



The information provided is based on self-reported answers submitted by **athenahealth**. Although TMA doesn't guarantee pricing figures or complete accuracy at all times, TMA will work with **athenahealth** 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.

athenahealth is pleased to submit this response to TMA's Request for Information for consideration and selection of our products and services described in this response by its members. The parties agree that athenahealth's standard terms, conditions, and warranties shall be binding unless otherwise negotiated and incorporated into a separate, final agreement signed by both parties.

The information contained in this proposal is the confidential and proprietary information of athenahealth and may be disclosed only to persons employed by your organization and with a need to know solely for the purpose of evaluating the information for a potential services agreement between athenahealth and TMA and its members. Any use or disclosure not in accordance with the terms stated herein is strictly prohibited. Accordingly, by continuing on to the next page, you are signifying your agreement and acknowledgment that the information contained herein constitutes athenahealth's confidential and proprietary materials and that you will treat the information contained herein as confidential and not disclose publicly the contents hereof.

Product and Company Information	
Company name	athenahealth
Address	311 Arsenal Street, Watertown, MA 02472
Company contact information for potential buyers	Sean McNamara 617.402.1321 smcnamara@athenahealth.com
URL	www.athenahealth.com
Product name and version	New releases will occur three times per year. In 2017, 17.3, 17.7, and 17.11 (March, July, and November) are the new release dates/versions. The current release of athenaOne is 17.11.
What year was the product released?	The current release of athenaOne is 17.11, which was released on November 30, 2017.
Does the product have a companion practice management system?	Yes, athenaCollector is a component of athenaOne.
Does the athenahealth practice management system utilize the same database as the EHR?	Yes. athenaCollector and athenaClinicals are fully integrated—built using the same database and running on the same platform. Our highly intuitive, web-based software simplifies every step of the process, making the flow of the patient into and through the office highly streamlined and automated.
What operating platform does the product use?	athenaNet is a cloud-based, true web native, single instance, multi-tenant service that uses proven scalable, enterprise-class technologies including Oracle databases, on top of Linux operating systems and Apache Web servers. Applications run on Perl, “best of breed” disk storage and servers technologies, and Oracle. As a cloud-based service, all that is needed to access athenaNet is an Internet connection and a computer or mobile device with a supported browser. We support Windows and MAC operating systems: * PC operating systems: Windows 7, 8 or 10 with latest Service Packs and other updates. * Mac operating systems: Mac OSX 10.11. We recommend the latest Mac OS, El Capitan.
Is your company a member of a patient safety organization (PSO)? If yes, which one?	No, athenahealth is not currently a member of a PSO.

Does athenahealth participate in the EHR vendor code of conduct ?	<p>athenahealth not only participates in the EHR Code of Conduct but we participated in the drafting of the code, which was based in substantial part on athenahealth's own, much stronger Code of Conduct.</p> <p>The athenahealth Code of Conduct is available for download alongside our other governing documentation here: http://investor.athenahealth.com/phoenix.zhtml?c=213592&p=irol-govhighlights#charters.</p> <p>Violations of our Integrity and Compliance codes are to be reported by emailing our compliance team, by calling our company's compliance hotline, or by submitting a compliance issue via our employee portal.</p>
Is the product compliant with all Federal and Texas laws?	Our products and services meet applicable law as defined within our Master Services Agreement (MSA); services are contracted between Client and athenahealth using athenahealth's MSA.
Is this product server based?	No. athenaNet is a cloud-based service.
Is there an ASP/internet option?	athenaNet is a cloud-based service.
If so, please list ASP pricing here.	Not applicable.

