With the patient at the heart...

Epic software is built around a single patient record, so everything works together – in a doctor’s office, hospital, long-term facility, or the patient’s home. This approach helps care teams make measurable improvements in quality and reductions in cost.

Ask about software and install options to fit your organization’s complexity, size, and budget.

Enterprise-Wide Analytics & Population Health

**Cogito Analytics Suite** delivers actionable clinical and business intelligence across all Epic applications, based on the user’s role and workflow. Configurable dashboards and flexible reporting tools allow organizations to manage patient populations, analyze and benchmark clinical and operational performance, and monitor improvements for key areas of focus.

**Caboodle**, the integrated data warehouse, allows customers to combine Epic data with key pieces of external data, and features a standard dimensional data model optimized for performance and reporting ease.

**SlicerDicer** is a unique exploration tool, designed to help researchers, physicians, and other end users quickly investigate hunches, without formal analytics training.

**Cosmos** is a collaborative aggregation of anonymous data across Epic customers spanning nearly 200 million patients – for research and discovery.

Epic’s **AI and Machine Learning Platform** – new in 2018 – uses the latest data science and algorithm advancements made by Epic, its customers, and third parties to embed insights directly into user workflows.

**Healthy Planet** is an EHR-neutral, integrated population health platform designed to help you identify, engage, and treat high-risk and high-cost populations of patients. Aggregating data from nearly any outside source, the system lets you see how well you are doing and then execute the changes needed to help patients do even better – all from inside a single system. Risk stratification and predictive point-of-care metrics summarize your population health progress, identify gaps in care, and coordinate intervention. Healthy Planet can be hosted by you or by Epic. The **Healthy Planet Link** portal extends key information and functions to affiliates and non-traditional community care providers.
Core Clinical Systems – An Integrated Comprehensive Health Record (CHR)

**EpicCare Ambulatory EMR** is the primary clinical tool for nurses, physicians, and specialists in outpatient environments. Intuitive search, chart review, order entry, flexible documentation options, integrated specialty screens, outside patient data, and fast decision support combine in a secure, reliable system. Automatic personalization, quick actions, and refill automation make for a noticeable difference in physician acceptance. Built-in analytics guide chronic disease and other population management, while telemedicine tools allow better use of scarce provider time and improve access.

**EpicCare Inpatient Clinical System** connects the care team to a single patient record, clinical pathway, and care plan – with outside data in the same single view – ensuring that decisions are based on up-to-date information and that care transitions are well coordinated. Built-in analytics inform staff of potential patient deterioration in real time and help nursing teams balance workload acuity. Integrated remote-monitoring and mobile device functions provide the ability to intervene. The application supports ICU/critical care and medication safety with barcoded medication administration – as well as optional waveform integration.

**Willow Inpatient Pharmacy System** automates pharmacy communication and workflow while coordinating ordering, dispensing, and charging activities. Integrated with EpicCare Inpatient Clinical System and Epic’s embedded decision support engine, Willow delivers proactive guidance and financial support suggestions.

**Haiku** for smartphones and **Canto** for tablets provide integrated support for healthcare’s increasingly mobile workflows, including full ordering, device alerts, and speech-to-text documentation – in some cases, handling complete quick visits. The care team has access to their schedules, patient lists (e.g. for rounding), charts, In Basket notifications, and chat. Users can also take clinical images, e-prescribe, conduct video visits, and capture charges. **Limerick** extends mobile notifications to the Apple Watch.

**Rover** is a handheld platform that consolidates several tools, speeding many tasks for nurses and phlebotomists. It gives users access to patient lists, push notifications, secure chat, and mini-chart review. It also supports real-time barcode-enabled medication administration, simple vitals, and intake/output capture. Phlebotomists use the system to track specimen collection.

**ASAP Emergency Department & Urgent Care** makes the right thing easy to do and quick to document in busy ED environments, even supporting tablet-based visits with full ordering. It combines instant access to comprehensive patient information with active decision support. Color-coded views and documentation narrators help staff stay productive and in control. New patient-facing conveniences show wait times, drive times, and expected copays – even the option to claim a spot in line from home.

**Secure Chat, Text, and Push Notifications** connect users across applications, replacing costly standalone alternatives outside the workflow.

**Care Everywhere** helps ensure patients’ health data follows them anywhere – gathering information from all sources into a single patient story – even when they cross organizational boundaries. Organizations on the network share about seven times the clinical information required by US government standards, including lab values, reference-quality images, results histories, encounter summaries, and specialty consult notes. Upgrades in 2018 allow users to do more across Epic organizations – including search, scheduling, messaging, telehealth, and duplicate checking. Care Everywhere is fully compatible with and connected to the Carequality network of networks.

**Patient Engagement**

**MyChart Shared Patient Record** is your direct connection to patients (via mobile app or browser) for better care, access, and revenue collection. It replaces high-cost mailings and phone calls – like those for lab results or medical questions – with online interactions that improve patient satisfaction and save money. Self-triage, with decision-tree questionnaires, can direct patients to better answers faster – and when needed, offer a clinic appointment or video visit. On-demand video visits give the double benefit of patient convenience and provider efficiency. Scheduling integration can offer cancelled appointments to patients on the waitlist or check them in using geolocation. Connected IoT devices automatically share data. Billing integration allows co-pay and other balance collection directly through the app, as well as integrated financial assistance. Proxy access lets MyChart users view records for their children or elderly parents in their care – and also manage advance care planning in a place that’s visible to providers.

