

ORACLE

# Advancing ambulatory care strategies



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## Drive ambulatory-focused innovations

With changes in care and payment models, as well as the rise in healthcare consumerism, outpatient practices are struggling to identify growth opportunities while simultaneously delivering high-quality care. Practices need ambulatory-focused solutions to help simplify workflows, drive financial outcomes, and enhance care across venues. With built-in intelligence and a holistic view of the patient, Oracle Health's ambulatory suite of solutions empowers physician practices to foster healthier communities and drive clinical and operational efficiencies.



Enhance clinical efficiencies

Streamline revenue cycle workflows

Empower patients

Drive informed clinical decisions

Accelerate innovation





### Patients

Empower patients to participate in their healthcare journey through personalized, flexible solutions.



### Practitioners

Transform data into actionable insights, augment care delivery, and enhance clinician satisfaction by leveraging AI-powered clinical solutions.



### Practices

Facilitate the seamless flow of data to provide an integrated experience and enhance productivity and outcomes.

## Create seamless clinician and patient experiences

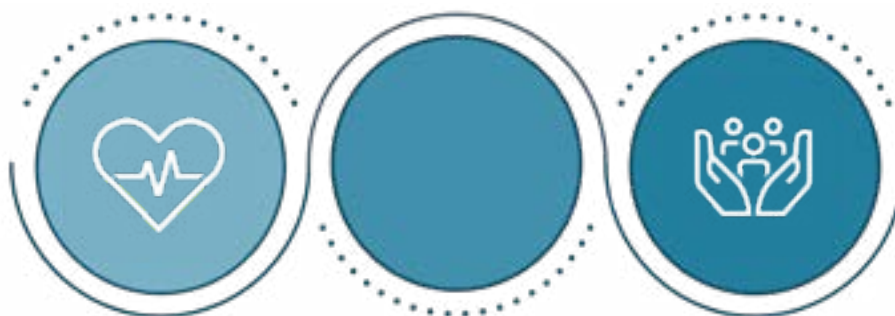
Oracle Health takes an ambulatory-first approach to help your practice streamline front-and back-office workflows and clinical operations and enable you to close care gaps through an integrated patient record. Oracle Health's ambulatory suite of solutions can help your practice.

- Enhance clinician efficiencies, reduce burnout, and provide a cohesive patient experience through a simplified, interoperable EHR
- Focus on patient engagement and drive financial outcomes by streamlining front-and back-office workflows
- Empower patients to participate in their healthcare journey with a user-friendly patient portal that creates a single point of entry for care navigation
- Facilitate informed clinical decisions and optimal outcomes by providing your practitioners a holistic view of a patient's health and care using unified patient data
- Accelerate innovation with open APIs that power intelligent experiences



## Elevate the care journey

Our suite of solutions supports ambulatory care staff in delivering informed care that drives enhanced patient experiences. Oracle Health's team includes hundreds of physicians, nurses, pharmacists, and allied health professionals who are focused on delivering ambulatory solutions that help support your operational strategies, address customer and market concerns, and reduce friction among systems and operations. By combining new and enhanced clinical and practice management capabilities, and services with our integrated, comprehensive ambulatory-first approach, we help deliver value to ambulatory practices by enabling you to.



Focus more time  
on patient care

Drive clinical  
and operational  
efficiencies

Foster healthier  
communities

## Provide cohesive patient experiences

Address your workforce's pain points to help improve employee well-being, patient-practitioner engagement, care outcomes, and the overall care journey.

### Extend coordinated care across the continuum

Practitioners need to readily access patient information—no matter where they are—to help support timely, clinical decision-making. Adopting both desktop and mobile workflows can provide your clinicians ease of access, even on the go. Oracle Health Foundation EHR helps enhance clinician efficiencies, reduce employee burnout, and provide a cohesive patient experience through a simplified, interoperable EHR. Foundation EHR includes advanced capabilities, such as referral management and computer-assisted coding, for more than 30 medical specialties.

