



The information provided is based on self-reported answers submitted by **Greenway Health**. Although TMA doesn't guarantee pricing figures or complete accuracy at all times, TMA will work with **Greenway Health** to update the information as needed so the tool is as dynamic and up-to-date as possible.

Please note: No EHR vendors are endorsed by the Texas Medical Association. TMA invited the top 9 vendors as self-reported by Texas physicians and EHR vendors.

The information below is considered to be proprietary and is meant to be viewed by *members only*. It should not be shared with other vendors.

Product and Company Information	
Company name	Greenway Health
Address	100 Greenway Blvd Carrollton, Georgia 30117
Company contact information for potential buyers	Jason Siegel 512-657-1259 jason.siegel@greenwayhealth.com
URL	www.greenwayhealth.com
Product name and version	PrimeSuite 2014
What year was the product released?	1998
Does the product have a companion practice management system?	PrimeSuite was originally built from the ground up as an integrated PM/EMR system. It is all in one.
Does the Greenway practice management system utilize the same database as the EMR?	It does utilize the same database and the same block of code.
What operating platform does the product use?	Microsoft.Net technology
Is your company a member of a patient safety organization (PSO)? If yes, which one?	Each year, Greenway renews its commitment to innovation and industry-leading activities, acting in an advisory capacity on public policy and state and federal legislation, testifying before Congress, and leading federal and regional healthcare governance committees. Membership samplings include: Board Member of the Texas Health Institute (THI) Chairman, Atlanta Chamber of Commerce Health IT Subcommittee Board Member of the HLC Confidentiality Coalition Steering Committee Certification Commission for Healthcare Information Technology (CCHIT) Healthcare Information Technology Standards Panel (HITSP) Healthcare Information and Management Systems Society (HIMSS) Electronic Health Record Association (EHR Association) Health Information Security and Privacy Collaboration (HISPC) National Govern'rs Association (NGA) Health Information Protection Taskforce Integrating the Healthcare Enterprise (IHE) Clinical Data Interchange Standards Consortium (CDISC) National Quality Foundation (NQF) National Committee for Vital and Health Statistics (NCVHS)
Does Greenway participate in the EHR vendor code of conduct ?	Yes
Is the product compliant with all Federal and Texas laws?	Yes

Is this product server based?	Yes
Is there an ASP/internet option?	Yes, Greenway does offer an ASP solution.
If so, please list ASP pricing here.	Starting at \$599 per provider per month \$300 per month for mid-level/part time provider license

Targeted Users	
Practice size product for which product is intended	1 to 150
Practice size range of current installations	1 to 1,000+ physicians
Medical specialties for which system is designed	General Surgery, Orthopedics, OB/GYN, Family Practice, Internal Medicine, Asthma & Allergy, Cardiology, Cardiovascular Surgery, Dermatology, Endocrinology, ENT, Gastroenterology, Nephrology, Neurology, Neurosurgery, Occupational Medicine, Ophthalmology, Pain Management, Pediatrics, Pulmonology, Rheumatology, Urgent Care, Urology, Vascular Surgery
Medical specialties in which the system is currently installed	General Surgery, Orthopedics, OB/GYN, Family Practice, Internal Medicine, Asthma & Allergy, Cardiology, Cardiovascular Surgery, Dermatology, Endocrinology, ENT, Gastroenterology, Nephrology, Neurology, Neurosurgery, Occupational Medicine, Ophthalmology, Pain Management, Pediatrics, Pulmonology, Rheumatology, Urgent Care, Urology, Vascular Surgery
Is the product available to all Texas physicians?	Yes
How many Texas physicians currently use the product?	Over 750 providers
How many physicians nationwide (including Texas) use the product?	Over 35,000 providers

Product Functionalities	
Which ONC certifications does your product have?	Yes. Greenway PrimeSUITE 2014 (17.0) is compliant with the ONC 2014 Edition criteria and was certified as a Complete EHR on Feb. 6, 2013 by the Certification Commission for Health Information Technology (CCHIT®)
When was the product most recently certified?	Yes. Greenway PrimeSUITE 2014 (17.0) is compliant with the ONC 2014 Edition criteria and was certified as a Complete EHR on Feb. 6, 2013 by the Certification Commission for Health Information Technology (CCHIT®)
Will this product allow the user/physician to meet all of the meaningful use/ Advancing Care Information (ACI) criteria?	Yes
Do you have a Chronic Care Management (CCM) tool?	Yes
Does the product have a patient portal? Briefly describe its functionality.	Yes. Greenway Patient is a secure patient web portal that enhances the physician-patient relationship and offers self service options in place of an office visit or phone call. Convenient services provided directly to the patient online include appointment scheduling, preregistration, refill requests, bill pay and access to the patient's own personal health record. Greenway Patient supports ONC's Blue Button Initiative. Several check in/ kiosk solutions are available from Marketplace partners. Visit http://www.greenwayhealth.com for more information.