**MyChart Virtual Care** helps patients manage their chronic conditions and acute episodes through MyChart Mobile.

**Share Everywhere** lets patients provide one-time chart access to any Internet-connected provider – also enabling that provider to add a note into the chart.

**MyChart Bedside** is a tablet-based system that helps improve the care experience for hospitalized patients and their families. It provides details on the patient’s treatment team, scheduled procedures, lab results, electronic requests for services, and educational materials with support for rich content such as streaming video, images, and websites integrated with in-room TVs. Integrated questionnaires decrease administrative hassles for nurses.

**Lucy** is a portable health record controlled by the patient. Individuals can add to their Lucy records by entering data, importing information from MyChart, or uploading a standards-compliant Continuity of Care Document from another organization. They can save Lucy data on a thumb drive that they can carry with them.

**Welcome Patient Kiosk** is touch-screen based and supports multi-lingual displays, providing self-service check-in, wayfinding, appointment itineraries, and questionnaires. Native integration with Epic access and billing systems lets patients set up payment plans, make payments, and update their registration information at the kiosk.
Specialty, Departmental, and Ancillary Clinical Systems

**Beacon Oncology Information System** is built for the specialized care and treatment of cancer patients. Users can create treatment plans based on protocols, make treatment decisions guided by comprehensive decision support, and personalize plans to include treatment cycle and dosing schemes for both IV and oral medications. A unified radiation oncology workflow is new for 2018.

**Cupid Cardiovascular Information System** features multi-modality, procedure-specific, and diagram-based clinical documentation along with streamlined consult, follow-up, and referral functions. It supports disease and population management activities while offering seamless integration with imaging systems and monitoring devices.

**Kaleidoscope Ophthalmology** is tailored to the needs of ophthalmology subspecialists, including workflows for glaucoma, oculoplastics, neuro-ophthalmology, and pediatric ophthalmology. Device integration is available.

**Bones Orthopaedics** includes joint injection support, efficient “one screen” orthopaedic documentation, location-based charting, and more. The module builds on existing workflow and clinical content for orthopaedics in EpicCare.

**Stork Obstetric Information System** supports efficient prenatal, perinatal, and postnatal care. The module allows providers to conveniently organize and view the complete course of obstetric care.

**Wisdom General Dentistry** provides a tooth chart for documenting discrete findings and displaying the patient’s oral health related to those findings. With Treatment Planning, dentists can document plans to treat patients’ oral problems and manage preventive care. Wisdom builds on the subset of dental features available in EpicCare Ambulatory, including periodontal charting and soft tissue exam.

**Lumens** is new in 2018 and is focused on gastroenterology procedural documentation. Upcoming functionality includes support for more clinical workflows, personalization, and endoscopic specialty content.

**EpicCare Infertility** is new for 2018, allowing reproductive endocrinologists to link the charts of intended parents, donors, and the gestational carrier in addition to capturing and tracking ovarian follicle measurements alongside lab values. Upcoming functionality includes embryology lab workflows and documentation of treatment cycle medication plans – with the ability for patients to view in MyChart.

**Genomics**, new in 2018, provides both the data infrastructure and the translational tools for applying genomic indicators in charting, reporting, and decision support across the Epic clinical suite. Early focus is on pharmacogenomics, test guidance, rare diagnosis, risk prediction, and screening.

**Beaker Laboratory Information System** supports acute, outpatient, and outreach labs. The system combines core lab, microbiology, genetic testing, and anatomic pathology workflows with the benefits of enterprise-wide integration, connecting lab staff to the care team and extending services to the community.

**Epic Anesthesia** streamlines the anesthesiologist’s work for efficiency and patient safety. The system provides efficient charting optimized for touch-screen monitors, guiding pre-surgery assessment, pre-op, intra-op, and post-op documentation. Remote monitoring allows several patients to be supervised from a single location, while infusion pump integration and embedded perfusion workflows improve safety and efficiency.

**EpicCare Infection Control** supports surveillance of patients who are at risk for infections and helps identify and monitor patients and submit reportable events to government agencies. The module includes antimicrobial stewardship tools that support organizations’ reporting on antimicrobial usage and submission of data to NHSN.

**EpicCare Nephrology** (starting with Chronic Dialysis) automatically submits data to the CMS-required CROWNWeb registry. Dialysis care plans and department dashboards help monitor your entire chronic dialysis population and track quality metrics.

**OpTime Operating Room Management System** helps improve surgeon productivity, OR utilization, and data access in both acute and outpatient surgical environments. It provides scheduling, pre-operative anesthesia, documentation, and follow-up activities. With OpTime, surgeons can plan for an entire case from one screen, including entry of pre-operative, intra-operative, and post-operative orders.

