

Internship
at
Allscripts India Pvt. Ltd.

By

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1: Organizational Profile

1.1 INTRODUCTION

Allscripts is a brand which outstands every other brand in terms of Healthcare Information Technology services. Allscripts is a openly traded American company that delivers physician practices, hospitals, and other healthcare workers with exercise management and electronic health record technology. Allscripts founded as Medic Computer Systems on 1982, “Then Renamed as Allscripts in 1986 is Headquartered in Chicago, with additional key operations located in Raleigh, North Carolina. The CEO of company is Paul M. Black.”

In India, Allscripts started in 2005 with 3 locations (Pune, Bangalore & Baroda).

Allscripts is different from others since:

- It connects individuals, places and information crossways all care sceneries through its Open, Connected Community of Health™
- Allscripts full set of population well-being solutions figure on the power of our comprehensive suite of Clinical and Revenue Cycle core products.
- Allscripts bring the portfolio elasticity to work with all major EHR applications in the marketplace today.
- Allscripts allow its clients to transport better results.

MISSION: Allscripts resolutions enables “smarter care, delivered with greater precision, for healthcare patients, population and communities.”

VISION: Structure open associated communities of health.

FOCUS: “Helping you succeed and serving as your trusted partner.”

1.2 Departments in Allscripts:

- Department of Business Development
- Client Informatics
- Facilities
- Finance & Accounting
- Global Sales Operations
- Human Resource
- IT Services
- Legal Services
- Major Incident Team
- Privacy & Security Governance
- Professional services
- Program Management Office
- Department of Sales
- Department of Solution Development
- Department of Strategy Management & Marketing
- Support Services
- Travel, Expenses & Procurement

Clients: Allscripts by the Numbers

- 45,000 doctor performs
- 180,000 doctors
- 19,000 post-acute activities
- 2,500 infirmaries
- 100,000 electronic data entry recommending surgeons
- 40,000 in-home clinicians

Solutions

“Allscripts offer an open, integrated portfolio of healthcare information technology solutions for hospitals, physician practices, and extended care organizations.”

1.3 Products

- Care Management
- dB Motion
- Follow My Health
- Sunrise Clinical Manager
- Sunrise Prescription Writer
- Sunrise Critical Care
- Touch Works EHR

Products by Care Setting

- Extended Care Organizations
- Hospital and Health Systems: “Allscripts is committed to partnering with clients to ensure hospitals and health systems have customizable solutions that help achieve better patient outcomes. Our experienced team offers a variety of services and support to help organizations achieve their goals.”
- Physician& Community Practices: “Allscripts EHR, financial management, population health management and precision medicine solutions connect to help you move the healthcare performance needle.”

1.4 Services

- Consulting: “Allscripts consulting professionals have deep understanding of healthcare IT. These experts include physicians, nurses and pharmacists who have helped leading hospital systems, academic medical centers and physician practices realize significant efficiencies as they transform the way they serve patients. Allscripts offer consulting services in following capacities.”
 1. Income cycle
 2. Clinical Effectiveness
 3. International classification of Diseases 10 (ICD-10)
- Education: “Learn from experts and complete training courses, ranging from simple, role-based eLearning to customized end-user training.”
- Hardware
- **Implementations**: “Allscripts Services Team provides post-live ongoing application sustainment and management services, including post-live

checks, up-to-date product expertise, cost-effective and enhanced user adoption, access to content and recommended practice updates and enhancements, and offers experienced Allscripts professionals.

- **Managed IT:** “Allscripts is committed to building a collaborative relationship with our clients, helping them solve their IT staffing and application needs. Our Managed IT Services help clients maximize the power of their IT investments through delivering modular, cost-effective services that empower our clients to focus on their strategic goals and deliver better patient care.”
- **Technical Services:** “From technical infrastructure to custom reporting, Allscripts Technical Services Team improves end user experience.”

1.5 LEARNINGS AT ALLSCRIPTS

- Mandatory trainings on Organizational ethics and culture
- E-learning’s on US Healthcare Industry
- Intensive training of the Inpatient module of a leading electronic health record in the USA
- Overview of all the modules of the electronic health record
- Shadowed under Team Lead on the process of break-fixes and enhancements.
- Analyzed and documented the nature of tickets raised by the Client who went Go-live with the electronic health record recently
- Trained on the different workflows associated within the Inpatient module
- Hands-on training on the technical side of the electric health record system