Does your system support encrypted communications with patients?	Yes
Is your system Direct protocol enabled ?	Yes
Does your product support the Federal Blue Button initiative ? If so, how do patients access Blue Button?	Yes, Greenway Patient supports ONC's Blue Button Initiative. Several check in/ kiosk solutions are available from Marketplace partners. Visit http://www.greenwayhealth.com for more information.
Does the product have quality reporting capabilities based on nationally accepted performance measures, allowing compliance with PQRS, CQMs and other pay-for-performance opportunities?	Yes, Greenway offers PQRI with Data Extraction from PrimeSuite.
Does your product include the basic functionality to pull data, run reports and meet the meaningful use/ Advancing Care Information (ACI) reporting requirements? What is the cost for reporting capabilities?	Yes and there is no additional costs for this.
Do you have a meaningful use/ Advancing Care Information (ACI) dashboard?	Yes
Is the product SureScripts certified?	Yes, Prime Suite interfaces with Surescripts which provides direct access subscribing pharmacies nationwide. These pharmacies are updated monthly via direct push from Greenway.
Does your product have the capability to electronically prescribe controlled substances (EPCS)? If so, is there an extra cost associated with it?	Yes, PrimeSUITE currently is able to electronically prescribe controlled substances. The cost is \$7.50/month/provider.
What voice recognition software comes standard with product?	Greenway has its own voice recognition software called Greenway Speech.
What voice recognition software is compatible with the product?	Customers can still use Dragon if they prefer it.
How many physicians attended your last users' group meeting?	700
How often does Greenway hold users' group meetings for this product?	Once a year is the large Nationwide User Group. Greenway has a regional user group for the Central Region in May each year. Generally this event is held in Dallas or Austin.
List the hardware and software requirements to implement and run the product.	Click here for a list of the software and hardware requirements.
Does the company provide 24/7 technical support?	Yes
Click here to view a demo.	

COST					
	Solo-Physician Practice		2-Physician Practice		10-Physician Practice
Getting Started					
Software/license (base product, 1st yr)	\$12,500		\$25,000		\$125,000
Implementation and Training (<i>vendor's charge</i>) ¹	\$33,000 (\$150/hour - Estimated @ 220 hours)		\$33,000 (\$150/hour - Estimated @ 220 hours)		\$54,000 (\$150/hour - Estimated @ 360 hours)
Practice Management (interface or additional software/license costs) ²	N/A		N/A		N/A

E-prescribing (module and/or interfaces)	Included		Included		Included
Technical Support	\$2,750 (22% of Software)		\$5,500 (22% of Software)		\$27,500 (22% of Software)
Other Required Costs (hosting fees, required interfaces...)	N/A		N/A		N/A
Hardware	Hardware is not included in vendor software pricing. Please view the hardware requirements in the product functionalities section above.				
Total Getting Started Cost	\$48,250 and up		\$63,500 and up		\$206,500 and up
Additional Costs/Optional Features					
Data Conversion	\$1,600		\$1,600		\$2,400
Basic Interfaces (<i>lab, radiology and dictation</i>) <i>Price is a per interface charge</i>	\$6,000 for the demographics and results interface. Typically the lab company will pick up the cost.				
Eligibility Verification (<i>module and/or interfaces</i>)	\$348/year (\$29/month/physician)		\$696/year (\$29/month/physician)		\$3,480/year (\$29/month/physician)
Patient Portal	Subscription: \$2,300 set up fee \$25/practice/month \$99/provider/month				
Secure Messaging	Included		Included		Included
Reporting Tools, Software, Databases	Included		Included		Included
Scanning Software	Included		Included		Included
Voice Recognition Software	PrimeSpeech Included				
Additional costs to accommodate ICD-10 codes	Included		Included		Included
Electronic Prescribing of Controlled Substances (EPCS)	\$90/year (\$7.50/month/provider)		\$180/year (\$15/month/provider)		\$900/year (\$75/month/provider)
Public Health Registry Connections	Included		Included		Included
Chronic Care Management (CCM) Tool	\$3,000/year (\$250/provider/month)		\$6,000/year (\$250/provider/month)		\$30,000/year (\$250/provider/month)
Additional fees for remote locations	Included		Included		Included
Total Other Costs	\$11,736 and up		\$13,272 and up		\$26,360 and up
Ongoing Costs					
Ongoing Costs (annual license, support and other ongoing fees or costs)	\$2,750 and up		\$5,500 and up		\$27,500 and up
<p>1 This table represents vendor costs only in an effort to provide a vendor product comparison. Physicians will encounter additional implementation costs. The TMA therefore advises physicians to consider performing a detailed cost analysis to determine their actual EHR implementation costs. These total costs can sometimes exceed 2-3 times the vendor's initial estimate. The TMA provides more information on EHR implementations at www.texmed.org. Common examples of additional costs and options are:</p> <ul style="list-style-type: none"> -Other training costs (computer-based tutorials, hired trainers...) -Office staff back fill costs (while staff are in training, assisting with design, development and/or implementation) -Temporary labor (initial EHR data entry, scanning the paper-based medical records) -Self-service kiosks including software and services (Note: some EHR vendors provide this at an additional cost) -Temporarily reduced income (reduced schedule at EHR go-live; amount is variable and dependent primarily on the practice and EHR functionalities installed) 					

