

# Optimize eClinicalWorks<sup>®</sup> with Ero Health.



HITRUST Certification for Hosted  
eClinicalWorks Servers and Revenue  
Cycle Management.



Simply using eClinicalWorks in today's value-based healthcare reimbursement model is not enough. There is a vast world of possibilities inside eClinicalWorks that will enable you to increase profits, streamline billing, enhance patient care, and improve patient engagement.

Ero Health can help you optimize your eClinicalWorks journey so you can maximize your investment.



## Challenges

Many practices face common challenges in their workflows, even after implementing eClinicalWorks. This can lead to frustration, and a reluctance by staff to embrace the system, hindering your journey to becoming a modern medical office.

- Lengthy, inefficient provider documentation processes leading to burnout
- Lack of use of features such as order sets, templates, interoperability, and patient engagement products
- Delays in reimbursement and collections
- Flawed metrics for reporting, measurement of clinical metrics and financial benchmarks

## Patient Benefits

In a value-based care model, it is critical for patients to be engaged in their care. Through better use of advanced features, patients have access to tools to enhance communication with providers, help ensure critical follow-ups are performed, and enable better care.

- Enable interactive features such as patient portal, Healow and messenger campaigns
- Implement kiosks to streamline office check-in
- Provide mobile access with the Healow smart phone app
- Integrate telehealth visits into your workflow

## Practice Benefits

When your practice truly leverages the power of eClinicalWorks you will transform into an organization that thrives in today's healthcare environment.

- Improve patient care through:
  - Enhanced management of patient populations
  - Streamlined communication between providers
  - Enhanced patient engagement
- Increase profitability by:
  - Implementing efficient workflows
  - Gaining better oversight into the business
  - Reducing days in A/R
  - Increasing claims first pass rate

# OPTIMIZATION PROCESS

Each client's needs are unique and that is why Ero Health tailors a solution for each practice we serve. Ero Health consultants aren't just eClinicalWorks experts. Each holds practical experience using the software in a medical practice. We're able to apply best practices as your optimization is developed and managed. We conduct a thorough analysis of your practice through custom analytical reports and a hands-on evaluation of your practice workflow. We identify the gaps, build custom content, map out new workflows, and present you with a plan. We can then execute on that plan while developing KPI's and success metrics that can be tracked moving forward, while implementing process improvements along the way. Our team has the knowledge and practical experience to support your specific goals and see the project to completion.



## Practice Assessment

- Business discussion and goal setting
- Review of current workflow
- Identification of gaps and document pain points
- Internal system set-up review
- On-site shadowing of your practice and team



## Optimization Report

- Workflow changes leveraging best practices
- Training sessions
- Module implementations
- Feature implementations

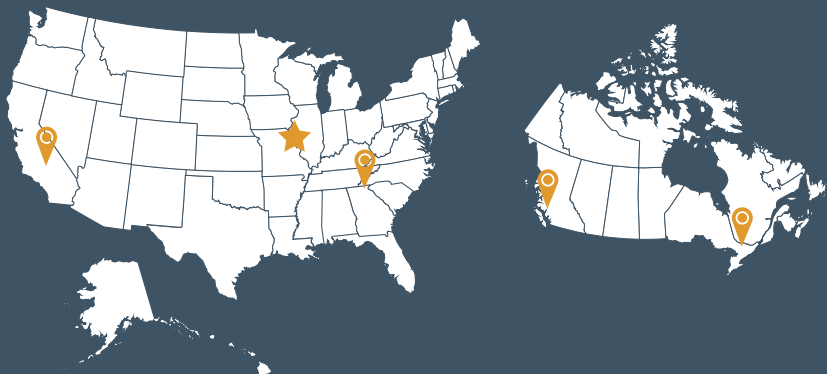


## eClinicalWorks Implementation

- Prioritize remediation and optimization tasks
- Perform system configuration changes and customizations
- Develop necessary training materials, flow diagrams, and reports
- On-site, hands-on training
- Remote monitoring and on-site follow up to ensure new performance metrics are being met

*Introducing Ero Health – a trusted partner ready to meet you at any point on your eClinicalWorks journey and lead you to success. We can help you navigate the new reality of healthcare and run your business more efficiently and profitably while working together to improve the lives of the people you serve.*

*Ero Health is the largest eClinicalWorks solution partner in North America that provides a full suite of digital health services to healthcare systems, clinics and physician practices. The firm focuses on helping practices gain greater visibility to patient data, reduce overhead costs and improve patient and staff satisfaction.*



949/234-1881  
636/980-1310

[www.ero.health](http://www.ero.health)

★ **Headquarters:**  
St. Louis, MO

📍 **Offices:**  
Santa Ana, CA / Atlanta, GA  
Toronto, ON / Vancouver, BC