



Connectivity & Analytics User Forum

RelayHealth Customer Empowerment

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Session Goals and Objectives

In this session you will learn...

- The reason RelayHealth is continuing to invest in customer empowerment
- About the different building blocks of customer empowerment
- About RelayHealth's Customer Community
 - The features and value the Community will deliver
 - How to leverage the Community to get the most out of our solutions
 - The Community delivery timeline
 - How you can contribute to the design of the Community

How do we define Customer Empowerment?

An approach where customers can utilize self service tools to manage activities where vendor interaction is not required. This frees up time and resources for customers to engage the vendor in more complex activities.

Who do we want to empower?



Bob aka YOU

Hi! I am the health system IT expert who works on rolling out solutions my Health System purchased from RelayHealth

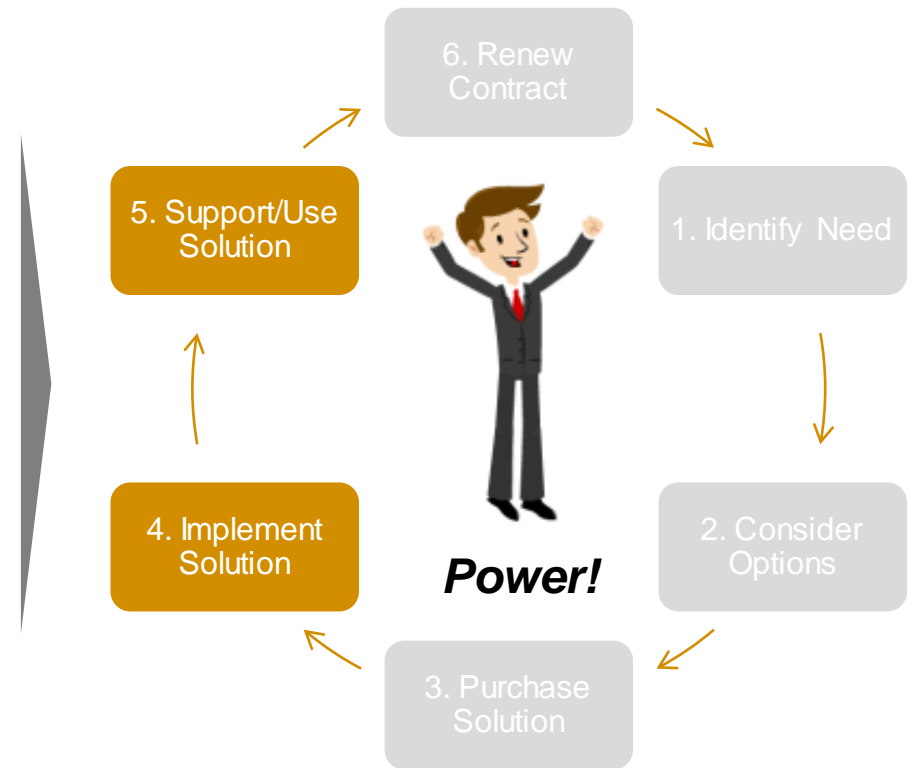
What does Bob want?

Customer Sound bites

- **NEEDED!** It is much more efficient for me to be able to make a change myself .
- I like having **as much power** with a product **as possible**. If I have the ability to find a solution or manage a product myself then the happier I am.
- I like being **able to handle as much as I can on my own**. It saves time and limits miscommunication which leads to re-work.

Some Stats

- **72%** prefer to use self-service support rather than phone or email support (*Forrester*)
- **67%** prefer self-service over speaking to a company representative. (*Nuance Enterprise*)



How are we going to get Bob what he wants?

Provide him with...

...an integrated experience around...