Targeted Users	
Practice size product for which product is intended	As a cloud-based service provider, our model is designed to scale to support an unlimited number of client locations and end users. athenaNet's configuration allows for unlimited capacity to add new servers and therefore, clients. We have clients that range from one physician practice to health systems with 7,000+ live providers on the network. athenahealth constantly monitors patient and transaction volume to ensure that no degradation in data retention or response time occurs as practices grow.
Practice size range of current installations	We have clients that range from one physician practice to health systems with 7,000+ live providers on the network.
Medical specialties for which system is designed	athenahealth supports 183 diverse specialties.
Medical specialties in which the system is currently installed	<p>The target market for athenahealth services has traditionally been ambulatory care. Our practices range from one doctor through healthcare enterprises with 7,000+ providers. This includes all the standard primary care and medical specialties. Recently, athenahealth has begun expanding services into the next step of the continuum of care—the acute (inpatient) care setting.</p> <p>We provide unique content for more than 183 distinct specialty categories. Because all development, strategic planning, and operations are directed to one platform, we are able to provide significant efficiencies in the services we provide to clients. athenahealth expertly supports specialties with 3,027 global templates and over 100,000 templates in local tablespaces that are available for our clients to use. We can support most specialties without the need for you to create your own templates.</p>
Is the product available to all Texas physicians?	Yes.
How many Texas physicians currently use the product?	We currently serve 6,778 providers in Texas.
How many physicians nationwide (including Texas) use the product?	As of Q2, 2017 there are 100,306 providers using athenaNet.

Product Functionalities	
Which ONC certifications does your product have?	athenaClinicals (ambulatory) has been certified as a Complete EHR by the Certification Commission for Health Information Technology (CCHIT®), an Office of the National Coordinator-Authorized Certification Body (ONC-ACB), in accordance with the applicable Eligible Provider certification criteria adopted by the Secretary of Health and Human Services. The 2014 Edition certification criteria support the requirements for both Stage 1 and 2 Meaningful Use, and any provider pursuing Meaningful Use in 2017 must use a 2014 edition-certified EHR. Due to CMS extending the January 1, 2018 mandatory use deadline, athenahealth will be pursuing certification for 2015 in early 2018, for our ambulatory and inpatient services.