**Phoenix Transplant Information System** provides a comprehensive view of the transplant chart, helping manage the continuum of care from initial evaluation through post-operative follow-up visits. It supports the transplant coordinator with waitlist management, UNOS waitlist reconciliation, and UNOS registry capabilities.

**Radiant Radiology Information System** combines tools for rules-based scheduling, documentation, results communication, film tracking, and detailed statistical reporting in a unified application for radiology. Optional breast imaging and interventional radiology tools provide extra support.

**Willow Ambulatory Pharmacy System** automates workflow, communication, and decision support in the outpatient pharmacy setting. Like its inpatient counterpart, the system is integrated to reduce redundant order entry, improve pharmacist access to patient information, and streamline everyday pharmacy functions.

**Willow Inventory** supports multi-facility medication inventory management. The system provides automated balance updates based on dispense and transfers, recording of returns and waste, easy intra-facility stock transfers, automated purchase order generation, interfaces to medication wholesalers, and more.

New, deeper specialty functionality in Epic’s 2018 Foundation System includes Dermatology, ENT, Genetics, Infectious Disease, and Rheumatology.
Post-Acute Continuum and Community Care

**EpicCare Link** is an integrated portal that strengthens ties with affiliates and community providers, giving them secure access to patient information, referral management functions (incoming and outgoing), and procedure ordering. A single patient story from all sources improves decisions, increases referrals, and leads to better-coordinated care.

**EpicCare Clinical Case Management** equips hospital case managers with tracking tools, utilization review functions, and payer connections for authorization. A Discharge Placement activity streamlines communication of placement requests and tracks data exchange with post-acute care facilities.

**EpicCare Home Care & Hospice** automates home care activities, providing access to the patient’s complete medical record with charting tools and a comprehensive shared care plan tailored to the needs of each patient. It runs on laptops without a network connection, making it a truly portable care management tool.

**Customer Relationship Management/Call Management** helps your staff serve patients, physicians, insurers, and others who call for information. Users can quickly record contact information, review correspondence histories, and flag issues for follow-up.

**Nurse Triage** helps users handle patient calls to deliver timely, effective care advice. The system supports nurses throughout the triage process, providing chart access and popular clinical protocols in a user-friendly format.

**Long-Term Care** supports the clinical, financial, and regulatory needs of long-term acute care and skilled nursing facilities. It guides the completion and submission of MDS assessments, lets caregivers complete real-time medication adjudication, and tracks the course of therapy – all with the benefit of a complete Epic chart. Integration with Resolute Hospital Billing supports interim and monthly billing for long-stay residents.

**Rehabilitation** lets inpatient and outpatient rehab staff provide quality care and spend less time on documentation. The module is tailored to the unique regulatory and patient care needs of rehabilitation facilities.

**Wound Care** enables continuous wound monitoring across the spectrum of care, from inpatient encounters to primary care visits. Clinicians can attach and review images alongside wound assessments in flowsheets. An image viewer shows images for a single wound across encounters in an interactive timeline.

**Behavioral Health** supports the confidentiality required for mental health and substance abuse records. The system accommodates treatment team-based documentation, bulk documentation of group therapy, and day treatment programs, among other workflows.

**Social Care** is new in 2018, with a focus on comprehensive care and service management based on social determinants of health. Initial functionality includes program management, patient support network tracking, community service directory integration, and closed-loop outsourced service referrals.

**Revenue Cycle**

**Resolute Hospital Billing** automates and organizes the revenue cycle. Workqueue management tools and deep reporting combine with a full range of billing and accounts receivable abilities – allowing users to bill acute, ED, and hospital outpatient charges in a single system.

**Resolute Professional Billing** streamlines charge entry, follow-up, payment posting, reporting, and other revenue cycle activities. It supports paperless collection and helps you submit clean, accurate claims, minimizing denials and helping keep AR days low.

*Used together*, Resolute lets you provide patients a single statement and your organization a single billing office. Both billing applications have integrated patient-pay connections to the portal and kiosk – including Estimates and Financial Assistance tools – to support patients’ growing contribution to revenue.

**Tapestry Managed Care Administration** helps provider organizations automate eligibility and benefits information, perform utilization reviews and referral steering, and monitor the progress and cost of episodic treatment. Tapestry can handle complex contracting mechanisms, adjudicate and process AP claims, and provide web access to members and affiliated organizations. Ask Epic about focused Tapestry functionality for payers.

**Patient Access**

**Grand Central ADT/Prelude Enterprise Registration** is an enterprise-wide registration and patient tracking system, giving staff the tools to manage patient stays from pre-admission through discharge – including bed planning, housekeeping, patient transport, transfer center support, and predictive utilization analytics.

**Cadence Enterprise Scheduling** makes it easy for users to schedule visits and procedures while providing tools that help improve patient services, keep appropriate slots open, and make efficient use of staff and other resources. MyChart integration helps fill cancelled appointments, increasing revenue and boosting patient satisfaction.

**Health Information Management** provides tools to simplify release-of-information, chart tracking, and chart deficiency tasks.

**Identity Enterprise Master Person Index** manages patient identification throughout your enterprise, linking records across feeder systems and offering active and passive mode integration.