Self Service
Tools

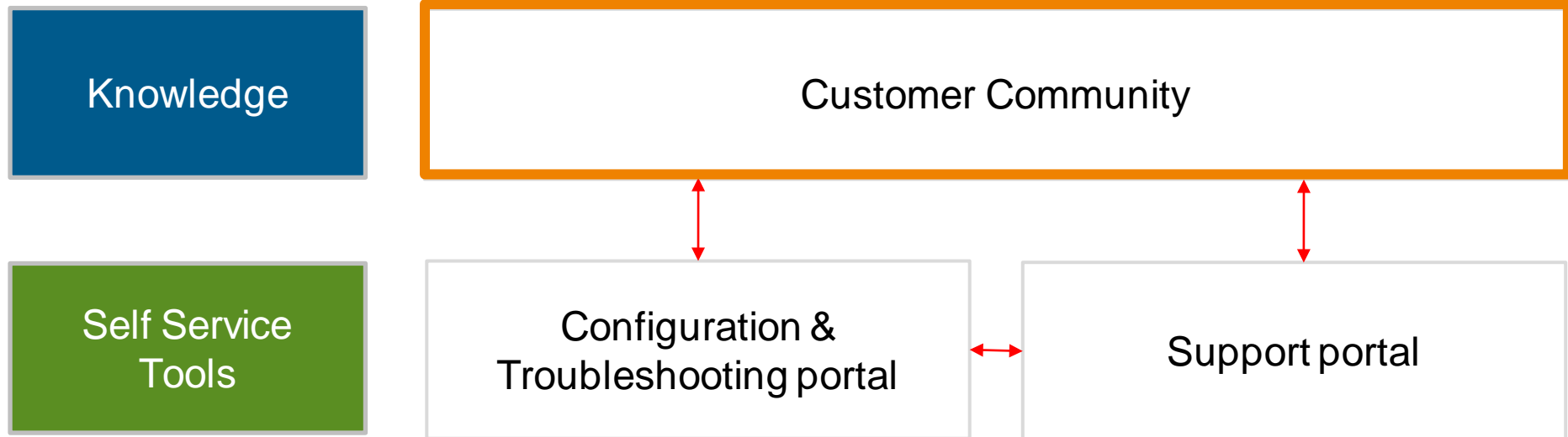
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Knowledge

.. so his health system can monitor, track and achieve its
business goals faster in a more satisfactory way....

How are we going to get Bob what he wants?

...what does that mean?



RelayHealth Community



Community_Test

0

Notifications

0

Messages

Home

Community

Search

RelayHealth Community

What's New

Join Discussions

Learn How

Get Knowledge

Find Support

Welcome to the Community

Use the Community to access resources and knowledge, connect with your peers and product experts, and exchange ideas. Tips for getting started and other resources can be accessed here.

Top FAQs

Why doesn't my patient's health data from last year display on the health record Summary tab in the Care Team Portal?


Troubleshooting & FAQs

Why did CDA data parse to wrong section of health record?

Troubleshooting & FAQs

How do time stamps work with CCDs and C-CDAs?

Featured Discussions

Getting Started 
Welcome

Looking for some specifics around a Greenway CCD i...
Community Forum

Documentation

Patient Portal

Care Team Portal

Health Summaries








Orders

Results

Announcements

Announcing the new RelayHealth Community

Community Browser

-  RelayHealth Community
 - >  What's New
 - >  Join Discussions
 - >  Learn How
 - >  Get Knowledge
 - >  Find Support
 -  Glossary

Road to the Community

You Spoke:

- Customer Support Advisory Group
- Patient Engagement Advisory Group
- Customer Forum
- Client Interviews



Road to the Community

We Listened:

- Self Service
- Information Access
- Peer Access
- Direct Line of Communication



The Challenge

RELAYHEALTH PLATFORM STATS

22 **Update - ELMAH Errors Received on Patient Invite from Within Application**

21 **Closed: Delay in HTML Email Invite Features Activation**

20 **Closed: Delay in HTML Email Invite Features Activation**

19 **Closed: Delay in HTML Email Invite Features Activation**

18 **Closed: Delay in HTML Email Invite Features Activation**

17 **Closed: Delay in HTML Email Invite Features Activation**

16 **Closed: Delay in HTML Email Invite Features Activation**

15 **Closed: Delay in HTML Email Invite Features Activation**

14 **Closed: Delay in HTML Email Invite Features Activation**

13 **Closed: Delay in HTML Email Invite Features Activation**

12 **Closed: Delay in HTML Email Invite Features Activation**

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4 **Closed: Delay in HTML Email Invite Features Activation**

3 **Closed: Delay in HTML Email Invite Features Activation**

2 **Closed: Delay in HTML Email Invite Features Activation**

1 **Closed: Delay in HTML Email Invite Features Activation**

Knowledge

RelayHealth | Clinical Solutions

Meaningful Use Update

Hi There!

