

## ChartAccess Functionality Specifics

Hospital Requirement	ChartAccess Funtionality
<b>Patient Look-up</b>	
Search by patient name.	First, last, full-name and partial-name searches
Search by Social Security Number.	Full or partial SSN searches
Search by visit date/encounter, such as admission date or discharge date.	Admission, discharge, and provider encounter date/time searches
Search by Physician Group.	Physican or speciality groups searches
Search by account number/unit number	MRN or unit number searches
Display a list of patients, such as all inpatients for whom the physician is assigned to as either attending or consulting.	Provider specific inpatient list whether admitting, attending or consulting physician
Pull up by consults, attending, and group.	Please see above comment
Present a list of patients by location.	Patients can be listed by location, including buliding, unit, floor, or room number
Present a list of patients by ER visit.	Patients can be listed by ER admission, status, and visit
Ability for the user to customize his list, including removing patients and/or adding patients.	Users can configure personal viewing preferences, including patient list add/delete
<b>Ease of Use</b>	
Ease of use with visually appealing and easy to navigate screens.	ChartAccess employs next generation user interface design to provide superior ease of use
Each physician will be able to see a list of patients' records requiring completion.	Any changes made by a provider in ChartAccess are synchronized in the related applications
Physicians are given access to patients while covering for another physician.	Full access to patients can be granted through a physician group or on an ad-hoc basis
Provides access to Web-based, context-sensitive research sites. Research sites allow a clinician to find answers to questions related to patient-specific problems. Patient information and research information should be viewable simultaneously.	ChartAccess provides clinical reference inforamtion from Elsevier, First DataBank and Excellence in Healthcare others without leaving the current screen.
Physician can place orders for tests, procedures and medication.	ChartAccess' CPOE module supports essentially any order type
Physican can place orders while in test result, procedures, or medication screens.	Order entry can be done concurrently with medication and result viewing
View customizations are done at end user level.	Clinicians can customize the display according to their preferences
The system will allow remote electronic signature (in one place) of both interfaced documents (via transcription feeds) and scanned documents (via document imaging systems).	ChartAccess supports remote electronic signatures on all document types based on the hospital's remote access policies
<b>Display of Data</b>	
View discrete data for each patient from all disparate systems, as a snapshot, i.e., labs, xrays, meds, allergies, problem lists, signatures needed, etc.	ChartAccess provides user configurable dashboard and drill-down views of all types of clinical data

See the source of the data, i.e., Hospital/Health Clinic.	Data source information is clearly indicated (when supplied by source systems)
View clinical data in a continuum, i.e., display data from interfaced ambulatory EMRs.	All clinical data, including interfaced ambulatory EMR data, can be viewed in a continuum or timeline fashion
Historical graphing of test/lab results.	Any discrete numeric data or results can be graphically displayed with user definable time parameters
See data for only a certain parameter, i.e., last 24 hours.	Patient data, documents, and graphs can be displayed with users definable parameters, including time
Data is displayed chronologically.	Data are displayed chronologically; users may select ascending or descending time views
Customize views for various user groups.	User groups can have customized views for their discipline, speciality, and workflows
Display clinical indicators, such as lab, vital signs in a graph.	Clinical indicators are displayed in a graph and table on one screen
Color code data so that critical values/significant values are highlighted.	Critical / significant values are color coded to capture attention
Create/customize a summary page with new results/findings for the patient.	ChartAccess provides a user configurable summary page for all types of clinical data
Present a list of ALL NEW results/findings for a certain physician, for a group of his patients.	All new results/findings are visually differentiated within the chart
Display data as in a chart format. e.g.. with tabs indicating the various sections (lab, diagnostic imaging, flow sheets, etc.)	Clinicians can easily navigate between multiple sections of the chart using tabs and icons
View a diagnostic report and the respective image together in a single view.	Clinicians can view multiple windows simultaneously
Provide read-only access to images for the general physician population from the PACS systems.	ChartAccess provides role based access control for PACS information
Ability to "push" information to the physician when he/she logs on and display NEW RESULTS or NEW FINDINGS for the physician to review without having to first identify a patient.	Clinicians can view new findings/results in a cross-patient fashion without specifying a specific patient
Ability for the physician to note that he/she has reviewed a particular result.	ChartAccess provides both active (annotation) and passive (audit trail) notification of physician results viewing
A reset button is available to restore to default screen.	A "restore to default" button is provided for users to return to default settings and views
Templates are available that can be populated with data elements already in the disparate applications and allow for additional entries to form a progress note, op note, etc. (Please identify how this process is accomplished in the comments column).	ChartAccess provides custom document templates that pull data from its database to create prepopulated notes for various purposes and specialties