When was the product most recently certified?	Each new release is certified with ONC. For athenaClinicals (ambulatory), the ONC-ACB certification number for our March 2017 release is 150027R23. It is certified as a comprehensive EMR.
Will this product allow the user/physician to meet all of the meaningful use/ Advancing Care Information (ACI) criteria?	All athenaClinicals users are now on software that is CCHIT Certified for Meaningful Use Stage 2. athenahealth is committed to ensuring that TMA physicians are compliant with all applicable Meaningful Use regulations and we are committed to ensuring that they receive the payment that they are entitled to. athenahealth has guaranteed that providers that are eligible to receive Meaningful Use incentive payments will be paid, not just that our solutions meet the criteria. This guarantee of 'outcomes' drives much of our teams' work in optimizing providers' use of the system through the meaningful use project. We have developed reports, dashboards and data capture, prompts to both monitor and drive Meaningful Use in athenaClinicals.
Do you have a Chronic Care Management (CCM) tool?	Yes. We have been supporting our clients' move into value-based reimbursement and offer complete services for new payment mechanisms such as Chronic Care Management utilizing our tools to determine where they fall in terms of Cost and Quality performance via this athenahealth-replicated Quality and Resource Use Report (QRUR).
Does the product have a patient portal? Briefly describe its functionality.	Yes, athenaCommunicator is our full service patient communication service. Through a client-branded patient portal, athenaCommunicator gives patients an efficient, 24-hour, web-based approach to scheduling appointments, retrieving test results, viewing personal health information, updating insurance and demographic information, viewing educational health content, reviewing financial statements, and making secure credit card payments.
Does your system support encrypted communications with patients?	Secure and HIPAA compliant messaging with patients is part of the athenaCommunicator solution. Medical group staff and patients can securely initiate, receive, and respond to messages via athenaNet and the Patient Portal.
Is your system Direct protocol enabled ?	Yes, we are Direct enabled. The ability to send secure health information via Direct will be fully integrated into existing athenaClinicals processes. Additionally, to help reduce the administrative burden on our practices, athenahealth is investing time and resources into becoming a Registration Authority (RA), Certificate Authority (CA), and Health Information Services Provider (HISP).
Does your product support the Federal Blue Button initiative ? If so, how do patients access Blue Button?	<p>The Department of Defense, in collaboration with the Centers for Medicare and Medicaid Services (CMS), offers "Blue Button" technology, which allows veterans and Medicare recipients to download their personal health information from the MyHealtheVet (MHV) site or from their Medicare.gov account. In support of this initiative, athenahealth makes "Blue Button" technology available from the My Health / Medical History page of the athenaCommunicator Patient Portal.</p> <p>athenahealth does not provide support for using the MHV site or the Medicare.gov site. However, your patients can easily download their health information from these websites and upload it directly into athenaNet, making it available to providers.</p> <p>The data types (entered by the patient) available for download from the "Blue Button" sites include:</p> <ul style="list-style-type: none"> * Demographic Information * Emergency Contact Information * Healthcare Providers * Medical Conditions * Personal Medical History * Medications, Herbals, and Supplements * Lab and Test Results <p>athenaNet stores the "Blue Button" information that patients upload in the form of a clinical document in the patient chart. athenaNet treats this document the same way as other clinical documents in the patient chart.</p>
Does the product have quality reporting capabilities based on nationally accepted performance measures, allowing compliance with PQRS, CQMs and other pay-for-performance opportunities?	<p>Every quality metric/measure in athenaNet has a corresponding set of reports, dashboards, and outreach tools. The Quality Management Report (QMR) is used by providers to identify patients who have outstanding care needs. The QMR shows the total population of patients and the number that have not had a screening in a defined timeframe, the 'Not Satisfied' population.</p> <p>athenahealth's Clinical Intelligence team is responsible for building program-specific iterations of quality measures required for P4P and quality management programs. We currently have hundreds of iterations of the many quality measures used across the P4P programs we support. For instance, in addition to the standard NQF measure for foot exams, we provide the BCBS-MA version for the Alternative Quality Contract, the Bridges to Excellence version for Diabetes Care Link, the CMS versions for both PQRS and Meaningful Use, as well as several others.</p> <p>As part of our services, athenahealth's team monitors the providers' performance on clinical measures and will proactively reach out to the client to alert of providers' performance and to lend guidance on how to improve measure achievement. There is no additional cost.</p>