It's been great hearing from all of you with regard to your results from the July-September MU2 data collection period. The 41 customers who collected data have reported their performance as follows:

50% Summary of Care Measure
With 10 of 41 customers reporting, we've seen a mean score of 71.0%, median of 71.0% and max of 82.7%

5% View Download Transmittal Measure
With 26 customers reporting, the mean score is 8.6%, median 8.0% and max 16.3%.

Paragon and Horizon Connect Customers
It is not necessary and not recommended that you add RelayHealth to the attestation card separately. RelayHealth is bundled in the EIS product certification and helps to minimize documentation necessary for subsequent CMS audits.

As we enter into the holidays we want you to know that our MU2 Work Team will continue receiving, prioritizing and delivering enhancement requests, and providing you with timely and relevant information about Meaningful Use.

In this newsletter, we are providing you:

- an update on upcoming enhancements
- updates to the attestation attestation card



Networking

Events

RelayHealth CODE

Welcome to RelayHealth Code.

This area provides our partners with access to RelayClinical Platform overviews of our connectivity solutions.

Applications

Use RelayHealth's API toolkit to establish single sign on in portal links with the RelayClinical Platform.

Connectivity

RelayHealth supports connectivity (transport, security, SOAP services, REST services, or using a windows client/enterprise system). Review supported solutions and ins...

Interoperability

RelayHealth supports a wide range of HL7 and Health CCD/A-based clinical data exchange solutions for it here. Use our detailed technical specifications to learn more data requirements, and configuration options.

Access

RelayHealth | Clinical Connectivity

Product Update

Release Notification
Release Notes for 15.2

RelayHealth Clinical Connectivity would like to announce an upcoming service release, scheduled for February 3, 2015.

Release Notes for version 15.2

[Download Now](#)

Resources

- Video Training: Branded Sites and Notifications
- Patient Invalidation Readiness Guide - ACTIVATE NOW

Previous Release Notes

- January 2015 Release
- December 2014 Release

RelayHealth Community

The Community is your 24x7 resource to get the answers you need. Access resources and knowledge, enhanced by the members of the community. Exchange ideas, network, and get the latest information to get the most from our solution. Connect with the experts—people like you.



