

Buying an Urgent Care EMR: The Five Most Important Criteria to Understand

An Urgent Care environment is different from a primary care or emergency care setting. For that reason, the electronic medical record (EMR) used in Urgent Care practices should meet these five most important criteria:

1 An EMR “Double-Certified” to Achieve Meaningful Use

To take advantage of the multi-year series of incentive payments promised to providers under the American Recovery and Reinvestment Act of 2009 (ARRA), Urgent Care providers require an ARRA-certified EMR. But ARRA certification leaves some very important gaps that CCHIT 2011 certification covers.

The table below summarizes the differences between CCHIT and ARRA certification. Integritas strongly recommends you select an EHR that meets both ARRA and CCHIT standards to ensure you not only can qualify for reimbursement, but also that you meet all HIPAA security standards.

CCHIT	ARRA
<ul style="list-style-type: none">• 286 EHR criteria for certification	<ul style="list-style-type: none">• 33 EHR criteria for certification
<ul style="list-style-type: none">• <u>Heavy</u> emphasis on security; a CCHIT Certified® 2011 Ambulatory EHR meets HIPAA security standards	<ul style="list-style-type: none">• Does not meet HIPAA standards for security
<ul style="list-style-type: none">• Emphasizes comprehensive capabilities, including patient access	<ul style="list-style-type: none">• Emphasizes patient access
<ul style="list-style-type: none">• Purely voluntary	<ul style="list-style-type: none">• Required for reimbursement
<ul style="list-style-type: none">• Will require more standardization in the future	<ul style="list-style-type: none">• Will require more standardization in the future

2 An EMR Built for Speed

To treat a large number of patients in high-volume clinics, Urgent Care providers require an EMR designed for speed: an Urgent Care EMR that charts simple complaints with a few clicks, yet handles complex problems equally well.

An Urgent Care EMR should not be confused with emergency medical software intended to document the intricacies of life-threatening encounters. An Urgent Care EMR should offer super-fast charting that is quicker than handwriting, paper forms, and even dictation.

Agility EHR®, an Urgent Care and Occupational Medicine electronic medical record, meets these requirements. It's not just fast: it's agile.

3 An EMR Designed to Manage Occ Med and Worker's Comp

Most Urgent Care facilities also offer Occupational Medicine and workers' comp injury care. This requires an EMR that meets HIPAA privacy standards and ensures no personal health history is reported to employers or work comp carriers. The EMR should be able to distinguish occupational and non-occupational visits, while it gives the provider a full view of the patient record.

For Worker's Comp, the EMR should readily manage mandated state work comp forms, such as the California 5021, PR2 and PR4, and complete them automatically from provider charting, to submit electronically with claims.

Perhaps most important, the EMR designed for both Urgent Care and Occ Med/work comp should also provide an employer portal where employers can immediately access the data they need without numerous phone calls to the provider's office.

Agility EHR™, meets these Occ Med/Work Comp requirements and more.

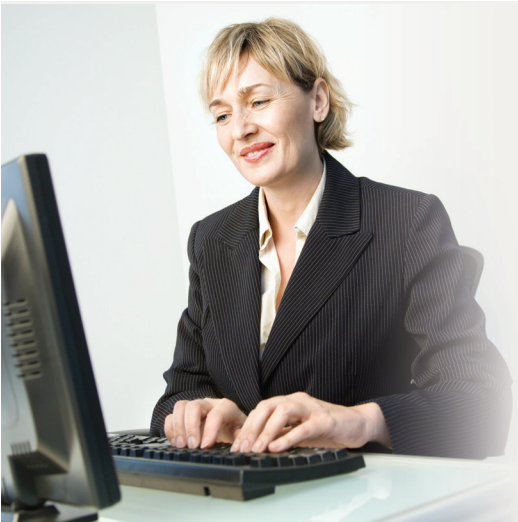
4 An EMR that Supports Patient and Client Satisfaction

The shift to electronic health records intends to eliminate duplicate testing and treatment and thereby, reduce costs. It also aims to give patients ready access to their health records, to increase the patient's participation in their own health and that of their families. As both patients and employers become more informed consumers, they will be demanding more from their health care providers: more access and more shared data. Only an EMR that meets industry standards will ensure you can satisfy both your patient and client employer demands, and enable them to look to you for care, and not to your competitors.

5 An EMR with a Hosted OR Client-Server Solution Offering

To reduce up front hardware costs and to count on predictable software expense, Urgent Care providers may prefer to take advantage of a hosted software solution versus a traditional client-server installation. Both options offer advantages, so your technical and financial objectives should determine the right solution for you.

Agility EHR™ may be deployed as a hosted solution or on-premise installation – the choice is yours.



Learn more about Agility EHR and how it is ideally suited for Urgent Care providers practicing in mixed-use clinics that also treat Occupational Medicine, work comp and family practice patients. [Contact us to view an online demonstration.](#)