- Office construction and furniture (shelves, counters, wall mounts, power outlets, chairs, carts, tables...)
- Technical upgrade of office infrastructure (i.e. wireless network, upgraded network connectivity)
- Additional hardware and devices including networking devices, scanners, printers or kiosk devices
- Consultants or project manager to facilitate the implementation (large practices in particular should strongly consider using a consultant to help manage the EHR selection, implementation and post-implementation phases)
- Other technical services

2 The TMA recommends that physicians implement the EHR's practice management system if one is available; alternatively, the EHR should be interfaced to the physician's practice management system in order to optimize their office's work flow.

Interfaces and updates	
How often are CPT/ICD code updates provided?	PrimeSuite CPT/ICD Codes are updated every 6-8 weeks or as mandated by CMS, Meaningful Use, CCHIT, PQRI Guidelines
Does Greenway have interfaces to any public health registries ? If so, please list them. What is the cost to connect?	IMMTRAC (Included)
Is there a charge to interface with ImmTrac? If so, how much?	Yes, Included
Which public and private HIEs have you interfaced to in the state of Texas?	We do not current have interfaces with an HIE located in Texas. Interfaces are live with several HIEs in other states.
What do you charge your users for the interface from your product to an HIE?	Greenway Connect costs \$4,000 plus \$10 per physician per month and includes Lab Results, Radiology Reports, Transcribed Reports, ADT Outbound, CCD Outbound. Greenway Connect Plus costs \$8,000 plus \$10 per physician per month and includes the Greenway Connect Bundle with the addition of Inbound CCD.
Does your product connect directly to CMS for PQRS submissions? What is the cost for that connection?	Greenway customers can submit PQRS data via claims at no additional cost. If the customer prefers to submit data via Greenway's certified registry, the cost is \$320 per provider per year.
Does product support the Continuity of Care document?	Yes, PrimeExchange supports industry interoperability standards and formats such as Extensible Markup Language (XML), Health Level 7 (HL7) and Continuity of Care Document (CCD) as well as various vendor-specific formats. Integrated transactions currently include patient demographics, patient insurance, charges, lab results, microbiology reports and transcriptions and radiology reports. Greenway adds transactions for PrimeExchange with every release.
Give us the top 5 practice management systems the product interfaces with. Provide a list of all practice management systems product has successfully interfaced with.	PrimeSuite is an integrated system and does not interface with other PM systems.
How often are drug formularies provided?	PrimeSuite polls medication list and formularies continually for updates to synchronize both lists; therefore when you select to add a medication from the PBM history listing, the newly added medications are updated within PrimeSuite as the system polls. Timing is usually 30 seconds to 2 minutes checking for new medications.
What disaster back-up protections do you offer?	Greenway offers the option of AT&T Disaster Recovery. We have the standard tape backup process in place as well for internal procedures.
Does your product have the ability to transfer data/migrate to other EHR vendor's products? If so, what is the cost for migration?	Requests for new interfaces are priced following completion of a scope of work.
Are you willing to submit to 3rd party usability testing of your product? For example: SHARP Projects	Greenway utilizes a systematic methodology for testing the usability of functionality. Greenway employs over 40 individuals to perform testing and regression testing of functionality. Greenway uses propriety tools for testing. Greenway also has over 20 customers chosen from our Platinum Council from around the country that participates in our testing as beta sites.