Knowledge
Base



Forums

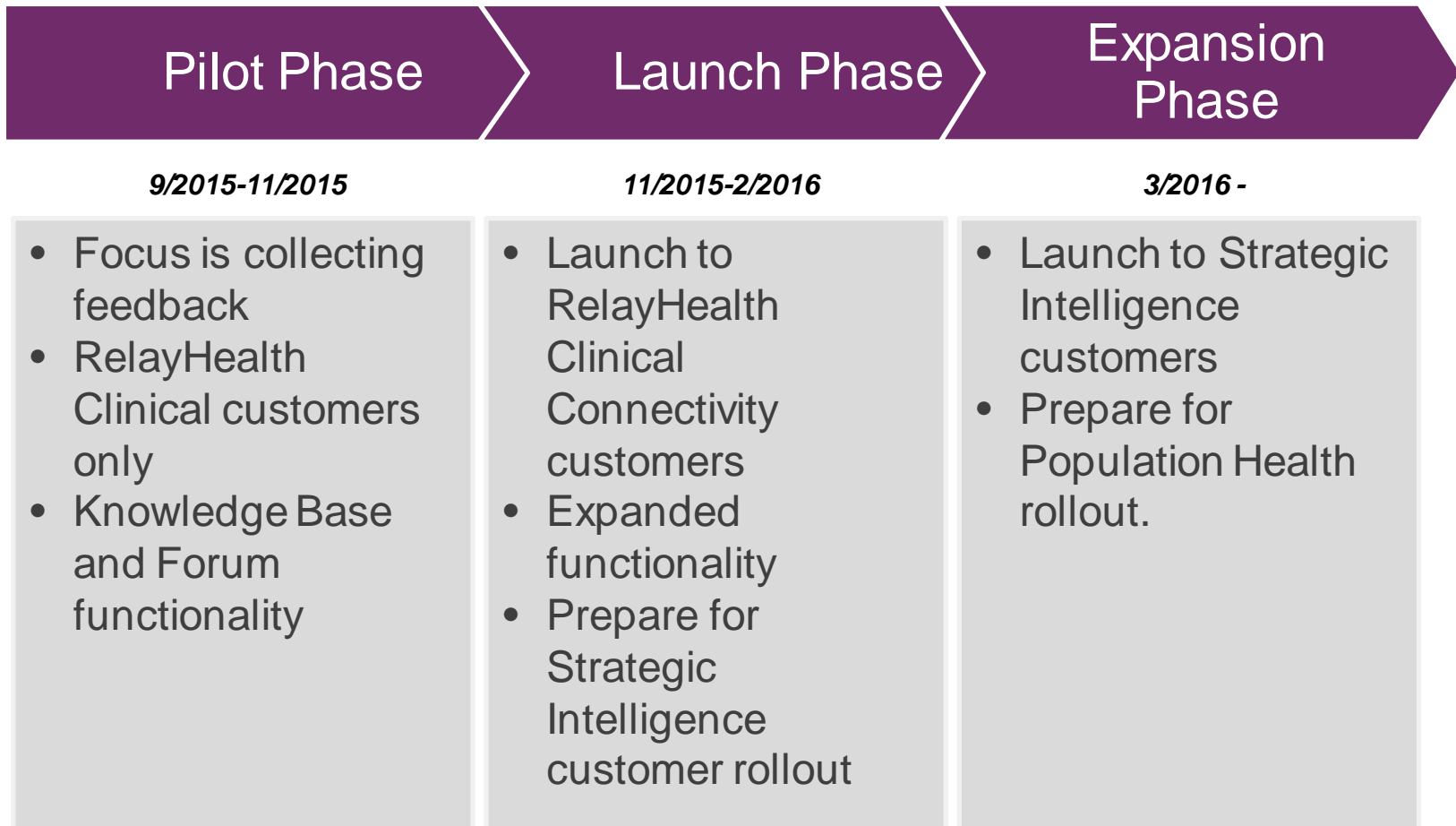


Ideas



Central Access

Community Delivery Timeline



A Day in the Life of the Community

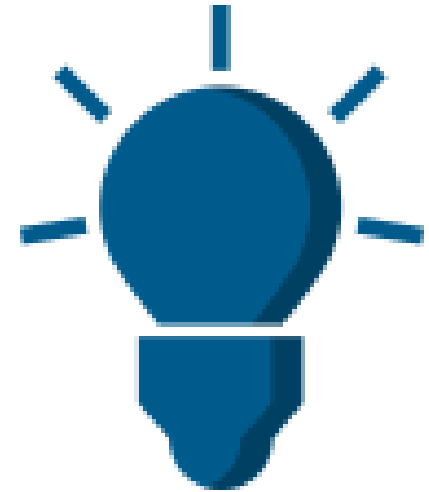


Maggie Strader

Health Information Exchange Analyst
Hardin Memorial Hospital

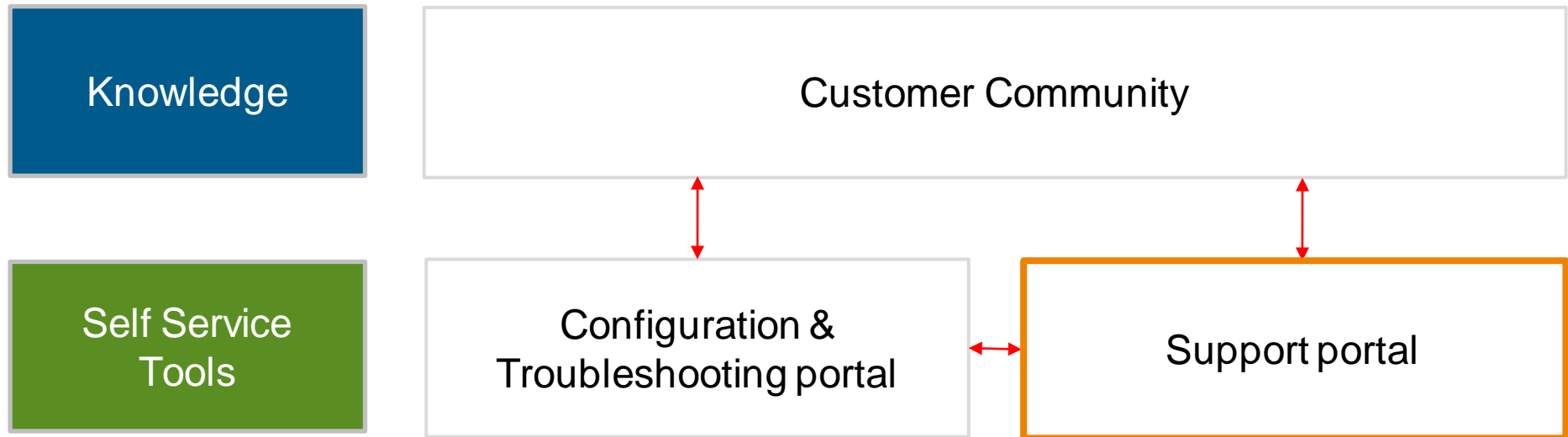
Feedback Session

Thoughts, Comments, Recommendations



How are we going to get Bob what he wants?

...what does that mean?



The Support Portal

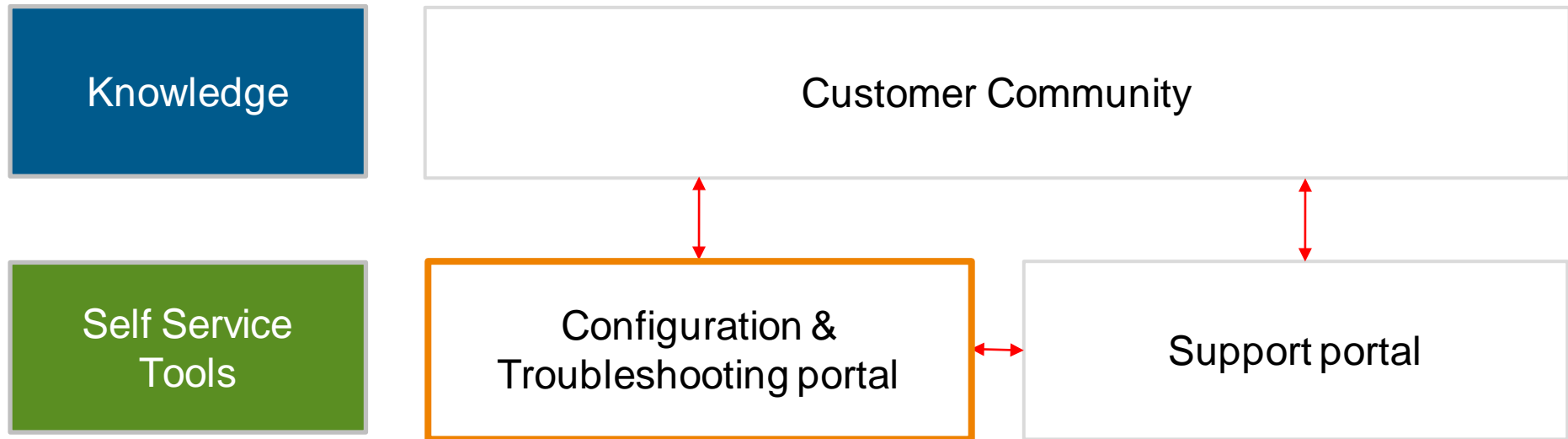
Providing case transparency

The screenshot displays the RelayHealth Support Portal interface. At the top left is the RelayHealth logo. A search bar is located at the top right. Below the logo, there are navigation tabs for 'Home', 'Knowledge', and 'Cases'. The 'Cases' tab is active. On the left side, there is a 'Create New...' button and a 'Recent Items' list containing '00001015', '00001012', 'McKesson', and 'Michael Oldach'. Below this is a 'Recycle Bin' icon. The main content area is titled 'Cases Home' and includes a 'View:' dropdown set to 'All Open Cases', a 'Go!' button, and links for 'Edit' and 'Create New View'. A 'Tell me more! | Help for this Page' link is also present. The 'Recent Cases' section features a 'New' button and a 'Recently Viewed' dropdown. A table lists the following cases:

Case Number	Subject	Date/Time Opened	Priority
00001015	Patient Merge	9/11/2015 11:44 AM	Medium
00001012	How do I create a new case	9/9/2015 7:00 AM	Medium

How are we going to get Bob what he wants?