- Our EHR integrates across service lines and departments, and is interoperable with external organizations, enabling practitioners to react to act on patient data directly from the patient's chart.
- Comprehensive content and cognitive workflows support intuitive, knowledge-based documentation, prompting practitioners with key information at the point of care to help deliver safe, effective care.
- Referral management workflows enable effective and efficient management and exchange patient referrals across the care continuum, independent of venue or technology.
- Using AI to evaluate key words, complex concepts, and phrases in the physician's documentation, users can capture and validate professional evaluation and management (E&M) codes.
- Our voice-optimized EHR enables near real-time practitioner documentation through speech recognition.
- Our comprehensive mobile suite enables practitioners to dictate notes directly to their mobile device and support patients from any location, helping foster patient satisfaction and time efficiencies.



## Leverage a cleansed, holistic view of a patient's medical history

Seamless and timely access to patient information is critical to improving health outcomes. Without interoperability, patient data remains siloed, limiting decision-making. With Oracle Health Seamless Exchange, you can securely exchange patient data within clinician workflows by facilitating the data flow from outside systems using interoperability standards, network connections, and nationwide exchanges, such as CommonWell Health Alliance. Our open approach to EHR connectivity enables efficient, coordinated care between providers across the care continuum.

## Facilitate a patient-centric experience

Patients deserve a convenient and secure way to access their medical information, schedule appointments, and communicate with their care team. Oracle Health Patient Portal provides a single digital point of entry for your patients to navigate and actively participate in their care journey. The solution supports a guided patient care experience by offering self-scheduling capabilities and virtual care services based on the patient's location.

Limited mobility, distance to a clinic, lack of transportation, or unavailability of in-person appointments can all affect a patient's ability to access timely care. With Oracle Health Scheduled Video Visits, your practice can offer non-emergency virtual care using video visit capabilities, enabling patients to interact with practitioners from the comfort of their home.

**“Our providers no longer have to call the clinic down the hall to get information on a patient and their previous visits. We have that information [in the electronic health record] at our fingertips and can see where the patient is within their care journey.”**

### **Krystalle Fada**

Chief Nurse Executive, Montgomery County Memorial Hospital

## Drive a healthier bottom line

### Focus on patient engagement and drive financial outcomes

Front-and back-office staff often find it difficult to focus on their patient's needs while tackling manual, labor-intensive tasks associated with tedious registration, scheduling, and billing workflows. Oracle Health Specialty Practice Management (SPM) streamlines front-and back-office workflows, enabling your teams to focus on patient engagement and drive financial outcomes with a comprehensive suite of practice management capabilities.

#### Streamline front office workflows

The process of patient registration and scheduling can be stressful for patients and staff, requiring paperwork and valuable time—including long wait times—that could be better spent elsewhere in the practice. SPM optimizes front office staff's time by facilitating a consistent appointment booking experience, streamlining the check-in and check-out processes.

SPM uses two-way communication with Oracle Health Registration Management to optimize front office workflows. This bi-directional exchange of information provides a comprehensive, up-to-date view of patient registration information, limiting the need to navigate between systems. Users can quickly and effectively register patients across your practice.

Using patient benefit information, SPM provides a near real-time cost estimate of services to your patients, empowering them to understand their responsibilities. Electronic data interchange (EDI) services help simplify manual, inefficient processes by verifying insurance benefits, submitting claims, posting explanations of benefits, and enabling online patient payments.

#### Facilitate improved financial outcomes

A practice's ability to get paid quickly depends on the accuracy of charge capture and timely documentation. Enhance your patient accounting experience with simplified workflows and automated processes, such as charge entry, billing, payment posting, account inquiry, workflow management, collections, and reporting. SPM integrates clinical data with the appropriate financial information by linking charge data from patient charts and generating claims, statements, and invoices.

