

## Frequently Asked Questions

### **Why has Children's created this program?**

Children's Healthcare of Atlanta remains steadfast in its commitment to providing the best care possible for the region's children, and implementing a community health record (CHR) system is one way to enhance that care. The electronic health record (EHR) provides a seamless experience for all providers participating in the program whereby a patient will have one comprehensive record shared by everyone on that child's care team. This will lead to improved quality of care, outcomes and patient satisfaction, along with reduced errors and better operational efficiencies. A CHR also enables providers to be ready for future demands on physicians to demonstrate quality of care. Due in part to recent Federal regulations (2009 stimulus bill & 2010 healthcare reform in particular), we are now able to offer this program, which is compliant with Federal laws and HIPAA regulations.

### **What is the EHR behind Pediatrics360?**

Children's is using Epic, which has been ranked the No. 1 ambulatory EHR system for 12 years running by KLAS, an independent evaluating agency. Epic provides our community the best opportunity to create a clinically integrated network of care.

### **Is the EHR system flexible? Can I customize it for my practice?**

At its core, Epic is a standard software package designed for the pediatric environment. It does allow for some flexibility and customization in a practice's workflow and documentation.

### **I already have an EHR set up. Can I switch to yours?**

It depends. Stark Law guidelines indicate that physicians who currently have EHR capabilities, e.g., an EHR that is certified by an ONC Authorized Testing and Certification body, are not eligible for the Pediatrics360 program. If your EHR is not an ONC-certified EHR, you may be eligible to participate. To find out if your EHR is certified, please visit <http://onc-chpl.force.com/ehrcert>.

### **What computer hardware is required to participate?**

The hardware needed to ensure that your new system functions efficiently will include a broadband Internet connection, and integrated computers, printers and scanners. As you work with the Pediatrics360 implementation team, you may find that you already have all of the necessary equipment in place. If you do not, we will work with you to identify your needs in the most cost-effective way.

### **Does Children's provide the hardware?**

Per Federal law, Children's cannot offer funding to assist a practice in the purchase of any of the hardware components.

### **What is the process to join the Pediatrics360 program?**

Pediatrics360 seeks to have a balanced portfolio of practices who serve Medicaid, the uninsured and the commercial populations. Practices interested in joining Pediatrics360 submit an online request ([www.choa.org/360](http://www.choa.org/360)), which will be reviewed by the Physician Advisory Committee based on the following criteria:

- **Physician panel size** — This recognizes the need to maximize the number of patients in our community whose data is included.
- **Practice's EHR operational readiness** — Practices that are more mature in their use of information technology and have a desire to invest in clinical automation will derive greater benefit.
- **Practice's EHR cultural readiness** — Full participation requires sharing of patient clinical data and a desire to improve patients in care settings outside the practice.
- **Geography** — Practices prioritized so that the CHR reflects the entire Atlanta metropolitan area.

### **How long will it take for my application to be reviewed?**

Applications are reviewed monthly by the Physician Advisory Committee.

### **How long does the implementation and set up take?**

Once approved, the typical timeframe is 12-15 weeks.

### **When does the program end?**

Children's can implement new practices until the Stark Law exemptions end, which will be the end of 2013, but our support of the program is ongoing.

### **What kind of support will I receive?**

Children's is committed to the long-term success of this community health record initiative. Even so, we recognize that a large technological change can be difficult at first, which is why we are here to provide:

- Practice demos, workflow assessments and recommendations
- Training
- Hardware testing
- Creation of backup procedures
- Launch assistance and ongoing support
- Future optimization and upgrades

### **Can I submit my application now?**

Yes. Please go online to [www.choa.org/360](http://www.choa.org/360) to fill out an application.

**Can I speak with a physician about how Pediatrics360 can work in my office?**

Yes. You can email Jim Jose, M.D., at [jim.jose@choa.org](mailto:jim.jose@choa.org).

**Who can I contact for more information about Pediatrics360?**

Please email your questions to [peditrics360@choa.org](mailto:peditrics360@choa.org) or call:

Brad Newton, Director Community Health Records, at 404-785-6296

Andi Thomas, Manager Optimization and Support, at 404-785-7038

For more information about Pediatrics360, please visit [www.choa.org/360](http://www.choa.org/360)