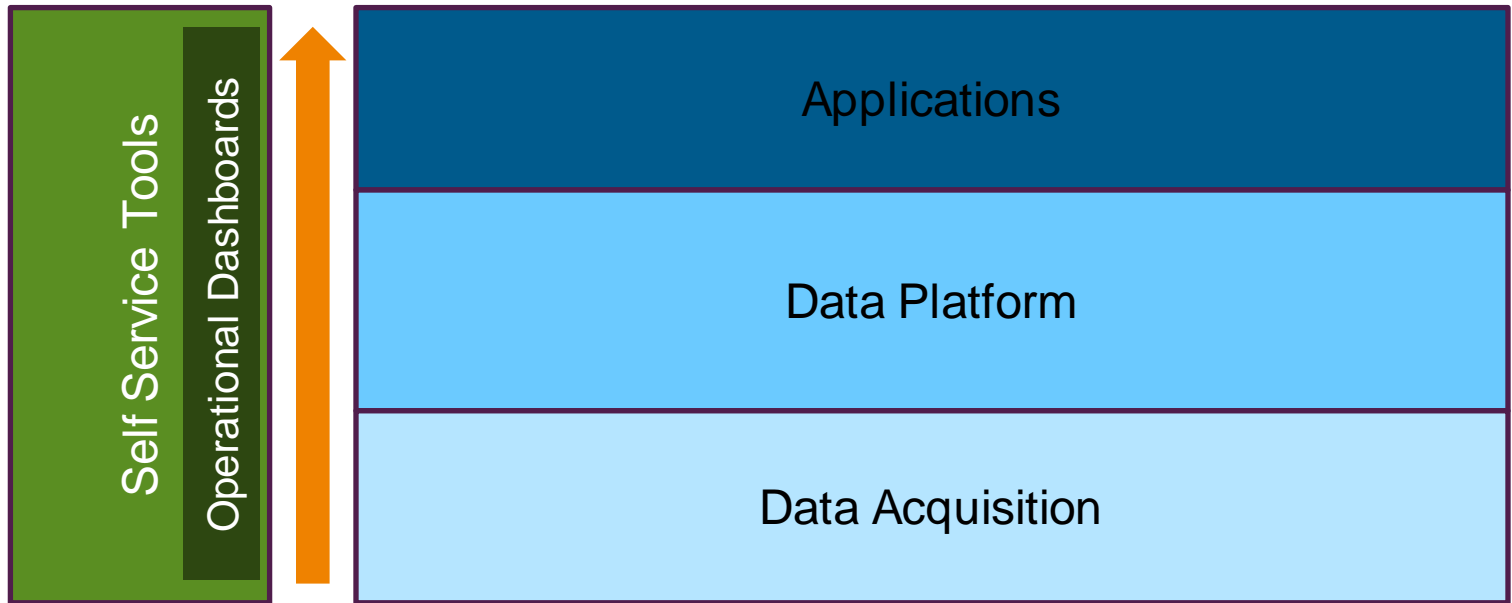
...what does that mean?



The Configuration & Troubleshooting Portal

An evolution of the Interop portal concept

- Setup
- Configure
- Monitor
- Troubleshoot
- Management
- etc



Feedback Session

1. Brainstorm self service functionalities that would be beneficial to you (e.g. provider activation)
2. Prioritize the list and come up with the top 3 ones that would have the biggest impact
3. Describe the specific impact those features would have (e.g. it would save me x time etc.)
4. Pick a presenter and share your findings with the group



Interested in Helping Out?

- Contribute by signing up as a Pilot member for the community