<p>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?</p>	<p>We have developed reports, dashboards, and data capture prompts to both monitor and drive Meaningful Use in athenaClinicals. As an example, athenahealth has worked with ONC and CMS to serve as a proxy and attest to Meaningful Use on your behalf.</p> <p>athenahealth assists our clients in complying with any Meaningful Use criteria, as well as changes to the criteria, so there is no need to run or use reports. athenahealth manages the Meaningful Use data submission for you through athenahealth's Quality Management Engine, our comprehensive pay-for-performance/quality management system. If you are switching EHRs mid-reporting period, all you need to do is enter the measure numerators and denominators from your legacy system into athenaClinicals—that way we can add your data to ours and submit one complete attestation. This greatly decreases the amount of work and resources you will have to commit to this process.</p> <p>While reports are not needed, as the requirements are built into the clinical workflow, Report Builder can be used to generate reports for items you would like to monitor. Some of these reports may include:</p> <ul style="list-style-type: none"> * Delegation of Document Actions to Staff * Provider Documentation Time in athenaNet * Delegation of Intake Documentation to Staff * Same Day Encounter Close Rate * Diabetic Patient Medications * Weekly Prescriptions * Clinical Research Export * Immunization Report by Lot Number <p>Ad hoc reporting that is available via our Report Builder is driven by clinical criteria and based on existing clinical quality measures.</p>
<p>Do you have a meaningful use/Advancing Care Information (ACI) dashboard?</p>	<p>Yes. As part of our commitment to assist our clients in achieving Meaningful Use, athenahealth provides a dashboard that athenahealth uses to proactively monitor how clients are doing to meet Meaningful Use. The dashboard monitors performance against measures with thresholds.</p> <ul style="list-style-type: none"> * In 2016, our ambulatory Meaningful Use attestation rate was 96.7%. Please note that we no longer break out Stage 1 vs. Stage 2, as there is no longer a CMS designation. * In 2015, our ambulatory Meaningful Use attestation rate was 97.6% and our inpatient attestation rate was 95.7%. * In 2014, athenahealth led the industry in Meaningful Use Stage 2 attestation: 98.2% of clients attested for Meaningful Use Stage 2 (as compared with the national average of 33%). * In 2013, 95.4% of our participating providers attest to Stage 1 Meaningful Use. * In 2012, 96% of our participating providers attest to Stage 1 Meaningful Use.
<p>Is the product SureScripts certified?</p>	<p>athenaClinicals has been actively certified with Surescripts since January 2015.</p>
<p>Does your product have the capability to electronically prescribe controlled substances (EPCS)? If so, is there an extra cost associated with it?</p>	<p>Yes, available; there is no extra cost.</p>
<p>What voice recognition software comes standard with product?</p>	<p>Practices may choose to purchase and install voice recognition software that runs concurrently with athenaNet. In most sections of the patient encounter you can use this software to dictate documentation and automatically generate text in the context of the encounter section.</p> <p>athenahealth works with Dragon Medical voice recognition software through our More Disruption Please (MDP) program. Our current transcription and speech-to-text MDP partners include Entrada, InHealth Clinical Documentation Solutions, M*Modal, AugMedix, and Nuance for Transcription.</p> <p>This offers the ability to dictate directly into free text field in athenaNet, as well as the ability to pull entire text templates into athenaNet, navigating through the template, as needed.</p> <p>Your providers have the option of using your existing dictation and transcription service. Upon completion of transcription and final editing, you may choose to have a resource from your practice transfer certain sections of the dictated note into the appropriate encounter section for a more complete encounter note in athenaClinicals, or you may fax the final dictation note to athenahealth for storage as a document within athenaClinicals.</p>
<p>What voice recognition software is compatible with the product?</p>	<p>athenahealth works with Dragon Medical voice recognition software through our More Disruption Please (MDP) program. Our current transcription and speech-to-text MDP partners include Entrada, InHealth Clinical Documentation Solutions, M*Modal, AugMedix, and Nuance for Transcription.</p>

How many physicians attended your last users' group meeting?	<p>In the past, athenahealth hosted an annual users' conference in Boston. We took our clients' feedback on travel cost and time constraints to their practices, and instead now hold regional athenaCare Classrooms. Highlights for our traditional and non-traditional collaborative client forums are provided below:</p> <ul style="list-style-type: none"> * athenaCare Classrooms. athenahealth hosts numerous live, instructor-led virtual WebEx seminars, called the athenaCare Classroom, to help clients' end-users improve their skills and performance in athenaNet. The athenaCare Classroom extends the client's training journey in the post go-live experience so that users can expand their knowledge through deeper-dive offerings. We hope to lessen constraints to our clients while offering exciting opportunities to maximize their knowledge on all that athenahealth has to offer. athenaCare Classroom delivers 80+ live virtual training sessions a month, serving an average 1,000 participants. Course topics span a range of outcome-driven topics, targeted to a variety of practice roles. * athenaNet Online Forum. The Resource Hub page in athenaNet is accessible to every user and provides an online community forum for users to interact with each other online as well as provide and share product feedback. * Physician Advisory Group. athenahealth hosts a Physician Advisory Group that provides direct feedback to the product strategy and development teams for athenaClinicals. * VOC Team Client Research. KLAS comments (and other public client commentary forums), both incredibly respected across the healthcare industry, have become invaluable tools for athenahealth to learn about direct client feedback—in an unbiased venue. Our Voice of the Customer (VOC) Team at athenahealth continuously researches direct client feedback and presents findings to our internal products and services teams. Whenever possible, we act to integrate the feedback to both strengthen the way we explain our service value and to enhance our services. * Strategic Client Forums. In our Point Lookout Resort, Northport, ME, athenahealth holds its Strategic Client forums annually. This is an excellent venue for athenahealth's strategic clients to meet on developments in the industry, sharing experiences and networking with other strategic athenahealth clients. <p>Hospital and Health System clients: User Conferences In years past, athenahealth hosted a national users' conference for all clients. Recently, we've moved away from that model. This year, we plan to sponsor a Hospital Strategic Client Forum, which will be a smaller, targeted, training-focused event specifically geared to our <u>Hospital clients</u>.</p>
How often does athenahealth hold users' group meetings for this product?	Please see response above.
List the hardware and software requirements to implement and run the product	As a web-based EHR, the client will not need application servers, data servers, backup systems, or interface servers. All hardware required pertains to end-user devices. Technical specifications for access to athenaNet are included in the <i>Technical Requirements Attachment</i> .
Does the company provide 24/7 technical support?	The CSC is staffed from 7:30 a.m. to 11:00 p.m. ET during normal business days. Additionally, the CSC is staffed on Saturdays from 8:00 a.m. to 5:00 p.m. ET. Off hours, on-call representatives are available via mobile phone 24x7x365 for urgent matters that require immediate attention and cannot wait until 7:30 a.m. the next business morning.
<p style="text-align: center;">Click here to view a demo.</p> <p style="text-align: center;">An athenahealth demo can be viewed at: https://www.athenahealth.com/practice.</p>	

