income, environmental concerns, etc. The following assessments are included:

- Pregnancy Assessment
- Postpartum Assessment
- BH/Psychosocial Assessment
- PHQ9 Assessment
- Caretaking/Parenting Assessment
- Development Assessment
- Nutrition Assessment
- Child Health Assessment

- **HIV Navigator**

The HIV navigator supports the needs of our members who serve HIV and AIDS populations. Very specific tools for HIV mutation tracking and charting help with providing care to these complex patients.

- **Maternity Support Services/Infant Case Management (Oregon) Navigator**

These navigators are for nursing programs (very similar in OR and WA) for patients and their children/infants, or pregnant women who are at risk due to lack of resources, homelessness, low income, environmental concerns, etc.

- **OB/GYN with Custom Results Console Navigator**

This visit navigator supports prenatal and postnatal care with special tracking tools for pregnancies incorporated for reporting and alerts to support the health of mom and baby. OCHIN has completed a special build for our members in California to support their government funded CPSP program.

- **Ophthalmology/Optometry Navigator**

This navigator primarily supports optometry departments but also provides some ophthalmology tools. It simplifies prescribing eyeglasses and contacts, as well as documenting basic eye care including:

- Visual Activity exam
- Tonometry exam
- Pachymetry exam
- External exam
- Slit Lamp exam
- Fundus exam

- **Physical Therapy Navigator**

This navigator supports our members who provide PT services.

- **Public Health Nursing (California) Navigator**

This navigator for our Public Health Department nurses in California includes a special build for STD testing, immunizations, and women's care.

- **Refugee Navigator**

This navigator supports our members who support refugee clinics.

- **School Based Navigator**

With specialized tools to support school-based health centers, this navigator is a lot like the standard clinical navigator but supports school-based initiatives, reporting, and grant requirements for funding.

- **Sexually Transmitted Infections (SDIs) Navigator**

This navigator is intended for members with STD/SDI clinics that just deal with sexually transmitted infections.

- **Urology Navigator**

This navigator supports our members who provide urology services.

## **Epic Advanced Scheduling**

Advanced Scheduling supports centralized call center scheduling across your entire organization, as well as Slot Utilization reporting. Automate or streamline scheduling based on a patient's symptoms, visit or provider type, or predefined groups or pools used at your organization.

## **Epic CEO Dashboard**

OCHIN Epic's CEO Dashboard lets clinic executives quickly and easily view and evaluate the information in the system that they need most.

## **Epic COVID-19 Mobile Testing and Vaccine Applications**

The COVID-19 Mobile Apps are lightweight tools specifically geared for high throughput testing and vaccination sites that have low infrastructure capabilities, such as parking lots, community spaces, and mobile vans. These tools were designed to meet the needs of OCHIN members who strive to quickly screen and provide testing and results, or vaccines, to established and non-established patients. It helps replace paper-based systems and uses patient matching technology to alleviate the need for front office staff workflows.

## **Epic Dental Software (Wisdom)**

Wisdom is an Epic dental record module that completely integrates with the EpicCare Ambulatory EHR. As an add-on application with all the core functions of the EpicCare Ambulatory EHR, OCHIN Wisdom is designed to integrate scheduling, billing, provider and patient master files, and patient-facing services.

*With a single, integrated access point*, any provider (whether dental or MD) can view/modify/update a patient's demographic, allergy, medication, and health history information. This module includes:

- Tooth Charting
- Treatment Plan
- Preventive Care
- Billing
- Claims
- Pre-Authorization

OCHIN's implementation of Epic Wisdom is also tightly integrated with a third-party picture archiving and communication system (PACS) to support economical storage and convenient access to images. Please note: OCHIN still supports integration with Dentrix as well, via an interface.

## **Epic Health Information Exchange (CareEverywhere)**

CareEverywhere is Epic's health information exchange and referral management tool. It allows organizations on the Epic platform to access patient information, including summaries of care and other documents, from other Epic institutions and reconcile medications, allergies, and problem lists for better care coordination. OCHIN Epic supports Closed Loop Referrals for bidirectional exchange of referrals to local Epic hospitals and clinics.



## Epic Mobile Apps (Haiku and Canto)

Haiku is EpicCare's mobile app for the iPhone and Android devices. Canto is the mobile app for the iPad. These apps provide authorized clinical users of OCHIN Epic's Electronic Health Record with secure access to clinic schedules, patient lists, health summaries, test results and notes, as well as In Basket access from mobile devices.

## Epic Outpatient Pharmacy (Willow)

Willow is Epic's outpatient pharmacy module. It fully integrates with Epic to allow the retrieval of outpatient pharmacy prescription information, access to medication histories, and the ability to actively track medication dispensing across integrated pharmacy locations.

## Epic Patient Portal (MyChart)

OCHIN Epic EHR also includes MyChart patient portal functionality, which is available in both English and Spanish and provides patients secure access to portions of their EHR online and via mobile devices. MyChart allows patients to access and keep track of their medications, lab results, immunizations, and more, as well as manage appointments, send and receive secure messages, request prescription refills and referrals, and pay bills with a credit card (with third-party integration). Conduct Virtual Visits through MyChart with Zoom integration. MyChart branding and some content can also be customized. With Lucy, Epic's personal health record, patients can upload the information you provide through MyChart, and add their personal comments and clarifications. Patients can elect to share both this uploaded information and their personal health record with you and other health care organizations. OCHIN MyChart also supports OpenNotes, which gives patients secure access to their providers' medical notes via the patient portal for more open and transparent health care.

## Epic Population Health (Healthy Planet)

Healthy Planet, Epic's integrated population health platform, coordinates care across a community of providers and helps identify care gaps, improve quality and patient outcomes, and decrease costs with care management tools and advanced analytics. This collection of tools includes clinical quality measures, population health registries, and intuitive self-service dashboards, reports, and analytics tools to help define, understand, engage, and track patient populations. OCHIN members can also load payer claims data and patient rosters into Epic to examine cost and utilization.

## Epic Provider Efficiency Tools (Signal)

Epic's Signal tool uses data visualization to help understand clinicians' mastery of the system. Generate provider efficiency profiles for clinical users to identify opportunities for training or improvement to increase provider performance and satisfaction using OCHIN Epic.

