

eClinicalWorks

FREQUENTLY ASKED QUESTIONS ABOUT CAREQUALITY

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FREQUENTLY ASKED QUESTIONS

What is the Carequality® Interoperability framework?

Carequality is a public-private initiative that enables widespread operational connectivity between and among existing health IT data exchange programs and platforms. The Carequality Framework (an initiative by the Sequoia Project) creates a common legal framework, enforces standard technical specifications, and publishes a directory of participants, enabling health information exchanges to become seamless at the point of care.

Carequality will help providers seamlessly exchange clinical data for their patients with external EMRs, and will eliminate the need for multiple point-to-point connections to all of the separate hospitals where their patients may be seen.

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Who else is participating in Carequality framework?

Epic®, NextGen®, Surescripts®, HIE Texas, Coordinated Care Oklahoma, and Netsmart Technologies are some of the other early adopter vendors of the Carequality Framework.

Additional information and member lists can be found at <http://sequoiaproject.org/carequality/>

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How much will this cost? Are there fees per hospital? What about on-going fees?

There are no up-front or ongoing fees associated with joining Carequality. By signing up to connect, you will be able to exchange CCDA documents with any other entity also connected to Carequality, free of cost. You can connect to as many entities as you would like, free of cost.

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What is the data that is being exchanged?

The clinical data that will be exchanged with external entities are CCDA documents. These will include, but not be limited to, Problem Lists, Allergies, Medications, Immunizations, and Histories. Data may vary from one hospital to the next.

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Is there any workflow change needed to exchange the data?

No, there are no additional clicks to your workflow. Once a patient has consented, the queries to search for the patient and pull the clinical data will happen automatically in the background as soon as the patient has been marked as *Arrived*. Refer to our *Carequality User Guide* for step-by-step details.

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How is this different from Direct HISP Messaging?

A Direct interface requires user input to manually push a single CCD or CCDA record for a patient to a specific provider's address. With Carequality, data will be queried and pulled on-demand for all patients that have consented to participate.

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How is this different from an HIE?

With an HIE, all CCD or CCDA records of consented patients are automatically pushed overnight to a central repository of data. Those records are then available to be viewed at any time by any organization connected to the HIE. With Carequality, data will only leave eClinicalWorks when a patient is being seen at another connected practice or hospital, if they have consented to sharing their data, and if an exact demographics match is found.

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Is there a central data warehouse with all of this clinical information?

No, Carequality will not house clinical data in a central location. They are simply acting as a routing system for the on-demand exchange of clinical data. Depending on the implementing vendor, the framework can leverage a central record locator services (a store of demographics data) such as Surescripts, so that query requests can be routed to the appropriate entities to pull the clinical data.

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Will this help with Meaningful Use?

For now, Carequality data exchange will not help to meet any of the Meaningful Use measures. It is simply a means to create easier exchange of clinical data for providers.

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Is there an upgrade needed to connect?

An upgrade to version 10.0.80 SP1C20 is required in most cases.

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When is this feature available?

eClinicalWorks has already started rolling out the Carequality connection to practices. Open a Carequality ticket and list the name of the primary hospital with which you are looking to connect.

If your practice is connected to a community eEHX or to a third-party HIE system, we are targeting Q4 of 2016 for the next release of the integration to support this use-case.

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How can I sign up for this? How do I open a Carequality ticket?

If you are interested in participating in this exchange, open a support case through the my.eclinicalworks.com Customer Portal and sign the Carequality End User Agreement.

To create a case:

1. Log in to the my.eclinicalworks.com Customer Portal.
2. Click *Open New Case*.
3. Navigate to *2.2 Service Request* and click the icon.
4. Click *Services (Product Categories)*.
5. Click *Interface (Product Area)*.
6. Click *Become a Member of Carequality Framework (Support Issue)* and then click *Continue*.
7. Enter a reason and a message indicating the primary hospital with which you would like to connect.
8. Click the check box to indicate that you agree to the Carequality Terms, and then click *Continue*.
9. Enter the contact details and click *Continue* to create the case.

In future releases, you will have the opportunity to sign up for Carequality through an On-Demand Activation module within the eCW EMR *Admin* band.

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Is there any way to get more information about this?

Yes, attend one of the *Introduction to Carequality and CommonWell* webinars, available on the my.eclinicalworks.com Customer Portal.

If you are unable to attend live webinars, the slides are available in the *Documents* section of the my.eclinicalworks.com Customer Portal.

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I still have questions. Who can I talk to?

For any further information, reach out to interop@eclinicalworks.com.

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