COST					
	Solo-Physician Practice		2-Physician Practice		10-Physician Practice
Getting Started					
Software/license (base product, 1st yr)	Not applicable		Not applicable		Not applicable
Implementation and Training (<i>vendor's charge</i>) ¹	Included, with minimal refundable deposit		Included, with minimal refundable deposit		Contact athenahealth for pricing
Practice Management (interface or additional software/license costs) ²	Included		Included		Included
E-prescribing (module and/or interfaces)	Included		Included		Included
Technical Support	Included		Included		Included
Other Required Costs (hosting fees, required interfaces...)	Contact athenahealth for pricing		Contact athenahealth for pricing		Contact athenahealth for pricing
Hardware					
Total Getting Started Cost	Contact athenahealth for pricing		Contact athenahealth for pricing		Contact athenahealth for pricing
Additional Costs/Optional Features					

Data Conversion	Third-Party		Third-Party		Third-Party
Basic Interfaces (<i>lab, radiology and dictation</i>) <i>Price is a per interface charge</i>	Included		Included		Included
Eligibility Verification (<i>module and/or interfaces</i>)	Included		Included		Included
Patient Portal	Included		Included		Included
Secure Messaging	Included		Included		Included
Reporting Tools, Software, Databases	Included		Included		Included
Scanning Software	Third-Party		Third-Party		Third-Party
Voice Recognition Software	Third-Party		Third-Party		Third-Party
Additional costs to accommodate ICD-10 codes	Included		Included		Included
Electronic Prescribing of Controlled Substances (EPCS)	Included		Included		Included
Public Health Registry Connections	Included		Included		Included
Chronic Care Management (CCM) Tool	Included		Included		Included
Additional fees for remote locations	Not applicable		Not applicable		Not applicable
Total Other Costs	Contact athenahealth for pricing		Contact athenahealth for pricing		Contact athenahealth for pricing
Ongoing Costs					
Ongoing Costs (annual license, support and other ongoing fees or costs)	Not applicable		Not applicable		Not applicable
<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 <p>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.</p>					

Interfaces and updates	
How often are CPT/ICD code updates provided?	ICD codes are updated annually. athenahealth maintains all ICD-10, CPT, and HCPCS code sets at no additional cost, and we change and update the system accordingly. The athenahealth Rules Engine supports Correct Coding Initiative (CCI) claim edits. The rules engine is updated daily, but the CCI data is updated quarterly. Thus, any CCI Edit-related rule that relies on CCI data is also updated quarterly with the data imports.