## Epic Revenue Cycle Dashboard (Financial Pulse)

Epic's Financial Pulse dashboard includes several important revenue cycle metrics to help manage financial performance. It also allows organizations to compare those metrics with other groups hosted on Epic.

## Compass Rose

When you care for patients with complex health profiles or higher risk factors, OCHIN's Epic Compass Rose portfolio helps you work smarter. It lets you combine key health and social insights into a more patient-centered, comprehensive record—creating an advanced episode structure with robust metadata that facilitates high-touch, patient-centered support and interoperability. Assess social determinants of health (SDOH), enroll patients in beneficial local programs, and track outcomes over time. Strengthen the circle of care and meet your Care Management requirements—while meeting the unique needs of your patients, organization, and community.

## Additional Licenses Needed to Use OCHIN Epic

The third-party licenses below are required for certain Epic functionality:

- **Cache License Pack**  
This is the bridge connecting user workstations to OCHIN Epic Hyperspace. The pack includes cache, Windows Client Access License, Terminal Server Client Access License, and Citrix License fees.
- **Report Writing (Clarity Scheduling and Designer Functionality)**  
This functionality provides access to OCHIN's library of reports as well as the ability to create custom reports.
- **Scanning (Hyland OnBase)**  
The OnBase scanning program is an application that sits locally on a selected number of a clinic's PCs where medical record users scan in patient data in batches. These batches of patient documents are then uploaded to OCHIN's servers where they will live indefinitely, at which point the scanning program is no longer needed.

Additional licenses are required for the following OnBase functions:

- **Epic Integrated Scanning**- Scan in documentation, including ID cards, insurance cards, consents, etc. One license is needed per workstation.
- **Viewing** - This license provides the ability to view scanned documents in a patient's record.
- **Indexing** - Once a batch of patient documents is uploaded to OCHIN's servers, users log into the indexing application where patient keywords and QA is completed before uploading to Epic. One "Indexing Only" station license is needed for each scanner used.

## Add-On Functionality

The products and services below are available to add onto OCHIN Epic member contracts:

- **340b Drug Discount Program**  
This federal drug discount program administered under HRSA requires drug manufacturers to provide outpatient drugs to eligible health care organizations and covered entities at significantly reduced prices. OCHIN's FQHCs and RCHs, Ryan White HIV/Aids program grantees, homeless clinics, Urban Indian clinics, and other eligible clinics can leverage this program. The benefits include reduced overall prescription drug costs for patients in addition to revenue for the clinic by way of an administrative fee on each dispensed drug. OCHIN supports this program through program knowledge and building the required interfaces with the third-party vendor or creating flat files to support the integration of the data between the clinic and the pharmacy.

- **Custom Development**

OCHIN can provide custom Epic development of new departments, visit types, navigators, smart sets, flow sheets, and more to meet each organization's needs.

- **e-Signature Forms**

Three forms are included in the standard OCHIN Epic contract. Additional forms are available at a small fee.

- **Integrated Devices**

OCHIN Epic has two Technology Partner options for integrated devices: MidMark and Hillrom (formerly Welch Allyn). The following integrated devices are available to feed patient EKG, spirometry, and vitals data into Epic:

- MidMark IQecg – ECG
- MidMark IQspiro – Spirometry
- MidMark IQvitals – Vitals
- Hillrom Connex Spot Monitor – Vitals
- Hillrom Spot Vitals Lxi 45 – Vitals
- Hillrom Connex Vital Signs Monitor – Vitals

- **OCHINLink**

This tool can be used to help your affiliated providers deliver quality patient care. OCHINLink provides real-time web access to patient information including:

- Snapshot
- Chart Review
- Flowsheets
- Allergies
- Problem List
- Histories (Medical, Surgical, Social)

- **TriZetto Claims Clearinghouse**

Included in your OCHIN contract, the integrated TriZetto clearinghouse helps streamline patient eligibility verification and claims processing and payment.

- **Welcome Tablets**

OCHIN supports the Welcome application for Windows-based tablets. Welcome offers patients self-service options at the start of the care process through an intuitive touch-screen interface that lets patients (or their parents and guardians) complete a variety of tasks such as checking in or out for appointments, reviewing registration information, answering questionnaires, and making payments.

Welcome integrates with Cadence, Prelude, Resolute Professional Billing, and EpicCare Ambulatory for:

- Patient Registration, Check-In, and Check-Out
- Patient Questionnaires: AUDIT, DAST, CRAFT, SBIRT, PHQ-9, and MSPQ (custom available)
- Patient Information Verification/Update
- Allergy and Medication Verification
- MyChart Sign-Up
- Patient E-signature Consents

## Interfaces

OCHIN provides a number of interfaces to support communication between systems. All interface requests are scoped to meet the member's needs. Frequently requested interfaces support the following operations:

- **Admissions**

Supports admissions with bidirectional complex ADT (Admission, Discharge, and Transfer Message).

- **Appointment Scheduling**

Provides outbound appointment scheduling SIU (Schedule Information Unsolicited Message).

- **Continuity of Care**  
Allows OCHIN Epic to communicate with hospitals, health systems, the Social Security Administration, the VA, and others through CCD (Continuity of Care Documents).
- **Financial Transactions**  
Supports billing and other financial transactions through DFT (Detailed Financial Transaction) messages.
- **Lab Orders and Results**  
OCHIN has established bidirectional interfaces with LabCorp and Quest for Lab ORM (General Order Message) and ORU (Unsolicited Transmission of an Observation). We can work with members to set up an interface with other labs as well if needed.
- **Radiology**  
Supports integration of general and specialty imaging for clinics offering radiology services.
- **State Immunization Registries**  
Bidirectional Immunization Registry interfaces support VXU (Unsolicited Vaccination Record Update) and VXQ (Query for Vaccination Record).
- **Transcription and Medical Documents**  
Supports MDM (Medical Document Management Message) for inbound unsolicited transcriptions and medical documents.
- **Ultrasound DICOM Import Tool**  
Automates importing ultrasound images into OnBase and associating those images with an order that can be viewed within Epic Hyperspace.

