Post-Event Summary: What You Need to Know

Event Title: Networking Opportunity for Providers: The Electronic Solutions Vendor Fairs

Date(s) and Location(s):

- 10/7/2019 Albany
- 10/8/2019 Rochester
- 10/24/2019 NYC

Presenter(s): Eric Weiskopf, Health Information Technology/Health Information Exchange Senior Manager at the NYS Office of Mental Health

Audience: OMH, OASAS, and OPWDD providers

Resources available: Presentation Slides, Compilation of Participating EHR Summaries, Demo Script

Event Summary: The Electronic Solutions Vendor fairs were half-day networking events aimed to allow BH and I/DD providers to engage with over 15 participating Electronic Health Record (EHR), Electronic Medical Record (EMR), and Electronic Billing Solution (EBS) vendors and their representatives. Preceding the networking event, Eric Weiskopf presented on best practices and key considerations for selecting an EHR.

Key Takeaways:

1. A fully featured and properly integrated EHR or a separate EMR and EBS that have established a bi-directional integration can bring significant efficiencies and accuracy to the revenue cycle process
2. Determine what key functionalities are needed for your organization's services.
3. Confirm vendor references, look for vendors that provide excellent customer support before, during, and after implementation, offers a good price/value ratio, a well-defined quote and clear contract
4. Make sure the product is fully functional and user-friendly

Recommended Next Steps:

- What are you currently using for documentation/billing? Are you considering a new or alternative EHR vendor?
- Create a steering community to:
  - *Understand* your organizational needs, your budget, and the services you provide
  - *Evaluate* and *compare* potential EHR systems to identify the solution(s) that are best suited for your organization's unique needs.
- Coordinate vendor demonstrations
- Develop an implementation plan (consider data transition, contracts, staff training etc.)

Additional Resources:

- **Example demo script for evaluating vendors (pdf):**
  - https://ctacny.org/sites/default/files/Example%20demo%20script%20and%20vendor%20grading.pdf
- **Office of the National Coordination for Health Information Technology Website:**
  - https://www.healthit.gov/how-do-i/providers
- **Certified Health IT Product List:**
  - https://chpl.healthit.gov/#/search
- **Principles of Revenue Cycle Management**
  - https://www.ctacny.org/training/pda-revenue-cycle-management