Does athenahealth have interfaces to any public health registries ? If so, please list them. What is the cost to connect?	<p>athenahealth has built interfaces with products from hundreds of different vendors to support efficient revenue cycle and clinical operations for our clients. athenahealth recognizes that clients may interact with others systems and registries and we will work with you to provide interfaces needed to streamline data flow.</p> <p>Because of our single instance, cloud-based platform, when one interface or connection is built for one organization, it can be leveraged by all organizations on athenaNet. With 100,000+ providers on our network, we conduct more than 6.7 billion electronic transactions a year across 98.2 million patient records, offer 152,481 exchange partners and 418,324 interfaces, and connect to 9,900+ imaging centers and labs, 61,000+ pharmacies, 1,350+ Hospitals/IPAs/HIEs, and 49 registries. In addition, athenahealth's Network Operations Center (NOC) monitors our interface connections 24x7x365, on behalf of our clients.</p>
Is there a charge to interface with ImmTrac? If so, how much?	We do provide an interface to ImmTrac at no additional charge.
Which public and private HIEs have you interfaced to in the state of Texas?	<p>We currently have live connections to the following Texas HIEs:</p> <ul style="list-style-type: none"> * Memorial Hermann Information Exchange (MHIE) * Methodist Healthcare * Greater Houston HealthConnect (GHHC) * Baylor Scott & White Quality Alliance (HIE) * Christus Health HIE
What do you charge your users for the interface from your product to an HIE?	athenahealth connects to hundreds of public and private health information exchanges and systems. For those with which we are not currently connected, we can scope a connection.
Does your product connect directly to CMS for PQRS submissions? What is the cost for that connection?	athenahealth provides the ability to report quality measures to CMS. Submitting these measures to CMS on behalf of our clients is part of the athenaClinicals service offering. PQRS and Meaningful Use (and the data submission to CMS) will be managed through the Quality Management Engine, our comprehensive pay-for-performance/quality management system. This service is composed of technology, knowledge, and services, and is designed to manage every element of P4P or quality program participation. athenahealth will identify applicable programs, assist with enrollment, provide a low impact data capture process, and report data on behalf of the practice. Also, each clinical guideline in athenaClinicals has a corresponding population management report. These are "actionable" reports that allow staff or providers to work through a list of outstanding cases to determine necessary outreach.
Does product support the Continuity of Care Document?	<p>athenahealth supports a number of mechanisms, formats, and transports for supporting data extraction for the purpose of third party aggregation, including standards based HL7v2 messages over traditional transports, CCD messages leveraging XDS.b and web services protocols, clinical data warehouse reporting feeds, and direct queries via an athenahealth defined web services API. athenahealth supports a range of formats: XML, HL7, CDA, X12, CSV.</p> <p>athenahealth can provide core patient care data via a PDF format or Continuity of Care (CCD) export (in XML text format). The client is then responsible for any formatting of the exported data.</p>
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.	<p>athenaClinicals can interface with third-party practice management solutions. The top five practice management systems that athenaClinicals has interfaced with include:</p> <ul style="list-style-type: none"> * Meditech * Siemens * ASP.MD * Crescendo * MBS/Net
How often are drug formularies provided?	<p>We have live interaction with payers and PBMs for formulary updates. athenaNet uses First DataBank as its formulary, which provides drug contraindication information as well as a drug knowledge base. Patient medication information is stored within a patient's chart.</p> <p>athenahealth's ePrescribing solution provides Surescripts formulary information in real time. There is no need to do an initial load or subsequent updates since this is all accessed in real time. Surescripts is constantly updating this information by working with PBMs.</p>