# OCHIN Epic Acute Care

The EpicCare Inpatient Clinical System is a full-service Electronic Health Record (EHR) system that supports Interdisciplinary Care Plans and clinical teams across a full range of care. The system includes comprehensive tools to support documentation and care management, hospital specific departments for ancillary services, revenue cycle, as well as pharmacy, medication, order support, and more.

## EpicCare Inpatient Clinical System

The system includes EDR, EHR, Order Entry / CPOE, Clinical Documentation, MAR, Interdisciplinary Care Plans, Clinical Pathways, Bugsy Infection Control, Clinical Case Management, Willow Inpatient Pharmacy, Inventory Supply Tracking, Rover, ICU, HIM - Deficiency Tracking, and ASAP Emergency Department.

### *Comprehensive Documentation and Care Management*

Tools include precise Clinical Documentation, Clinical Case Management to help consolidate and streamline workflows, and Health Information Management (HIM) Deficiency Tracking to ensure chart completion and documentation compliance. Clinical Pathways help your organization provide consistent, standardized care by outlining treatment for patients undergoing common procedures with integrated Order Sets, care plans, patient education, and other documentation in one place.

### *Pharmacy, Medication, and Order Support Tools*

Epic Inpatient tools include Willow Inpatient Pharmacy with dispensing features and inventory supply tracking to improve your ability to track things like medications and PPE with automated inventory management tasks. Tools also include Computerized Physician Order Entry (CPOE) to get medication, laboratory, and radiology orders faster, and Medication Administration Records (MAR) to document when medications are given to a patient to understand compliance and effectively manage medications.

### *Specific Hospital Departments, Levels, and Types of Care*

The EpicCare Inpatient Clinical System supports provision of care in different acute care settings including the Intensive Care Unit (ICU), ASAP Emergency and Urgent Care Departments, and EpicCare for Hospital Outpatient Services. The Electronic Dental Record (EDR) tools allow dental teams to record and manage patient dental care when necessary. Telehealth Everywhere is intended to offer a streamlined experience for patients to be able to receive appropriate and expedient care, even when their primary health care organization does not have available providers. In an acute care setting, telehealth would be primarily used for specialty consult (e.g., remote cardiologist, etc.).

## Clinical Device Decision Support

You can configure Best Practice Advisories and patient acuity scoring to use unvalidated device data in calculations to present advisories and patient scores—not a substitute for a clinician’s professional judgment and decision making, or for existing patient alarms or monitoring systems. Epic provides an indication to clinicians when patient scores are calculated with, or Best Practice Advisories are triggered from, unvalidated device data.

## Bugsy Infection Control

Bugsy Infection Control lets you trace infections with reports and dashboards to understand and prevent spread while alerting clinicians when they're caring for an infected patient to help maintain isolation protocols and identify others who might have contacted the patient. Prevent and treat infections on all fronts, from monitoring potential outbreaks to preventing antimicrobial resistance. Bugsy's tools integrate with EpicCare Inpatient, OpTime, and Willow Inpatient to support care throughout a patient's hospital stay.

## Clinical Case Management

Clinical Case Management builds on EpicCare Inpatient to provide access to clinical information with specialized case management features. Case management roles and responsibilities can be wide-ranging. With Clinical Case Management you can centralize case management tasks, including utilization review, payer communications, and coordinating transitions of care.

## Willow Inpatient Pharmacy

Willow Inpatient, Epic's inpatient pharmacy application, is a key component of Epic's closed-loop medication management process, linking the ordering, verification, preparation, dispensing, and administration of patients' medications in a single integrated system. Medication orders from EpicCare Inpatient flow directly to Willow Inpatient for verification, preparation, and dispensing. Hospital pharmacy staff have direct access to the patient's entire chart, empowering them to play a more active role in patient care. Monitoring tools, such as a patient scoring system, can alert pharmacists to potential problems, increasing their efficiency and effectiveness. In addition, a unified set of decision support tools between Willow Inpatient and Epic's other inpatient clinical applications provides pharmacists with warnings and notifications when they order or verify medications.

## Rover

Rover enables clinicians and other users across your organization to perform review, complete documentation, and carry out key workflows on-the-go, using handheld devices. Rover supports workflows in EpicCare Inpatient, Beaker, Radiant, Willow Inventory, Dorothy, Comfort, Coordinated Care Management, Wound Care, and Grand Central. Rover saves time by eliminating the need to sign in and out of workstations and by going wherever users go, like tight spots where workstations don't make sense. Users can complete multiple workflows without the need to carry multiple devices or a pager. Positive patient identification (PPID) in Rover helps users abide by the five rights of medication administration when they perform barcoded medication administration (BCMA) and specimen collection workflows.

## MyChart Bedside

Augment your bedside manner by offering real-time clinical information, relevant education, and much more, directly on an admitted patient's tablet or phone using MyChart Bedside. This tablet-based application enables communication with isolated patients, gives hospitalized patients and their families more information about their care, allows them to communicate needs, receive education, give feedback, and contribute medical documentation.

## Deficiency Tracking

Deficiency Tracking saves HIM staff time by making it easy to keep track of documentation deficiencies and providing a centralized workspace for deficiency analysis and administration. Deficiency Tracking reporting tools help you keep an eye on organizational trends in documentation compliance, such as how quickly providers respond to outstanding

deficiencies. On their home screens, HIM managers have easy access to statistics about compliance with standards set by the Joint Commission and other accreditation bodies. Managers can also easily find the information required to submit the Joint Commission's Hospital Medical Record Statistics form.

## Resolute Hospital Billing

This dynamic, hospital-account-based system coordinates inpatient and outpatient billing for hospital-based charges, including Hospital Coding, Patient Estimates, Charge Reconciliation, Denial and Variance, and Self-Pay and Contract Management. Drawing information directly from Grand Central/Prelude and your Epic clinical products, Resolute Hospital Billing automatically builds and submits claims. The system supports claims for both hospital and professional charges but is optimized for handling hospital-based charges. Comprehensive reporting functions help executives track financial performance.