Visibility into operational performance, productivity lapses, and financial health are crucial to building a resilient, outcome-driven, and profitable practice. More than 200 reports are integrated into SPM reporting to help you foster a financially healthy practice by monitoring financial, quality, regulatory, and physician productivity.





## Foster healthier communities

Unleash the power of data by connecting venues, technologies, payers, and care teams

Providers need to expand their focus on supporting care across entire populations, emphasizing chronic conditions management, prevention, and well-being management. We believe data is one of the greatest resources in healthcare. It's time to unify the wealth of data available to advance the health and well-being of population.

Manage chronic conditions and well-being by learning what opportunities and care gaps exist for individuals—and across your population. Tap into a single source of truth and help practitioners, quality managers, and care managers make informed decisions with our population health management solutions.

- Oracle Health Care Management connects the care team—inclusive of the person—to help advance care coordination, limit the duplication of unnecessary services, and close gaps in care.
- Oracle Population Health Management identifies, attributes, measures, and monitors people to assist practitioners in managing the health of their chronically ill, at-risk patients, and overall population.

Accelerate your value-based care (VBC) efforts by enhancing care quality, and to help make healthcare delivery the best it can be.

- Oracle Health Diagnosis Insights optimizes risk adjustment scores to help facilitate pre-visit planning and accurate payment and reimbursement through flagging previously documented hierarchical condition categories (HCC) diagnoses that need to be readdressed, as well as identifying suspected HCC-supported conditions.
- Oracle Health MIPS Qualified Registry Reporting compiles data across disparate EHRs and financial sources to assist in monitoring and managing Merit-based Incentive Payment System (MIPS) quality measure performance and proactively intervening to close gaps in care before submitting Quality, Promoting Interoperability (PI) and Improvement Activities (IA) metrics directly to the Centers for Medicare & Medicaid Services (CMS).
- Oracle Population Health Analytics ACO Quality provides reports and dashboards that enhance visibility to member-level outcomes and opportunities prior to submission per accountable care organization (ACO) measure requirements across practitioners, practices, and plans.
- Oracle Population Health Analytics HEDIS provides reports and dashboards that enable you to view patient-level outcomes and opportunities for program optimization per Healthcare Effectiveness Data and Information Set (HEDIS) measure requirements before submission without relying on payer reports.
- Oracle Population Health Analytics Cost and Utilization arms practices with dashboards and reports that support the analysis of cost and utilization performance, helping explore network utilization, savings opportunities, and potentially avoidable events.



## Accelerate EHR adoption

### Advance adoption strategies with EHR implementation and usage services

We understand implementing and adopting new tools and workflows can be challenging. Users navigating this transition require effective training and support, so they can successfully embrace technology-driven processes. That's why we're focused on delivering an optimal experience for your practice with best practice recommendations and workflows.

#### Become comfortable using the EHR

To provide patients with optimal care, it's essential for practices to optimize the value of their health IT investments. Success is often the direct result of user adoption and experiences. Offering consistent and comprehensive learning tools is key to helping users become comfortable with the EHR and driving workflow efficiencies. Oracle Health Learning Framework offers practices a learning strategy designed to help users achieve their outcomes and goals.

Oracle Health In-App eCoach helps you get the most out of your EHR investments to support continual learning and advancement by building awareness of changes, delivering learning materials, and reinforcing training.

Through technical training courses, you can develop skills on how to configure, maintain, and troubleshoot core elements of Oracle Health applications. Build skills on how to configure, maintain, and troubleshoot core elements of the Oracle Health applications with our training courses. Each training course is designed to provide a hands-on experience and scenario-based practice, with an associated assessment to demonstrate proficiency.



#### Supporting your solutions remotely

Streamline your practice's domain management, freeing up crucial space and time to prioritize patient care. We provide a secure technology infrastructure, operating system and other required layered software, software installation, and technical resources to support remote-hosted solutions.



## Ready to learn more?

[Contact us today](#)

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