**Navigation**

The system utilizes a standard user interface.	ChartAccess utilizes a highly intuitive standard interface that will be immediately familiar to users of popular non-clinical applications
Navigation commands are standardized throughout the application.	ChartAccess provides a standard navigation framework that enables users to always know where they are in the application and to navigate quickly from one area to another

	Navigation is “intuitive” and employs features such as hyperlinks to minimize keystrokes.	ChartAccess minimizes keystrokes for clinicians by providing intuitive hyperlinked icons, labels, and tabs
	There are a minimal number of screens presented to the user from the initial log on.	At the time of log on, screens pertinent to the clinician's role, tasks, and workflows are displayed
	Ability to drill-down from one summary screen to more detail.	ChartAccess summary screens provide hyperlinks for rapid drill-down to more detailed and specific information for analysis

**Access**

	Restrict access by site.	Access to data is restricted by the user's preassigned campus or facility
	Restrict access by type of data.	The user's role determines access to the type of data and any restrictions
	Restrict access by type of visit.	The user's role determines access to the type of data and any restrictions based on the type of patient visit
	Produces an audit trail of all accesses to the patient record.	ChartAccess records all activities of the clinicians within the EMR. It provides a complete audit trail for legal and risk management purposes
	Produces the audit trail by date range.	Our audit trail can be searched by date and time range
	Audit trail information includes user identifier, date and time for each access, date and time for each access to view and user name associated with each action and device.	A sample report can be provided upon request.
	Controls access to and within the system at multiple levels, e.g., per user, per user role, per area, through a consistent mechanism of identification and authentication of all users in accordance with the 'Role Based Access Control' (RBAC) standard.	ChartAccess supports using RBAC standard to provide data restrictions as described above. This assists in helping to protect PHI and to comply with HIPAA.
	Allows access to its modules regardless of location based on confidentiality and security procedures.	Access is based upon the user's role. Once a VPN connection is made, the user can access all of his/her patient care data regardless of location.
	Provides a 'Break the Glass' capability.	ChartAccess allows the user to have emergency override capability outside of normal workflow which will be monitored by the audit trail.
	Provides single sign-on capability to view all applications through the Clinician Portal.	ChartAccess supports SSO capability to allow the user to view other applications and streamline tasks without having to exit the system and/or type in multiple user names/IDs.

**Communication**

	Provides secure messaging capabilities.	Messaging is encrypted and secured in accordance to HIPAA regulations
	Notifies physicians of critical lab/radiology results, and maintains an audit trail of these events.	Critical lab/radiology results are visually differentiated to notify the clinician of the findings. The viewing of these results is audit trailed.

Provides a physician directory (ex., name, address, contact information, etc.) that is customizable and can adapt to all information that the organization needs such as multiple phone numbers.	ChartAccess includes a physician list containing attributes that can be customized to meet the viewers needs
Provides a physician on call schedule.	ChartAccess identifies which physicians are on call and available for patient care
Provides clinical alerts, notifying clinicians when abnormal, critical or stat results are available for review. A positive indicator will alert a clinician when a result is available for review.	ChartAccess includes an alert mechanism to show critical values to the patient's care providers
Provides alerts regarding all documents that need to be reviewed and e-signed.	ChartAccess includes an alert mechanism to the clinician for review and e-signing all necessary orders, notes, etc. In addition, the clinician has a designated page where all documents that need reviewing and e-signing are displayed so that this becomes part of the clinician's daily workflow