## Grand Central and Prelude Registration

Grand Central is your facility's real-time patient flow companion. From transfer center and bed planning to environmental services, transport, and capacity management analytics, Grand Central helps you maintain seamless, efficient patient flow that's integrated with the rest of Epic. Transfer Center provides a single place for nurses and administrative staff to capture patient medical information, facilitate provider communications, track physician and financial approvals, document transportation progress, and see real-time bed availability and registration progress.

## Financial Assistance

Used alongside Prelude, Resolute Billing, and MyChart, the Financial Assistance module helps financial counselors collect patient financial information, track program applications, and apply discounts in a single workflow.

## Beaker Laboratory Information System

With Beaker, pathologists and technologists can efficiently perform lab workflows within the integrated patient care system for one shared, unified patient record. Full-color, rich-text pathology reports share up-to-date patient results with all members of the care team, including surgeons and oncologists. With a single patient record, lab users can see all of the outstanding lab orders for a patient across encounters and providers and address them all at once. Beaker helps users achieve positive patient identification (PPID) by using integrated scanning collection and tracking workflows to help ensure that the right patient is always associated with the right specimen. When appropriate specimens are available, the system prompts physicians to add on relevant tests to reduce unnecessary draws. Redundant tests are automatically canceled, and substitute tests ordered. Real-time worklists centralize upcoming work with a shared Outstanding List for testing and worklists for receiving, preparation, and shipping. Dynamic updates mean lab techs always know what to work on next.

## Blood Administration

Blood Administration functionality supports blood transfusions and administering blood products. Document blood product administrations using patient and product barcode scanning. Streamline blood administration workflows with scanning and documentation on one screen.

## Radiant Radiology

Epic's Radiology Information System is natively integrated across Epic applications to help imaging departments and clinicians get the tools and information they need. Radiant includes centralized ordering and resulting, agile scheduling, collaborative patient care, billing, reporting, and specialized tools for Radiology. While protocolling, radiologists can indicate study technique, place orders for contrast and labs, send instructions to technologists, and review relevant priors. Radiologists see a curated view of patient charts in a snapshot that shows them relevant information and lets them document discrete findings. Radiant shows critical results and significant findings so providers can track recommendations and follow up.

## OpTime OR Management and Anesthesia

OpTime lets users document pre-procedure, intra-procedure, and post-procedure surgical workflows in one perioperative record. Surgical staff can electronically track pre-procedure requirements, including the interval H&P, e-consent, and pre-admission lab work. They can document staff, counts, LDAs, timeouts, and more during surgery, and can scan barcodes to document implants and supplies. Preference cards help clinicians complete their documentation by pulling in information that is commonly the same across patients receiving the same procedure, such as pick lists and patient positioning.

## Stork OB/Labor and Delivery

Stork provides clinicians with the tools they need for easy prenatal documentation, including chart integration between parent and child, ultrasound documentation and workflows, pregnancy checklist, and fetal charts, as well as labor and delivery summary, reporting, fetal monitoring, and newborn feeding. Step-by-step workflows, intuitive views, and easy-to-print patient summaries make pregnancy and birth documentation simple and clear.



# Tools to Support Value-Based Pay

OCHIN works to ensure access to care for the whole community by valuing care of the whole patient. Every patient should have access to whole-patient care, including any additional social support needed to achieve their full health potential. That's why we offer a portfolio of solutions to help members provide high quality whole-patient care and to support value-based pay and alternative payment models.

- **Healthy Planet**  
Healthy Planet is a collection of integrated tools to help define, understand, engage, and manage patient populations at the point of care. With a focus on increased data aggregations to calculate population health analytics across the continuum of care including Social Drivers of Health (SDOH), health maintenance, disease, and risk management, Healthy Planet seamlessly combines analytics, clinical tools, and patient insights to better understand utilization, performance, and improvement opportunities for individuals and populations.
- **Roster Management Engine**  
Roster Management Engine (RME) automates the process of loading and maintaining payer roster files into Epic for patient outreach, program enrollment or enhanced care management processes, tracking of quality measure performance, and reporting purposes. RME matches attributed patients to existing records, creates a new patient record if one does not exist, and can add a PCP to a patient's care team. RME also facilitates analytics and claims integration by applying a unique identifier to patient records for a full picture of patient care.
- **Compass Rose**  
Compass Rose is a comprehensive care coordination tool that helps you care for complex or high-risk patients. It combines key health and social insights into a comprehensive record with an advanced episode structure with targeted programs and services that facilitate high-touch, patient centered support and interoperability. Compass Rose helps you efficiently manage outreach, engage patients and their support networks, collaborate on care plans, and connect with community and social service partners to meet the unique needs of patients.
- **Social Drivers of Health**  
Gain insight into a patient's social drivers of health with standard screening, documentation, and reporting tools. The patient's social risk factors appear in the longitudinal plan of care, Storyboard, and other reporting tools including SlicerDicer.
- **Social Service Resource Locators and Community Information Exchange**  
UniteUs, Findhelp, and Native+ connect patients with social services in their communities to address social drivers of health such as housing, food insecurity, and relationship safety. These tools allow you to make referrals, track, and follow up on outcomes and close the loop with social service organizations.
- **Payer Platform**  
Humana Clinical Data Exchange and Claims Exchange enable bidirectional exchange of information with payer partners in Epic. Providers and care managers can review payer care gaps, diagnoses, and claims information at the point of care. Seamlessly exchange HIPAA compliant clinical information, integrate claims data, process prior authorizations, payer specific decision support, and care management.
- **Data and Reporting**  
OCHIN offers a suite of data and reporting options to support value-based pay. Reporting Workbench and SlicerDicer within Epic identify populations and patient outcomes. Business Objects reports for regulatory reporting programs, including UDS, MIPS, and more. Data extracts support supplemental quality reporting purposes including HEDIS, CCO, and APM.

