

VitalCenter Overview & Demo

Empowering our partners to provide extraordinary care

vitalcenter

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?**

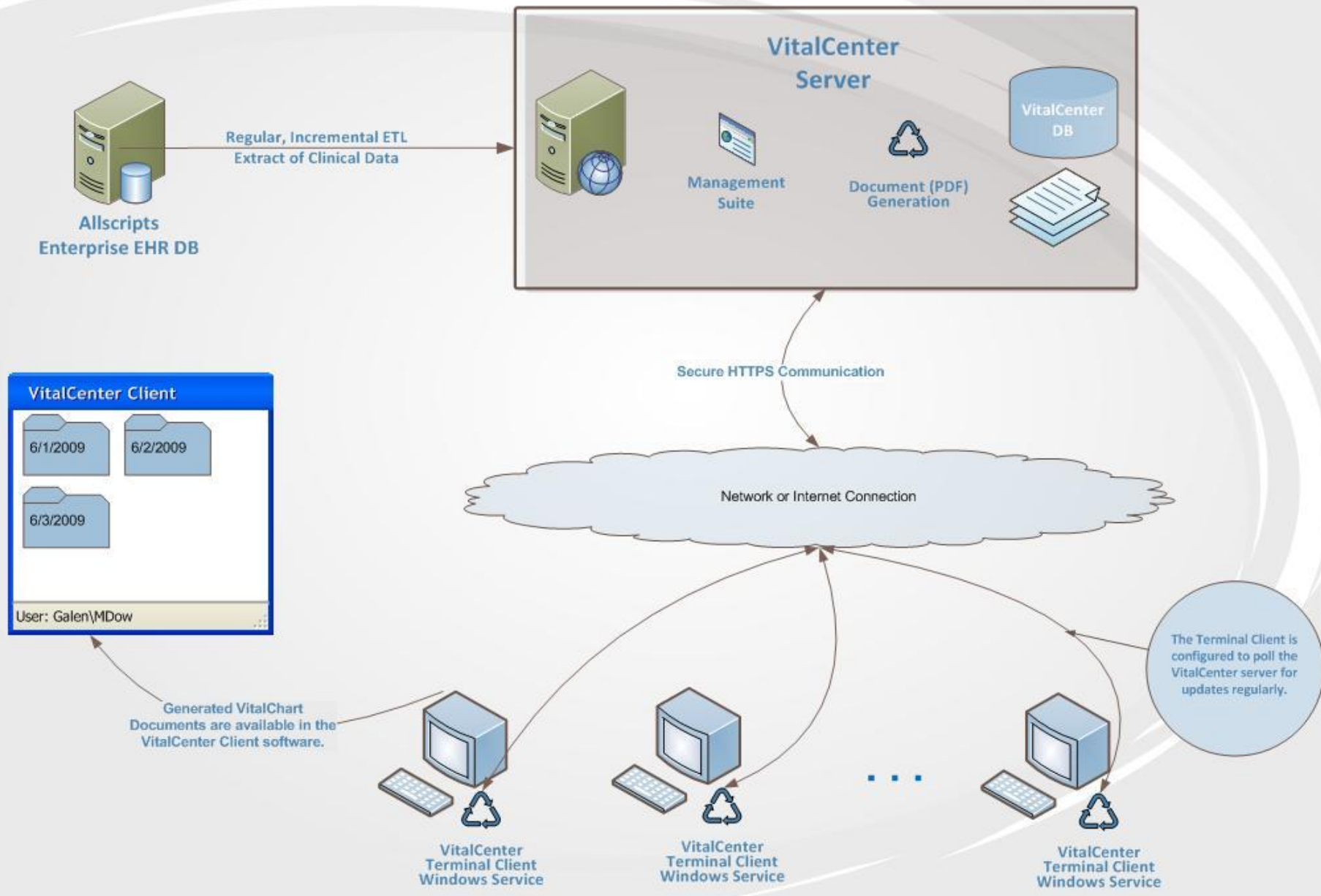
Solution Overview

- **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

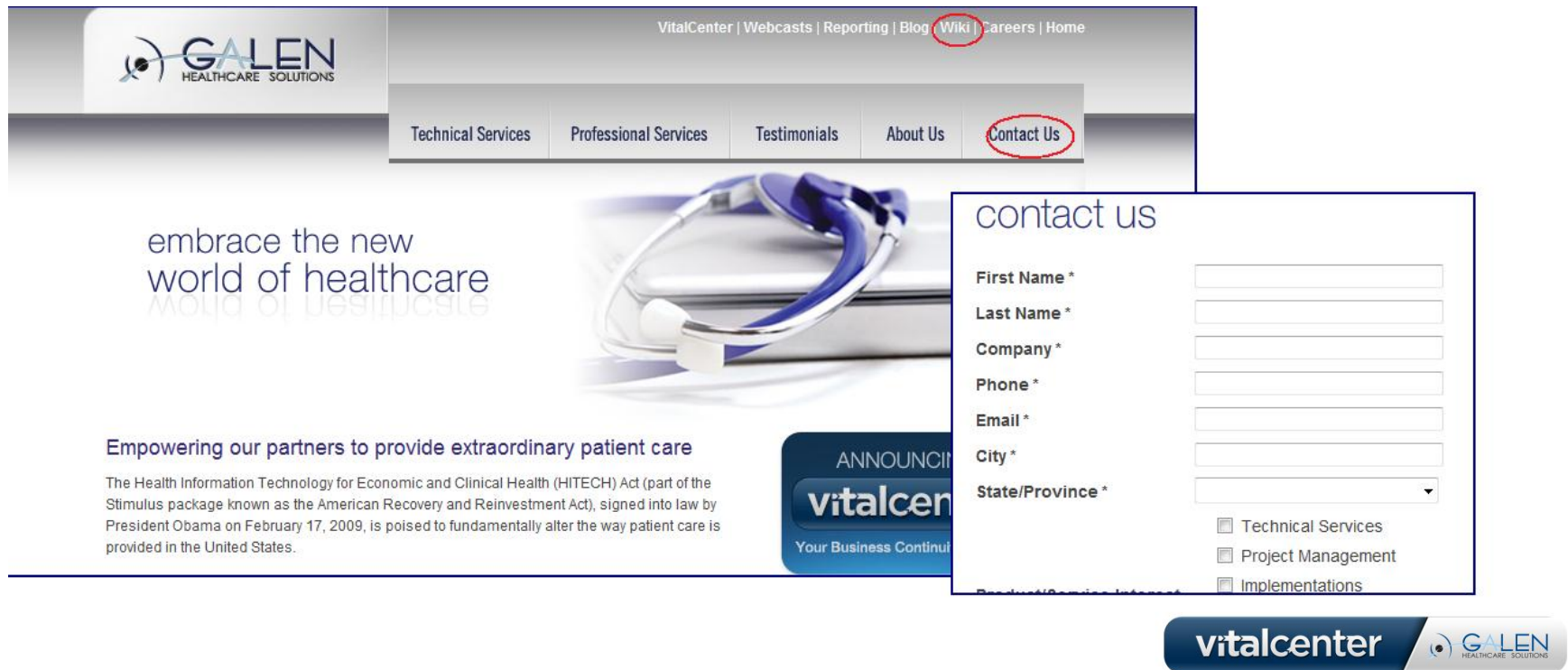


Galen Overview

- **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

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

You can contact us through our website at www.galenhealthcare.com



The screenshot displays the GALEN Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. A secondary menu below features Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The main content area features the slogan "embrace the new world of healthcare" and a stethoscope graphic. A text block titled "Empowering our partners to provide extraordinary patient care" discusses the HITECH Act. A "vitalcenter" logo is also present. A "contact us" form is overlaid on the right side, containing fields for First Name, Last Name, Company, Phone, Email, City, and State/Province, along with checkboxes for Technical Services, Project Management, and Implementations.

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embrace the new world of healthcare

Empowering our partners to provide extraordinary patient care

The Health Information Technology for Economic and Clinical Health (HITECH) Act (part of the Stimulus package known as the American Recovery and Reinvestment Act), signed into law by President Obama on February 17, 2009, is poised to fundamentally alter the way patient care is provided in the United States.

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