**Customization**

Physician can create customized views of data, e.g., by patient, rounding, in-patient vs. outpatient.	Clinicians can customize their dashboard to only include the data that is of interest to them, such as patient demographics, orders, lab results. In addition, the clinician can click links to drill-down to more detailed patient information
Provides personalization and data relevant to a specific clinician.	ChartAccess allows the user to customize the data to meet his/her specific need and preference
Allows customized, rule-based triggers and events.	ChartAccess includes a rule-based work flow and triggers alerts to meet the needs and preferences of the clinician
Includes a standards-based scripting language.	ChartAccess provides web based user friendly interface to customize above rules or triggers. The user does not have to learn any scripting language.

**Security**

Archiving and auditing of sent messages.	All incoming and outgoing messages are archived and audited
Disaster Recovery/Business Continuity features.	ChartAccess is a 24/7 available mission critical platform. We have a disaster recovery plan in place and hot stand-by servers in place to resume function with minimum interruption.
Auditing of data viewed in the portal (by user, patient, workstation, date).	Only users with this privilege can view the audit trail.
Patients can be flagged as confidential, restricting availability of certain data.	Sensitive patients are assigned to a particular patient group. To access this patient's data, the user must have security clearance. This is part of a role based access control.
Transmits patient identifiable data over an open network that meets required HIPAA Security Regulations.	Patient data is secured and encrypted in accordance with HIPAA regulations.

Supports single sign on.	ChartAccess supports SSO capability to allow the user to view other applications and streamline tasks without having to exit the system and/or type in multiple user names/IDs.
Supports biometric technology at system sign-on.	ChartAccess supports this capability by working with a third-party biometric sign-on device manufacturer.
Supports industry standard electronic signature formats.	ChartAccess supports and follows the Texas Uniform Electronic Transactions Act and other industry standards for electronic signature formats.
Controls access to and within the system at multiple levels, i.e., per user, per user role, per area, through a consistent mechanism of identification and authentication of all users in accordance with the Role Based Access Control (RBAC) standard,	ChartAccess supports using RBAC standard to provide data restrictions as described above. This assists in helping to protect PHI and to comply with HIPAA.

### Technical Requirements

The system is Microsoft Operating System capable and compatible with Citrix, , and Windows CE and Windows Terminal Services.	ChartAccess is designed to be cross-platform. We fully support Microsoft Windows Server 2003 and the OS used by various handheld devices.
Is 24 x 7 support available 365 days/year?	ChartAccess has technical and customer service support on-call in Houston, Texas 24/7.
Active Directory	ChartAccess supports AD and other implementations of LDAP directory to facilitate SSO.
Internet Explorer/Netscape	We recommend the use of IE 6 or 7.

### Medical Records

Each physician will be able to see a list of patients' records requiring completion.	ChartAccess includes an alert mechanism to the clinician for review and completion. In addition, the clinician has a designated page where all documents that need completing are displayed so that this becomes part of the clinician's daily workflow.
The delinquent records are color coded to alert physicians which records to do first.	Our dashboard provides the clinician with a work-flow to complete all necessary steps in completing delinquent records. These records are visually differentiated to alert the clinician.
The deficiencies are identified per patient record.	The patient record is flagged if it contained deficiencies and/or incomplete information.
The physicians are able to complete the deficiency by signing, editing, or dictating. Specify in comments if the solution can update the list of deficiencies as physicians complete records. (i.e. "Dictation required" changed to "Transcription" status changed to "Sign" status)	The clinician is able to perform certain tasks during the work-flow that will change and update the document status.
Capable of communicating to Medical Records Staff electronically real-time (i.e. instant messaging to address questions regarding incomplete records).	ChartAccess has a build in secured instant messaging (real-time) system to allow clinicians and the medical records staff to collaborate and discuss any matters regarding patient records.