

INTEGRIS Health Connect FAQ

② General

Q: Do you have any note templates to make documentation easier?

A: Yes, we have customized the robust Epic system, and we have specialized note templates for over 50 specialties, including:

- Addiction Medicine
- Bariatrics
- Breast Surgery
- Cardiology
- Dermatology
- Endocrinology
- Family Medicine
- Gastroenterology
- Internal Medicine
- Neurology
- Neurosurgery
- OB\GYN
- Occupational Therapy
- Oncology
- Ophthalmology
- Otolaryngology
- Pain Medicine
- Pediatrics
- Perinatology
- Postpartum

- Rehabilitation
- Rheumatology
- Sleep Medicine
- Speech Therapy
- Urgent Care
- Urology

Q: How easy is it to place orders?

A: The system recognizes orders that you place frequently and shows them as you start to type. You can easily save orders as options to be able to choose from a list later. We also have order sets that are shown as recommendations during the visit based on diagnosis and problem list.

Q: What are the hardware requirements?

A: We have a list of hardware that is required, please contact an account manager for a list. If you already utilize an EMR you most likely have most if not all the required hardware.

Mobile

Q: Can I see a patient's chart via a mobile app?

A: Yes, not only can you view a patient's chart, with the mobile app for Android and iPhone, you can review results, write notes, capture images, and place orders.

Patient Portal

Q: How good is the patient portal?

A: Epic's MyChart Patient Portal was the winner of BEST IN KLAS 2020 and has held the #1 position since 2014.

Reports

Q: I have certain reports that I like to run, will I be able to transfer those reports over?

A: We have many reports already available based on what other organizations have needed, and any specialized reports that you utilize will be processed through our intake process and matched to an existing report or evaluated to be replicated. Dependent on the need for custom report development there may be an additional cost associated.

Billing

Q: Is Billing integrated?

A: Charging is completely integrated within your charting workflow. Charges can drop automatically from resulting orders or from a curated list of charges specific to your practice. Level of Service codes are auto suggested based on your charting.

You will have the ability to implement Epic with or without Practice Management. When you elect to not use Epic's Practice Management, charge tickets will be sent to the third party billing system, otherwise the integrated solution will flow to the Professional Billing module for processing.

Referrals

Q: How are referrals handled?

A: When you connect with us you can easily send referrals to other connected Physicians and they will have instant access to your H&P notes.

Support

Q: Who will implement and support my practice?

A: A dedicated team of Integris Health Epic experts will work with you and your staff to ensure a smooth transition and provide ongoing support for your practice. Your account manager is well versed in Epic and will facilitate any document gathering and take care of the build requirements.

Claims

Q: Do we use your claims clearinghouse?

A: You and your team are responsible for acquiring and finalizing your clearinghouse agreements with HealthcareIP clearing house. The INTEGRIS Health Connect team will coordinate an initial meeting and answer any questions you may have regarding flow or function of the clearinghouse; however, this is a third-party agreement signed and maintained by you and your team.

☰ Practice Management

Q: How do we handle credit card payment processing?

A: You and your team are responsible for acquiring and finalizing your payment card processing agreements with DM Solutions. If you would like a quote from the payment card processing vendor INTEGRIS Health utilizes, the INTEGRIS Health Connect team will make the introduction, however, as stated above, this is a third-party agreement that you and your team would sign and maintain.

Any future integration with card payment vendors will only be available with the vendor INTEGRIS Health utilizes.