VitalCenter Overview & Demo

Empowering our partners to provide extraordinary care

Agenda

- **VitalCenter Demo**
- **Administering VitalCenter**
- **Technology Overview**
- **Q&A**

Situations

- **Saturday Clinic During Upgrade**
  - EHR Upgrade (SP upgrade, upgrade to v11.2)
  - Server Migration
  - SQL / Windows Upgrade
- **We Lost Our Network Connection**
- **The EHR Servers Are Down**
  - Hardware/Software Failure
  - Severe Performance Issues

Saturday Clinic During Upgrade

- **Planned Upgrade, but EHR Still Unavailable**
- **What are the Downtime Policies?**
- **How Do We See Patient History?**
- **Which Patients are Scheduled?**
- **How Do We Handle Unscheduled/Same-Day Appointments?**

We Lost Our Network Connection

- **Network is Down – May Be 20 Minutes or 4 Hours**
- **How Do We See Patients' History?**
- **How Do We Document the Visit?**
- **What Happens When the EHR is Available Again?**
- **When Will IT Get This Fixed?**

The EHR Servers Are Down

- **We Can't Get Into the EHR**
- **Help Desk Knows the System Is Down**
- **But, When Will the System Be Back Up?**
- **Is the System Available, but Too Slow to Use?**

Solution Overview

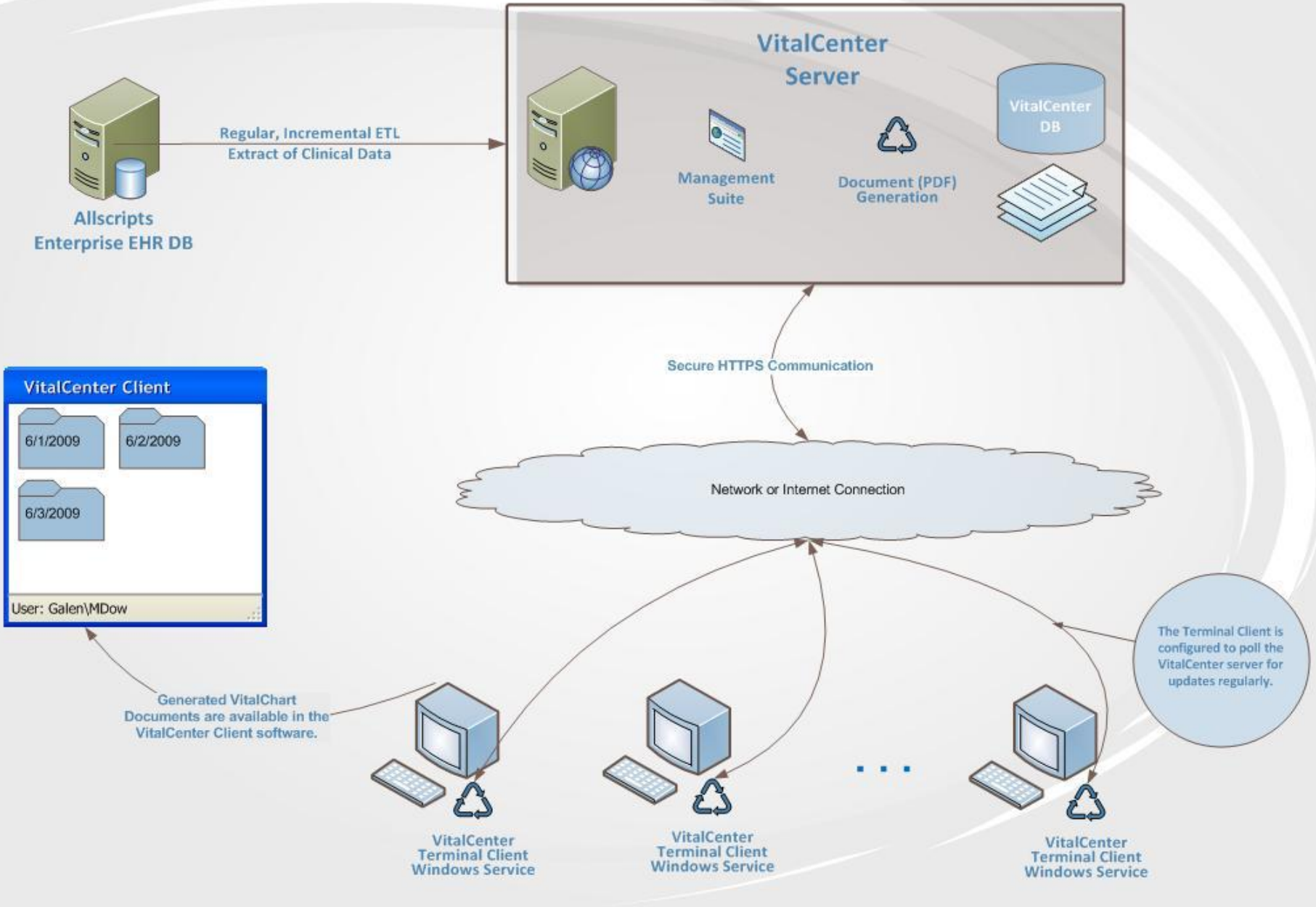
- Continuity During Downtime
  - Seamless Transition
  - Electronic Documentation of Visit
  - Enables Groups to Focus: Providers, RNs, IS
  - Planned Upgrades and Server Maintenance
- Capabilities During Normal Business Conditions
  - On-Demand Chart Access
    - Urgent Care
    - Requests for Records
    - Batch Reporting – Insurance Audits, Research Studies

