

INTERNSHIP REPORT

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By

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INTRODUCTION

Our health care system is helping to cure diseases, extend our lives, and improve the wellbeing of our communities. Now, through the use of secure health information technology, health care will benefit from advancements that are making sure health information is confidential, available when and where it is needed, contributing to safer, higher quality, more coordinated, and more efficient and less costly care for everyone.

Health information technology (health IT) refers to the electronic systems health care professionals and patients use to store, share, and analyze health information.

Health IT includes:

- **Electronic health records (EHRs).** EHRs allow doctors to better keep track of health information and may enable them to see it when you have a problem even if their office is closed. EHRs also make it easier for doctors to share information with specialists, so that specialists who need the information have it available when it is needed.
- **Personal health records (PHRs).** A PHR is a lot like an EHR, except that the patient has control on what kind of information goes into it. PHR can be used to keep track of information from doctor visits, but the PHR can also reflect life outside the doctor's office and health priorities, such as tracking what you eat, how much you exercise, and your blood pressure. Sometimes, PHR can also be linked with doctor's EHR.
- **Electronic prescribing (E-prescribing).** A paper prescription can get lost or misread. E-prescribing allows doctor to communicate directly with pharmacy. This means one can go to the pharmacy to pick up medicine without having to bring the paper prescription.
- **Privacy and security.** All of these electronic systems can increase the protections of your health information. For example, electronic information can be encrypted so that only authorized people can read it. Health IT can also make it easier to record and track who has accessed the information.

An Implementation Analyst provides the technical support for the implementation of EHR and other HIM technology before and during implementation of health IT systems in clinical and public health settings. It is a systematically structured approach to effectively integrate a software based service or component into the workflow of an organizational structure or an individual end-user. This is a blueprint method to get users and/or organizations running with a specific software product.

The most common issues that occur when implementing a software product: business alignment from the organizational view and acceptance from human view.

The implementation of product software, as the final link in the deployment chain of software production, is in a financial perspective a major issue. It is stated that the implementation of (product) software consumes up to 1/3 of the budget of a software purchase (more than hardware and software requirements together).

OBJECTIVES OF INTERNSHIP

To understand the roles and responsibilities of MS Implementation Analyst at Allscripts, Pune.

ORGANIZATIONAL PROFILE

Allscripts is the clear leader in software, services, information, and connectivity solutions that empower physicians and other healthcare providers to deliver best-in-class patient safety, clinical outcomes, and financial results. Nationwide, more than 150,000 physicians, 700 hospitals and thousands of other healthcare providers in clinics, post-acute care facilities, and homecare agencies utilize Allscripts solutions to automate and connect their clinical and business operations. Together with our clients, Allscripts is transforming our disconnected 'healthcare' system into a connected system of 'health.'

Mission & Vision

Allscripts mission is to be the clear leader in software, services, information and connectivity solutions that empower physicians and other healthcare providers to deliver best-in-class patient safety, clinical outcomes and financial results.

The Allscripts vision is to become indispensable by leveraging our information, software and service solutions to connect all key stakeholders, bringing health to our healthcare system.

Connect to Health™ - Today, 150,000 physicians and over 700 hospitals turn to Allscripts to Connect to Health™ - improving quality, eliminating errors and reducing cost. We help physicians and providers transform today's disconnected system of 'healthcare' into a connected system of 'health.'

Connect Your Practice: For physician practices of all sizes and specialties, our leading Clinical Solutions - electronic health record, ePrescribing, and document management solutions - deliver just right, just-in-time information. And our advanced Business Solutions - practice and revenue cycle management - enable their practices to run more efficiently. Together with our emergency department, care management and homecare solutions, the end result is a single company to help you eliminate paperwork and eliminate silos.

Connect Your Community: Our solutions enable physicians and care providers to connect beyond their practice, ensuring seamless integration of patient information across the entire community of care. We are at the forefront in connecting healthcare, enabling the sharing of information securely across practices and with patients, hospitals, labs, pharmacies, payers, long-term care, and home health providers.

Connect to Health: The value of information increases exponentially when it is shared safely and securely across all systems. Allscripts is leading the development of standards, enabling the sharing of information by all stakeholders while providing access to new opportunities for providers, including pay-for-performance, clinical trials, and medication dispensing. The end result is a dramatic move from a disconnected system of 'healthcare' to a connected system of 'health,' enabling providers to focus on disease management, prevention, and wellness.

The bottom line: Allscripts is one company with a portfolio of solutions building one interconnected healthcare system to help you improve the performance of your organization and focus on patients, not paperwork.

Our Business Units

Our four Business Units focus on delivering innovative, effective, easy-to-use solutions to stakeholders across the continuum of care:

Professional Solutions: Industry leading electronic health and practice management solutions for small- to mid-sized practices.

Enterprise Solutions: Award-winning set of electronic health and practice management solutions for large practices, academic medical centers and hospitals.

Health Systems Group: Emergency Department automation and web-based care management solutions for hospitals and post-acute providers, as well as the leading homecare solution in the market.

Medication Services: Comprehensive prescribing and dispensing solutions for physician practices, improving patient care and practice management.

Our Solutions

Allscripts solutions are consistently rated “best in class” and our commitment to innovation has set a standard in the industry. We help physician practices and hospitals become more efficient and effective by automating and streamlining everyday tasks.

- Electronic Health Record
- Electronic Prescribing
- Revenue Cycle Management
- Practice Management
- Care Management
- Document Management
- Medication Dispensing
- Emergency Department Information Systems
- Homecare Automation

Our Values

At Allscripts, our values are at the core of who we are and what we do. They reflect our belief that it starts with the clients and ends with results:

- Client Focus
- Leadership
- Excellence
- Aspiration
- Results

Key Activities/ Projects Undertaken Other than Dissertation.

- Participate as a key member of the core implementation team charged with successfully implementing and supporting an EHR system by becoming a subject matter expert in the functionality of the electronic practice management and electronic medical records software. Certification may be required.
- Analyze and document the requirements of a physician's office and clinical workflow as they pertain to the implementation of electronic practice management and electronic medical records software.
- Analyze and report on the requirements of a physician's office as it pertains to the adoption and adherence to government and other incentive programs and compliance programs.
- Prepare recommendations and/or alternatives that address existing and potential areas of improvements in physician offices operations.
- Design and configure the electronic practice management and electronic medical records software in the most efficient manner to support the physicians' office requirements and future state workflows.
- Document implementation decisions and configuration approach
- Directly and remotely support the physicians and physician office staff in the use of the software.
- Participate in the planning, design, development and deployment of new application modules and enhancements to existing applications.
- Utilize the call tracking software provided to adequately document issues.
- Correctly status and prioritize issues.
- Resolve issues directly and remotely utilizing training and provided documentation.
- Follow established escalation and notification procedures.
- Provide regular status updates to project manager for all assigned tasks.
- May perform other duties as assigned or requested.

Key Learnings from Internship

The learnings during the time of internship is to be responsible for implementation and configuration of practice operations to support the successful adoption of an electronic practice management and electronic health records software. As a team responsible for implementation of software, in partnership with team members and in line with the project plan, interact directly with the physicians and physician's office staff to design, configure, test, train, implement and support the use of the EHR software.