<p>What disaster back-up protections do you offer?</p>	<p>Backups</p> <p>As a web-based solution, our ability to provide disaster recovery and business continuity to our clients is critical. athenahealth manages all of the offsite backup process. athenahealth employs high availability (HA) features at a number of levels within the architecture. To achieve business continuity in the event that the HA features fail, athenahealth backs up client data continuously to a redundant infrastructure inside our primary computing facility and also to a remote facility. Incremental backups are taken nightly of all client databases, and full backups are taken weekly. Full backups are rotated offsite to a secure facility each week. All backups are encrypted for additional security while being transported.</p> <p>The datacenter where athenaNet runs is highly redundant. Within each rack in the datacenter, servers are powered by independent power distribution units on separate circuits. The servers themselves have dual power supplies and multiple network connections.</p> <p>Our enterprise-class SANs utilize dual controllers, redundant connectivity, and RAID. Multiple load-balanced application servers support each database stack, allowing sessions to continue in the event of a webserver failure.</p> <p>In the event of a disaster, your data is completely protected in the cloud.</p>
<p>Does your product have the ability to transfer data/migrate to other EHR vendor's products? If so, what is the cost for migration?</p>	<p>Onboarding</p> <p>We partner with ELLKAY, a leading vendor in EMR conversions, to enhance our options for data conversion for our clients. The lack of industry standards for how data is entered and stored in EMR systems is a major culprit for obstructed data exchange between EMRs. Data in one EMR is often in a different format than data in another; therefore, extracting the data from each AHS system will be a unique process, requiring a detailed scope in order to recommend the most appropriate option. However, a partnered approach to data conversions can simplify the process, reduce time and cost, maintain provider productivity, and preserve the integrity of the patient chart, resulting in the continuity of care for patients.</p> <p>Upon Termination</p> <p>Client maintains ownership over the data. Upon termination of the Agreement, athenahealth provides clients with a full format data copy of all data applicable in its possession or under its control without charge. Such a data copy is provided on a CD in comma-separated format which will include all of your charts. Your archive disk will also contain PDF copies of paper EOBs received by athenahealth and posted in athenaNet, and an archive of all the Clinical Charts in PDF format. Each patient chart will have a separate pdf file.</p> <ol style="list-style-type: none"> 1. Comma Separated Values (.csv) files of the following: <ol style="list-style-type: none"> a) Transactions b) Appointments c) Patient Demographics 2. PDF copies of paper EOBs received by athenahealth and posted in athenaNet. 3. An archive of all the Clinical Charts. <ol style="list-style-type: none"> a) The charts will be in PDF format. b) Each patient chart will have a separate pdf file. c) The file name will use this naming convention: LASTNAME, FIRSTNAME. MIDDLEINITIAL, DOB, patientid.
<p>Are you willing to submit to 3rd party usability testing of your product? For example: SHARP Projects</p>	<p>No, we do not submit to third-party testing. However, our UI has won many awards with KLAS for usability over the past few years and athenahealth has an Experience Design team of 100+ employees focused on end-user satisfaction. The team works directly with clients to understand the enhancement and works with the client through development, beta testing, and general release. athenahealth has a release every few months introducing both enhanced and new functionality. athenahealth's approach to development and user experience is to focus on human perception, cognition, and behavior to drive performance. Our Experience Design team comprises three groups: User Research, Design, and Copy.</p> <p>Watching Workflows: Metrics Lead to Improvements</p> <p>athenahealth tracks and measures usability by means of a proprietary 5-stage patient visit. By structuring the visit, not only can we track measurable revenue and efficiencies gained or lost during each phase, but athenahealth can also track clicks and amount of time spent in each phase.</p> <p>In the end, we are able to review this data and either help a medical group identify gaps in user knowledge and training, or gaps where athenaNet needs to improve or enhance the usability.</p> <p>Direct Client Feedback</p> <p>In addition to these metrics, athenahealth has a physician advisory board, sponsors strategic client forums, and actively collects and reacts to direct contribution provided in athenaNet social settings from our end-users—via open client-shared forums and enhancements requested directly within our service and support channels. Further, our Voice of the Customer (VOC) Team at athenahealth actively monitors KLAS (and other unbiased direct client forums) to seek out and propose ways to both strengthen the way we articulate athenahealth's services and industry value—and to continually enhance our services.</p>