# Preferred Technology Partner Add-On Products and Services

The integrated products and services below are available as optional add-ons through a statement of work:

- **3M Grouper Plus Content Services**  
3M provides comprehensive grouping, editing, reimbursement, and pay for performance content to keep you up to date while minimizing maintenance of timely regulatory updates. It enhances applications that process claims, calculate reimbursement, analyze data, and evaluate compliance.
- **AMN Healthcare Language Interpretation Services**  
AMN Healthcare Language Services offers interpreter services for virtual care visits to improve access, including spoken interpreter services, sign language interpretation, and deaf services.
- **AristaMD eConsult Solutions**  
AristaMD enables asynchronous electronic consultations with specialists (eConsults) to improve patient access to the timely treatment they need.
- **Artera (formerly WELL) Automated Patient Communication**  
Artera supports real-time text messaging between clinic schedulers and patients through a simple interface to automate and personalize patient communications. It has been shown to decrease patient hold times and no-shows and increase appointment confirmations and clinic revenue.
- **Bamboo Health (formerly Apriss Health) PDMP Gateway**  
Prescription Drug Monitoring Program (PDMP) services integrate patient prescription information within the EHR, allowing providers to have the information they need on prescription utilization without leaving the EHR.
- **CareMessage Patient Text Messaging**  
CareMessage provides population outreach through text and voice messaging. It streamlines care management and helps reduce no-shows, fill gaps in care, and educate patient populations to meet clinical quality metrics and improve health outcomes.
- **CareSelect Automated Clinical Decision Support**  
CareSelect enhances and automates clinical decision-making and reduces costs by avoiding unnecessary exams for DRG-based reimbursements.
- **CNECT Group Purchasing**  
CNECT offers group purchasing discounts to help members improve operational efficiencies and deliver high quality health care.
- **Cognizant TriZetto**  
The TriZetto clearinghouse manages claims and patient eligibility verification. Its Lockbox allows payments via electronic file.
- **CollectiveMedical Emergency Department Information Exchange (EDIE)**  
Available in areas with an EDIE program, this integration allows bidirectional exchange of patient emergency department visit and discharge information. Having this information in the EHR helps improve care coordination between hospitals and health systems and OCHIN member clinics.

- **CPT – ASA CPT Codes for Anesthesia Services**  
CPT – ASA provides up-to-date CPT codes for anesthesia services to support accurate, compliant coding to improve care, reduce costs, and enhance patient satisfaction.
- **Data Innovations In-Lab Non-POCT Instrument Manager**  
Data Innovations connects in-lab (non-POCT) instruments to OCHIN Epic for efficient flow of test orders and results, specimen information, and patient information. It provides real-time analytics for operational insight into bottlenecks, efficiency issues, and KPIs.
- **Digital Diagnostics LumineticsCore (formerly IDx-DR) AI for Diabetic Eye Exams**  
LumineticsCore is the first ever FDA-approved autonomous AI system for detecting diabetic retinopathy and macular edema. The technology improves access to eye exams and follow-up care for people living with diabetes.
- **DISC SmartFiler Indexing and Filing**  
SmartFiler is a service solution that standardizes and automates electronic medical record indexing and filing by identifying data elements and applying rules to file documents in a designated location in the EHR.
- **Doximity Dialer Patient Cell Phone Outreach**  
Doximity Dialer helps make medical communication simple, seamless, and secure. This physician-focused professional medical network lets providers reach patients face-to-face via cell phone, without sharing a private number. It's currently the largest community of health care professionals in the nation.
- **Exact Sciences Cologuard Interface**  
Exact Sciences Cologuard offers an HL7 interface that streamlines test ordering for colorectal cancer screening and provides results automatically within OCHIN Epic.
- **Findhelp (formerly Aunt Bertha) Social Service Resource Locator**  
An integrated Social Services Resource Locator helps clinicians connect their patients with needed resources available in their community.
- **Haemonetics SafeTrace Browser-Based Transfusion Management**  
The SafeTrace browser-based transfusion management system houses complete patient testing and transfusion history for continuity of care across multiple locations. It automates critical patient safety demands, optimizes workflows, and reduces supply chain waste.
- **Hyland OnBase Content Management**  
OnBase is a dedicated enterprise content management system fully integrated with the OCHIN Epic EHR to maximize convenience and efficiency.
- **IMO Integrated Medical Terminology**  
Intelligent Medical Objects (IMO) develops, manages, and licenses medical terminology and health care IT software applications that allow clinicians to efficiently capture their clinical intent at the point-of-care.
- **Imprivata Confirm ID for Electronic Prescribing of Controlled Substances**  
Imprivata Confirm ID integrates with OCHIN Epic to support DEA-compliant two-factor authentication for a fast and efficient EPCS workflow.

- Imprivata MAIZE Patient Privacy Monitoring**  
 MAIZE is an innovative health care compliance solution that streamlines the process of tracking access to your EHR system. This patient privacy monitoring software ensures HIPAA compliance while identifying threats. Powered by machine learning, MAIZE flags and logs inappropriate access to medical records within your organization.
- Imprivata OneSign Single Sign-On**  
 Imprivata OneSign enables providers to access Epic and other clinical and administrative applications quickly and securely with the tap of a badge or swipe of a fingerprint, saving time and improving user satisfaction and patient care delivery.
- Krames on FHIR Educational Materials for Patients and Care Teams**  
 Krames provides in-Epic access to the most up-to-date educational materials and videos for patients and care teams to help efficiently find and share resources in a variety of formats and languages. Patient education can be easily customized and shared to the patient portal so care teams can see patients' usage of each resource.
- LogiCoy PDMP Integration**  
 LogiCoy provides timesaving PDMP solutions that help clinicians track specific prescription types, connect to state databases, run specialized queries, and more.
- Medix Medical Staff Augmentation Services**  
 Medix delivers talent to fill gaps and boost performance when and where you need it, with flexible solutions including contract, contract-to-hire, and direct hire.
- Merative Medication Reference Solution**  
 Merative clinical decision support solutions equip your clinicians with current, rapid, reliable insights at the point of care to improve patient outcomes.
- Microsoft O365 Integration**  
 OCHIN will integrate Microsoft O365 at no additional charge for members, as part of regular maintenance fees.
- NetSuite Enterprise Resource Planning and Financial Solutions**  
 NetSuite is a cloud-based business management suite offering enterprise resource planning and financial solutions, including a general ledger (GL) platform that interfaces with OCHIN Epic, to efficiently support a healthy revenue cycle.
- Nuance Dragon Ambient Xperience (DAX)**  
 Nuance DAX features sophisticated conversational AI and ambient technology that captures and contextualizes the patient encounter so physicians can focus on their patients. DAX supports a comprehensive suite of specialties, including urgent care and primary care, with clinical notes tailored to each specialty's needs.
- Nuance Dragon Medical One Voice Recognition**  
 Dragon Medical One is a voice recognition solution optimized for EHR integration. This solution comes with PowerMic Mobile, which allows clinicians to use their smart phone for dictation. Handheld or headset microphones are also available.

