

Community Connect



What is Community Connect?

Community Connect is a complete electronic health record (EHR) that provides physicians and their staff with all the tools needed to deliver high quality healthcare to their patients, including:

- Practice management (registration, scheduling and billing functions)
- Robust integrated community EHR system
- Electronic prescriptions leveraging the *SureScripts™* product
- Seamless voice recognition support through *Dragon Medical 10* to ease documentation needs
- *Televox* appointment reminders

Complete integration with Lancaster General Health's clinical data repository uniquely supports the continuum of care of the patients in our community by providing instant access to dictated reports and lab, radiology and cardiology results.

What are the advantages of using Community Connect?

Community Connect offers many advantages over paper charts and many of the other EHR systems you might be considering:

- ***Faster information access for better patient care:*** Missing, misplaced or difficult-to-retrieve paper charts cause unnecessary delays, or recommendations based upon incomplete information that can compromise patient care. With an EHR system, all of a patient's demographic and clinical information is instantly available online, from any PC with internet availability.

"Using Community Connect, I can easily review and update information on my patients at the office and in the hospital. Having our office chart information available at our fingertips with Lancaster General Health has been quite helpful to complete our admissions and consults."

Frank Corbally, D.O., F.A.C.C.
Heart Specialists of Lancaster

- ***Freedom from the overhead of handling paper charts:*** Storing and retrieving paper charts is a timely and costly problem. That includes staff time, but also storage costs.
- ***Reduced medication errors:*** E-prescribing allows providers and pharmacies to benefit from medicine interaction checking and direct electronic transmission. This results in an immediate reduction in medical errors. Patient compliance with labs, referrals, and prescriptions can also be tracked, resulting in better outcomes.
- ***Patient satisfaction is greater when the practice makes good use of technology:*** Multiple studies have shown that well-used technology in the office gives patients more confidence in their provider.

Advantages over other EHR systems:

- ***Efficiencies of a region-wide system:*** Your patient's entire record is instantly available to all providers and LG Health sites involved in the care of your patient. This speeds patient care, reduces costs, improves quality, enhances care team communications and ensures complete information exchange. LG Health lab, radiology, cardiology and pulmonary results as well as all dictated notes are automatically and immediately available in the patient's record with absolutely nothing to purchase or maintain in the future.
- ***Thousands of patient records already online:*** Data on many patients including demographics and results from LG Health's facilities, is already in the system. This can save much of the data entry involved in getting an EHR system up and running.

- **Improved efficiency in business workflows for individual practices:**

Community Connect includes patient registration and scheduling as well as billing functions that speed the revenue cycle for your practice. As you enter orders, visit with the patient and close the chart, it steps you through the coding process, drops the charge and forwards the billing information to your business office. While the EHR is completely integrated, the practice management functions are private and secure to you only.

Why the Epic System?

By leveraging LG Health's partnership with Epic, Community Connect practices have the opportunity to engage in using one of the most highly regarded electronic tools in the industry today.



Advantages of Community Connect:

- **Award-winning EHR system:** The most recent major award came from KLAS, an impartial independent research firm specializing in EHR. KLAS' 2009 Top 20 Best in KLAS Report rated Epic as the #1 Overall Software Vendor based on 40 separate performance measures.
- **The easy to use combination of usability and features:** Epic has the most complete, easy-to-use functionality, not just for the individual physician practices, but for implementing an EHR that can be effectively shared by an entire health care community

"Since Heart Specialists came on board with Epic, I have been able to get much better responsiveness from my referrals to them. I have actually exchanged staff messages with the cardiologist to get a very quick answer on a mutual patient."

Steve Rittenhouse, D.O.
Susquehanna Family Medicine

- **The fully integrated system:** Epic encompasses not only clinical information, but also registration, patient scheduling and billing. While other systems may offer some of these functions, they are typically collections of individual modules, not well integrated like Epic's suite of products. Epic was built from the ground up as a fully integrated system, something that's fully appreciated by the practices that use it everyday.
- **Widely used, practice-proven system:** Epic has been growing and improving from over 30 years of clinical use. Epic is found in many of the top national health systems, including the Cleveland Clinic, Kaiser Permanente, the Mayo Clinic, Nemours, the Children's Hospital of Philadelphia and Geisinger Health System. There are over 150,000 providers using Epic every day, and that number is rapidly growing.
- **Ahead of the curve on Meaningful Use:** Epic has taken a leading role in helping to set up the criteria for the current rule, and will continue to stay involved as the government moves toward a final rule.

How can I be sure the patient data is confidential?

We have multiple levels of security in place. There are firewalls to protect against attempts to break into the system. All data is encrypted as it passes over the internet. Users must go through two levels of password protection, the first to log on to the server the second to access the Epic application itself. Different users have different levels of access, so the physicians, clinical staff and accounting personnel can access only the data appropriate to their role.

Additional benefits of partnering with Lancaster General Health:

LG Health owns dedicated resources to support Community Connect.

- An experienced implementation team will provide an assessment of your practice and help you integrate Community Connect into your clinical and business operations.
- Onsite training and onsite support during “go-live” is provided to ease the transition to Community Connect.
- A local Customer Service Center available by phone or e-mail.
- Full technical staff to manage software upgrades and support software issues.
- A Chart Abstracting Team, which you can hire, to give you a head start in moving from paper charts to computerized charts.

“Community Connect allows for efficient coordination and scheduling of appointments for multiple tests. We have seen a benefit in having LG Health generated results automatically loaded into the system. Another advantage is trending a patient’s lab results over time and measuring their progress. Community Connect makes the process so simple. I would highly recommend partnering with LG Health and adopting an Electronic Health Record.”

Brenda Wade

Practice Manager, Heart Specialists of Lancaster

Next Steps:

Once your practice is ready to move forward in partnering with LG Health and Community Connect:

- Our team and your practice will meet to review Community Connect and conduct a demonstration.
- Our support team will begin assessment of your office workflows and computer hardware requirements to prepare a Total Cost of Ownership document for your review.
- A timetable will be set up for training, equipment purchase, go-live, and support after go-live, as well as moving from paper to electronic charts. It is generally a twelve week lead time from contract to go-live.