VitalChart Content

- All Relevant Clinical Data
- Highly Configurable

- Demographics
- Problem List
- Medication List
- Allergies
- Vital Signs
- Immunizations
- Results
- Notes
- Scans
- Appointment List
- Tasks
- Orders

VitalCenter Architecture Diagram



Galen Overview

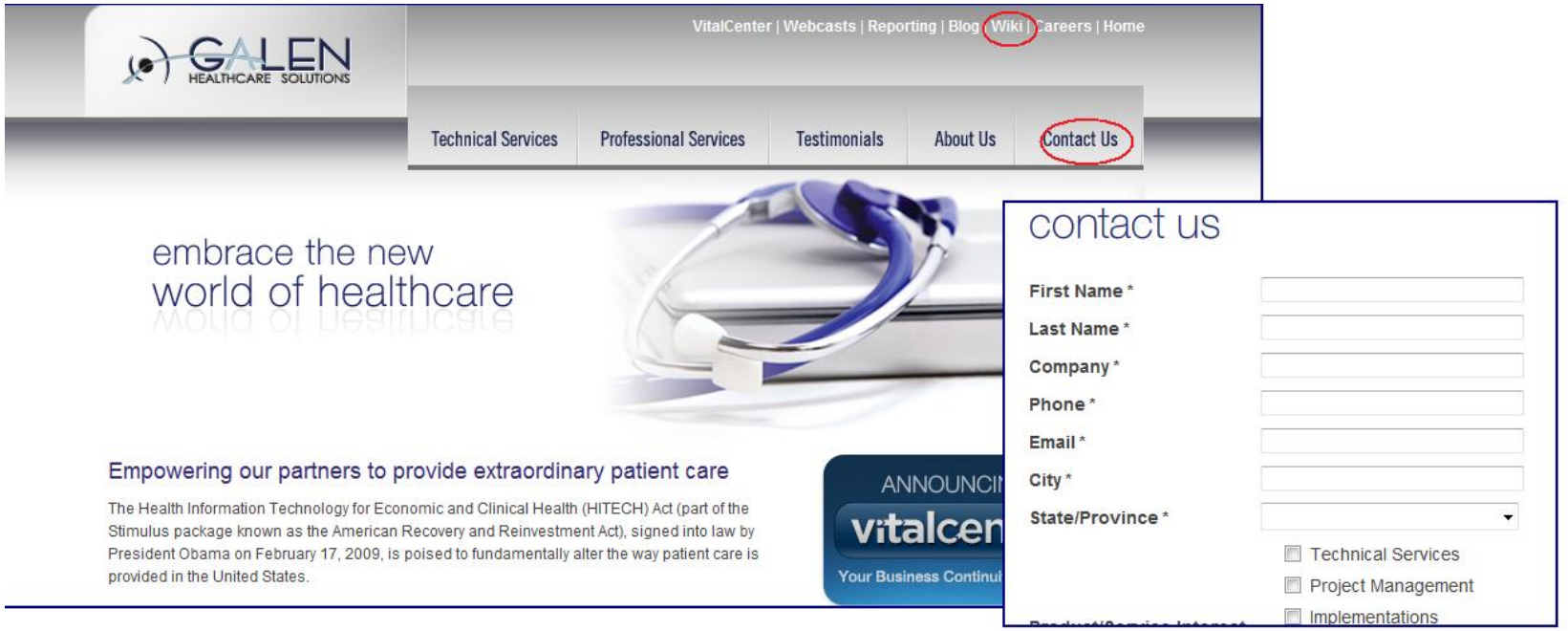
- **Professional Services**
  - 53 Project Managers and Implementation Consultants
- **Technical Services**
  - 15 Interface, Reporting and Technical Training Specialists
- **Flex Professional Services**
  - 10 Remote, Scalable, Resources
    - v10 to v11 Upgrades
    - Service Pack Upgrades
    - Note/Order/Charge Build
- **VitalServices**
  - Tier 2 Support
  - VitalCenter

GALEN HEALTHCARE SOLUTIONS

Thank you for joining us today, for additional assistance….

You can contact us through our website at

www.galenhealthcare.com



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