- **Nuance PowerScribe Speech Recognition for Radiology**  
PowerScribe's speech recognition is optimized for radiology and increases speed, accuracy, and access to radiology reports. It also helps synchronize data between the PACS and OCHIN Epic.
- **Nuance PowerShare Cloud-Based Image Sharing**  
PowerShare uses cloud-based image sharing to simplify and secure access to imaging studies at the point of care to expedite important care decisions and reduce redundant exams and unnecessary imaging.
- **OBIX Perinatal Data System and Monitoring**  
The OBIX perinatal data system enables central, bedside, and remote monitoring of fetal and maternal vital signs to streamline and enhance communication and workflows supporting standards of care.
- **OmniCell IVR Medication Management**  
OmniCell offers interactive voice response (IVR) for more efficient medication management.
- **OpenText RightFax eFax Server**  
RightFax integrates with OCHIN Epic to automate inbound and outbound faxing and document distribution to save your organization time and resources.
- **Paylocity HR, Payroll, and Human Capital Solution**  
Paylocity offers an all-in-one HR and payroll solution tailored to your needs to streamline workflows. It integrates with your General Ledger (GL) system to simplify data manipulation, extraction, and reporting to creating a more unified and accessible source of truth.
- **RubiconMD eConsult Solutions**  
OCHIN works with RubiconMD to provide electronic provider-to-provider consulting services. This solution allows providers to access specialists, reducing the need to refer patients outside of the primary care setting, which reduces costs overall and improves patient satisfaction.
- **Safety Net Connect eConsults**  
Safety Net Connect facilitates electronic access to a robust network of skilled health care specialists to improve patient access to timely specialty care.
- **ScribeAmerica Virtual Scribes**  
ScribeAmerica's industry-leading virtual scribe solutions boost efficiency and enhance the ability to provide exceptional patient care. Scribes work within OCHIN Epic—eliminating the need for dictation and freeing up clinicians to give patients their full attention.
- **Sectra PACS/VNA Cloud-Based, Vendor-Neutral Image Storage**  
Sectra improves ease and efficiency by providing access to images anytime, anywhere with cloud-based PACS. Vendor-neutral storage accommodates images from a variety of specialties and services, and members can share images via Care Everywhere using the Sectra VNA.
- **Sphere (formerly Trust Commerce) Credit Card Integration**  
Sphere provides seamless integration with the EHR for timely and secure electronic payment. For patients, this convenience saves time and frustration. For clinics, this all-in-one payment system offers functionality, security, and support. Front desk, back office, and patient portal functionality are available.

- **Tableau Data Analytics**  
Tableau interactive data visualization software is a new way to view and understand your data with customizable dashboards and reports.
- **Telcor QML POCT Instrument Connection**  
Telcor QML is lab middleware that allows point-of-care-testing (POCT) instruments to be connected to OCHIN Epic for efficient, scalable, and compliant use in hospital and ambulatory facilities. It receives and reports results from over 150 different point of care medical devices that perform testing outside the traditional lab setting.
- **TriNet Medical Vaccine and Medication Tracking**  
TriNet Medical SRX integrates with OCHIN Epic for real-time lot and inventory tracking solution for medications, immunizations, COVID-19 vaccines and tests, DME, and supplies for private, 340B, VFC, sources, and more.
- **TruMed AccuVax and AccuShelf Vaccine Storage and Management**  
AccuVax is an all-in-one vaccine refrigeration and inventory management solution that includes an integrated refrigerator, freezer, digital data loggers, ongoing support, and more. The all-inclusive AccuShelf inventory control system supports your existing cold storage and vaccine drawers, including deep freeze temperatures.
- **Unite Us Social Service Resource Locator**  
An integrated Social Service Resource Locator helps clinicians connect their patients with needed resources available in their community.
- **UpToDate Clinical Decision Support**  
UpToDate is a clinical decision support resource offering evidence-based recommendations to help improve patient care. Providers can select a clinical topic to find more information, such as suggested treatment plans for a particular diagnosis.
- **Zones Discounted Hardware**  
Zones offers end-to-end IT solutions that can help improve organizational efficiency and security. Select hardware discounts support cost-effective functionality.
- **Zoom Virtual Visits**  
Zoom integrates with your EHR to offer secure, compliant video conferencing to support virtual care and telehealth programs to improve access to high quality care for patients, wherever they are.

# OCHIN NextGen Healthcare

OCHIN offers support services to health centers using NextGen Healthcare products.

## NextGen Healthcare Support Services

Core NextGen Healthcare support includes OCHIN/NextGen template enhancements and updates and our comprehensive member support services.

Advanced NextGen Healthcare support also includes:

- Management and customization of state or special request templates
- Report writing support
- Help Desk support
- Technical and network architecture
- Individualized ongoing training
- Workflow design and optimization technical support

## NextGen Healthcare Add-on Products and Services

- **Title X reporting**
  - Title X report script development and submission support
  - Monthly processing and submission of Title X client visit records (CVRs) to Ahlers
- **Ultrasound integration**
  - Streamlines documentation of an ultrasound image in the EHR
  - Automatically uploads images into the patient's chart and links to the ultrasound order
  - Removes the need to manually print and scan images into the patient chart

- **UDS Reporting**

- **340b Drug Discount Program**

This federal drug discount program administered under HRSA requires drug manufacturers to provide outpatient drugs to eligible health care organizations and covered entities at significantly reduced prices. OCHIN's FQHCs and RCHs, Ryan White HIV/Aids program grantees, homeless clinics, Urban Indian Health Program clinics, and other eligible clinics can leverage this program. The benefits include reduced overall prescription drug costs for patients in addition to revenue for the clinic by way of an administrative fee on each dispensed drug. OCHIN supports this program through program knowledge and the Surescripts interface.

