

## Costs and Limitations of Certified Health IT

Capability	Description of Capability	Costs or Fees	Contractual Limitations	Technical or Practical Limitations
Office Ally 24/7 <sup>SM</sup> electronic health record (EHR)  [2014 Edition EHR Certification]	Fully functional EHR program with built-in ePrescribing capabilities, connectivity to major Lab Companies and Immunization Registries. There is also a fully integrated Patient Portal.	There is a flat monthly fee per provider.  All our Training and Customer Support services are free of charge and can be done as often as needed. Appointments are required for trainings.	There is a contract for the monthly fee but there are no contractual limitations on EHR Certified capabilities.	The provider must have internet access. The EHR software is web based so the better the provider's broadband connectivity the better the experience.  While there are some mobile capabilities via tablets, the best productivity comes from desktop computer configurations.
ePrescribing (including Drug Formulary and Drug to Drug/Drug to Allergy Interactions)  [Relevant certification criteria: §§ 170.314(a)(2),(a)(10), and (b)(3).]	The ePrescribing function is fully integrated into the EHR.	There are no additional fees for using the general ePrescribing functions.  However, if a clinician prescribes controlled substances, the EPCS (controlled substance) function needs to be set up in conjunction with a 3rd party Verification Service. They do charge a minor yearly subscription fee and hardware device fee to use. The EPCS system can be setup and accessed through the EHR.	There are no contractual limitations for general ePrescribing.  There is a Subscription Agreement with the Verification Service for controlled substance prescribing. The clinician must have the proper credentials and licensing to prescribe controlled substances, e.g. DEA clearance.	Because of the complexity of the criteria, free Meaningful Use training or ePrescribing Training is necessary to properly choose and operate the prescription capabilities. After complete training, this service, as well as the synchronous Drug Formularies and Drug to Drug/Drug to Allergy Interactions are enabled and freely available to a user.  There is a small, hand held hardware device from the EPCS Verification Service that must be used with the EHR when prescribing controlled substances. It usually also takes a couple weeks to setup all the EPCS functions.
Direct messaging functionality (including transitions of care, and clinical messaging functionality).  [Relevant certification criteria: §§ 170.314(b)(1) and (2).]	Office Ally has a Direct messaging service built into the EHR to allow doctors to send patient data in the form of CCDA documents to other doctors for referrals and/or transition of care situations.	There are no additional fees for using Direct Messaging nor the Referral/Transition of Care functions.	There are no contractual limitations for using Direct Messaging nor the Referral/Transition of Care functions.	Because of the complexity of the criteria, free Meaningful Use training is necessary to properly operate Direct Messaging capabilities and allow users to choose their address. After complete training, the service is enabled and freely available to a user.  Office Ally is connected to various parties now and is very willing and open to the exchange of our Trust Anchors with other Direct Messaging entities thus allowing the free exchange of data. In order for Office Ally to make connections to new entities, the process may take up to 72 hours to setup. There is no cost to the Providers for set up. Providers may have to provide contact information for the entity they are requesting the connection with.  Office Ally is not part of any Direct group or consortium. This does currently limit some of the exchanges available. We have found that these groups and consortiums require additional excessive requirements and fees to connect, and we do not wish to pass those costs on to the Providers.  These files are exported in C-CD A 1.1 format.
Clinical Quality Measures  [Relevant certification criteria: §§ 170.314(c)(1), (2), and (3).]	Office Ally is certified on 45 of the 64 possible EP Clinical Quality Measures (CQMs), including all of the Core Measures and Recommended Measures.	There are no additional fees for using the CQMs.	There are no contractual limitations for using CQMs.	Because of the complexity and depth of the Clinical Quality Measures, free Meaningful Use training is necessary to properly choose, operate, and make optimal use of the related integrated support tools.  Only through an individual provider's account with a valid NPI and TIN can the CQM Calculators be accessed.  Because of the volume of data processed by the calculators, there may be a 24 hour delay between starting the processes and outputting CQM reports.
Patient Portal  [Relevant certification criteria: §§ 170.314(e)(1),(2) and (3).]	Patient Ally is a fully functional Patient Portal that is harmonized with Office Ally and allows clinicians to communicate securely with patients as well as allow patients to View, Download, or Transmit their Clinical Summaries after an encounter.	There are no additional fees for using the Patient Portal to either providers or patients.	There are no contractual limitations for using Patient Portal to either providers or patients.	Because of the complexity of the standards and the feature rich administration page, free Meaningful Use or Patient Ally training is necessary to properly choose and operate the patient portal capabilities to meet the objectives requirements.  These files used in Download and Transmit are in Human Readable and C-CD A 1.1 XML format.
Public Health Registries  [Relevant certification criteria: §§ 170.314(f)(1), (f)(3)]	Users can connect to various Public Health Registries, including for Immunization and Syndromic Surveillance Reporting.	There are no additional fees for using the Public Health Registries.	There are no contractual limitations for using the Public Health Registries.	Office Ally is connected to many registries now, but if there is a request for a new connection then that may take several months to get the connection established.  Office Ally is not certified for connection to Cancer Case Registries.  Office Ally is also not certified to use the PHIN messaging system for certain Syndromic Reporting sites used by Urgent Cares and Hospitals. We are certified and capable for general Syndromic Reporting at the eligible professional level.
Clinical Decision Alerts  [Relevant certification criteria: §§ 170.314(a)(8)]	Users can choose pre built Clinical Alerts relating to CQMs or build relevant custom alerts to meet users need.	There are no additional fees for using the Clinical Alerts.	There are no contractual limitations for using Clinical Alerts.	Because of the complexity of the criteria, free Meaningful Use training is necessary to properly choose and operate the Clinical Alert capabilities to meet the objective requirements.
Data Portability  [Relevant certification criteria: §§ 170.314(b)(7)]	This feature allows the user to build batch files of patient encounter summaries in the standardized CCDA format for transitioning data to other systems.	There are no additional fees for exporting data.	There are no contractual limitations for exporting data.	Because of the high volume of data that can be processed, the batch file may take up to 24 hours to generate.  These files are exported in C-CD A 1.1 format.
Automate Measure  [Relevant certification criteria: §§ 170.314(g)(2)]	The EHR allows AMR reports to be generated to track the calculations of the objectives and for MU attestation.	There are no additional fees for doing the AMR calculations.	There are no contractual limitations for using AMR calculations.	Because of the volume of data processed by the AMR calculator, the data is processed only on the hour and therefore final calculations may be delayed by an hour.