# OCHIN Professional Services

In addition to our products, OCHIN offers the following professional services to support members' clinical, financial, and operational goals:

## OCHIN Billing Services (OBS)

OCHIN offers billing services to meet your organization's needs. Each clinic using OCHIN Billing Services is assigned a billing manager who is responsible for tracking goals and ensuring the needs of your organization are met. OCHIN Billing Services (OBS) clients see significant Return on Investment Compared to members not using OBS. Members saw 17% Fewer Days in A/R, 28% Fewer Days Undistributed, and 17% Lower % >90 Days (Debit Only). Services provided by OBS include:

- End-to-end revenue cycle management
- Proficiency in Medicaid, Medicare, commercial payers, workers compensation, and no fault
- Electronic and paper claims submission
- Secondary insurance billing
- Payment posting and reconciliation
- Denial review and management
- Patient inquiries
- Complete monthly report package and monthly meeting to review A/R reports and trends
- Ability to take over specific—or all—parts of the revenue cycle

## OCHIN Credentialing Services

OCHIN can help members quickly credential and manage providers with the utmost efficiency, security, reliability, and peace of mind. This centralized, full-service program includes provider enrollment, medical staff credentialing and verification, and more. We can customize this service to suit your unique requirements. All credentialing and enrollment information is maintained and validated in a single source of truth record to support downstream processes.

- **Provider Enrollment Services**

Provider enrollment errors lead to denied claims—and denied claims can mean substantial loss of revenue. Achieve more consistent approvals with our comprehensive capabilities, which are specifically designed to safeguard data confidentiality. Services include the following and more:

- Provider enrollment with major health care plans
- Medicare/Medicaid enrollment and revalidation
- Unlimited plan credentialing and recredentialing
- National Provider Identifier (NPI) registration and maintenance
- Council for Affordable Quality Healthcare (CAQH) registration and monitoring
- Sanctions monitoring and expirables maintenance

- **Medical Staff Credentialing and Verification Services**

Help protect patients and minimize legal exposure for your organization. Our skilled professionals comply with your preferred regulatory requirements. All credentialing verification and medical staff credentialing services are fully compliant with all accepted standards, including National Committee for Quality Assurance (NCQA), Health



Resources and Services Administration (HRSA), The Joint Commission (TJC), and Centers for Medicare and Medicaid Services (CMS).

## Security Risk Assessment Services

OCHIN's Compliance team offers security risk assessments and educational programs to help clinics meet reporting program measures and comply with HIPAA and HITECH Act security regulations. We work with each client to develop a clear, actionable plan for remediating identified risks and improving compliance with information privacy and security regulations. Services Include:

- Unscheduled walk-through of facilities and data centers
- Interviews with key personnel responsible for information privacy and security
- Review of policies, procedures, and training for privacy and security
- Remediation plan and timeline development

## Cybersecurity Assessment Services

OCHIN's network vulnerability and penetration testing ("pen testing") assessments proactively identify your cybersecurity vulnerabilities—without causing any harm to your current system or compromising sensitive HIPAA-related patient information. This real-time cyberthreat analysis and network vulnerability mapping helps you improve your security posture, harden your network, and protect your health care organization from malicious attacks.

Our security experts will assess potential security risks and recommend mitigation strategies regardless of your organization's size or setting. Cybersecurity assessment packages include:

- **Diamond Package:** This tailored engagement is our highest level of security assessment. It includes both internal and external testing, spear-phishing, monthly access to a security engineer to answer questions, and all services from the Platinum package.
- **Platinum Package:** This mid-tier option offers the best value for service. OCHIN delivers an aggressive and targeted security assessment of your entire IT infrastructure.
- **Gold Package:** This rapid-response option is designed for organizations requiring immediate action in identifying critical threats to their external IT infrastructure while controlling costs.
- **Silver Package:** This rapid-deployment option is designed for organizations requiring non-intrusive yet urgent action in identifying critical threats to their external IT infrastructure while controlling costs.

## Quality and Process Improvement Consulting Services

- **Workflow Consulting Services**

OCHIN's Workflow Engineers can assist you in conceptualizing, designing, and optimizing new and existing workflows within your organization to meet clinical quality measures and to design new programs. OCHIN Workflow Engineers collect information about your current state workflows by reviewing your data and systems, working with your subject matter experts, and shadowing your staff. They work with you to deliver redesigned workflow maps that incorporate known best practices and coach you on how to implement the changes to help you achieve the best outcomes for your patients.

- **Process Improvement Implementation Support**

OCHIN can provide assistance as you plan to implement tools, processes, guidelines, and other best practices into your unique clinic setting. Our team of Practice Coaches and Workflow Engineers can help you establish a

scope for your implementation project, measures for success, and a blueprint for implementation. They can provide coaching for your staff on implementation and change management best practices and are available to work with you either in-person or by phone.

- **Practice Coaching**

OCHIN practice coaches partner with clinicians and quality leaders to integrate outcome and productivity-focused insights reflecting more than two decades of practice-based research and solutions expertise. Through attentive dialog and goal-oriented action planning, these individuals help care teams strengthen their ability to deliver person-centered care. Practice coaches focus on adaptive skills and knowledge enhancement—improving care delivery in ways that increase efficiency, advance health equity, and reduce provider burden. By working with a practice coach, teams learn to expand their use of proven clinical tools and adopt evidence-based approaches that optimize care pathways.

- **OCHIN Epic Billing Coaching**

Billing Coaching is available for optimizing your revenue cycle and financial outcomes. An OCHIN Billing Coach can work with your billing team and OCHIN Revenue Cycle Analyst to ensure that Epic is configured to meet your needs, and that your staff know how to optimize their usage of the system. The Billing Coach can translate your unique policies and payer requirements into the system setup that will best support your collection efforts. Coaching engagements are flexible and can be tailored to fit your organization's specific needs, including working through billing tasks, one-on-one or group coaching, and process diagnostics and recommendations.

- **Revenue Cycle Consulting**

OCHIN offers comprehensive Revenue Cycle Consulting services for members. OCHIN's Revenue Cycle Practice Consultant will work personally with you and your team to pinpoint strengths and opportunities within your current Revenue Cycle, suggest improvements, and enhance overall fiscal functioning. Services include revenue cycle health assessment, reporting and metric design, education, and strategic optimization.

## **OCHIN Broadband Network Services (OBNS)**

At OCHIN we believe that all patients deserve access to the best possible health care, regardless of where they live. That's why we are proud to offer solutions for network connectivity—with a reliable, scalable, and robust broadband infrastructure, the path to integrated Health IT solutions is wide open. In addition to high-speed broadband access, OCHIN offers its Broadband Network Services members a full suite of HIT services and products.

## **Telehealth and Video Conferencing Solutions**

OCHIN offers a full suite of telehealth and video conferencing solutions to help improve access to high quality health care for medically underserved and rural populations. We offer the following to support your telehealth programs:

- Grant Writing
- Assessments and Consulting Services
- Implementation Planning
- Project Management
- Telehealth Specialty Provider Matching
- Technical Support
- Operations and Technical Training
- Video Conferencing Hardware

## **OCHIN Data and Reporting Services**

- **Reporting Subscription Service**

OCHIN offers a report subscription service for members who would like to leverage OCHIN reporting resources

and expertise for your reporting initiatives. This service supplements and enhances member organizations' own report writing efforts. Six-month and 12-month subscriptions are available.

- **Report Writing**

Report writing service is available to members who would like to leverage OCHIN reporting resources and expertise for their reporting initiatives.

- **Javelin Access**

Javelin provides members a way to connect to the OCHIN Clarity database using applications (e.g., MS Access, Crystal Reports, SQL Server Express, etc.) that you have installed on your devices. This provides an alternative to using the OCHIN hosted Crystal Reports and Business Objects environments as the means for connecting to the Clarity database. It is used to create and run ad hoc queries or browse tables to determine where desired data might be stored.

- **Clarity Replication**

We will create a copy of the Clarity database specific to your clinic and load it to your local server. This service is perfect for organizations that have reporting needs that require data to be integrated with other non-Epic data sources and accessed and manipulated using tools outside of the OCHIN Business Objects offering.

- **Other Data Services**

Other OCHIN data services include Clarity extracts, scanned document extracts, data conversion, and patient data loads.

## Technical Assistance Services

OCHIN provides a variety of technical assistance services through grant-funded programs, such as HRSA's Health Center Controlled Network (HCCN) program, which support our members in maximizing incentive payments, meeting population health goals and clinical quality measures, improving clinical and business operations, reducing provider burden, improving provider and patient satisfaction, and much more.

## OCHIN+ Learning and Workforce Development Programs

OCHIN offers a strategic continuum of learning options, flexibly designed to meet you and your teams where you are. From product training to help teams successfully use our EHR solution—including clinical, reporting, billing, and operations—to deeper dives into Epic proficiency, medical billing and coding, concierge coaching, and on-site workforce augmentation, our offerings are tailored to meet your evolving needs.

Our interactive, hands-on programs for providers, clinic managers, support staff, and others are delivered in a variety of formats to help optimize the skills and productivity of your diverse teams, develop your workforce to maximizing on-the-job efficiency, shore up existing knowledge gaps, or provide on-site expertise to address real-time challenges. The OCHIN+ portfolio of offerings includes:

- **Install Training**

Just-in-time, comprehensive insights on productivity-boosting Epic basics for new members, this content is specifically designed for newer Epic users. The easy way to get off to a great start, this training is an efficient way to achieve rapid, measurable productivity increases in the OCHIN Epic system. Install training is ideal for members who are new to OCHIN Epic and want to hit the ground running to establish a solid foundation.

- **Ella Continuing Education**

On-demand training and instant knowledge are at your fingertips in Ella, OCHIN's versatile online learning management system (LMS). Ella provides on-demand training and instant knowledge to help your teams achieve foundational understanding in critical areas, like Epic applications and yearly optimization. Ella continuing education is ideal for clinical and operational personnel who want to brush up on skills, advance their careers, specialize in key areas, or shift gears.

- **Epic Proficiency Modules**

Deepen your fundamental knowledge of OCHIN Epic, including Cadence scheduling, Prelude registration, EpiceCare Ambulatory, and Resolute professional billing. With concise formats and competitive fees, these courses help enhance efficiency in key areas, contextualized for OCHIN Epic. Epic proficiency training is ideal for existing Epic users who want to better support their organization or further their careers by expanding current skills.

- **Online Learning**

Deep dives to improve or learn new skills with on-demand virtual formats for OCHIN members and non-members, our OCHIN+ learning platform provides training whenever it's convenient to help fill gaps at your clinics or enhance your team's skills. Our easy-access online learning options are ideal for those newer to health care or existing industry professionals who want to specialize in topics including AAPC-certified medical coding and billing, health information management, and more. These programs are also designed to develop a pool of talented professionals that can fill needs at OCHIN member organizations, if desired.

- **Concierge Coaching and Consulting**

Our on-site expert coaches analyze your needs, identify productivity roadblocks, then provide targeted, custom-tailored one-on-one support to socialize and implement new approaches for enhanced productivity and better outcomes. Concierge coaching and consulting is ideal for organizations or teams wishing to take their productivity to the next level with tailored support and real-time feedback.

- **Staff Support and Workforce Augmentation**

Offset existing organizational skill gaps and resource constraints with on-site knowledge, direct support, and hands-on expertise and assistance. OCHIN can support member organizations' short- and long-term staffing needs for onsite technical support and troubleshooting, staff training, and defining and implementing best practice workflows. Workforce augmentation is ideal for organizations wishing to fill resource shortages or skill gaps with qualified on-site talent from OCHIN.

**OCHIN**

[www.ochin.org](http://www.ochin.org)